

# Sherwood Fire Department

## Standard Operating Procedures



### S.O.P.'s

Effective Date: 10/ 01/ 2008  
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<b>ORGANIZATIONAL CHART</b>
<b>SHERWOOD FIRE DEPARTMENT</b>
<b><u>ADMINISTRATION</u></b>

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<b>Capt. # 43 Blake Watkins</b>	<b>Capt. # 44 Dean Simmons</b>	<b>Capt. # 41 C. Sanders</b>
Uniforms and P.P.E.	Hydrants and Hose, Inspections and Investigations	Station Maintenance
<b>Capt. # 49 Andy Traffanstedt</b>	<b>Capt. # 48 J.P. Sawyer</b>	<b>Capt. # 45 Scott Chassells</b>
Haz-Mat, Hydrants and Hose	Public Education, Fire Prevention and EMS Officer	Station Supply
<b>Capt. # 42 Dennis Poole</b>		
Apparatus Maintenance		

## Table of Contents

	<b>Organizational Chart</b>			<b>2</b>
<b>Section 1</b>	<b>Formation of the Department</b>			<b>7</b>
<b>Section 2</b>	<b>Roles and Authority of Department Officials</b>			<b>8</b>
	<b>2.1</b>	Fire Chief	8	
	<b>2.2</b>	Assistant Fire Chief	9	
	<b>2.3</b>	Battalion Chief	9	
	<b>2.4</b>	Captain	10	
	<b>2.5</b>	Lieutenant / Driver Operator	11	
	<b>2.6</b>	Firefighter	11	
	<b>2.7</b>	Fire Marshal	12	
	<b>2.8</b>	Fire Investigator	13	
	<b>2.9</b>	Occupancy Management Officer	13	
	<b>2.10</b>	Fire Prevention Officer	14	
	<b>2.11</b>	HR/Professional Development Officer	14	
	<b>2.12</b>	Training Officer	15	
	<b>2.13</b>	Health and Safety Officer	15	
	<b>2.14</b>	Operations Officer	16	
	<b>2.15</b>	Apparatus Maintenance Officer	16	
	<b>2.16</b>	Station Maintenance Officer	17	
	<b>2.17</b>	WMD Response Officer	17	
	<b>2.18</b>	Logistics and Supply Officer	17	
<b>Section 3</b>	<b>Chain of Command</b>			<b>18</b>
<b>Section 4</b>	<b>Drug-free Workplace</b>			<b>19</b>
	<b>4.1</b>	Drug Policy	19	
	<b>4.2</b>	Definitions	19	
	<b>4.3</b>	General Provisions	21	
	<b>4.4</b>	Drug and/or Alcohol Tests	22	
	<b>4.5</b>	Testing Process and Procedures	23	
	<b>4.6</b>	Alcohol Testing	24	
	<b>4.7</b>	Maintenance of Records of Prescribed Substances	25	
<b>Section 5</b>	<b>Rules of Conduct</b>			<b>26</b>
	<b>5.1</b>	General Provisions	26	
	<b>5.2</b>	Personal Telephone Calls	27	
	<b>5.3</b>	Behavior Prohibited	28	
	<b>5.4</b>	Harassment	28	
	<b>5.5</b>	Workplace Violence	28	

	<b>5.6</b>	Change of Employee Data	28	
	<b>5.7</b>	Neglect of Duty	29	
	<b>5.8</b>	Job Safety	30	
	<b>5.9</b>	Secondary Employment / Moonlighting	30	
	<b>5.10</b>	Insubordination	31	
	<b>5.11</b>	Failure to Perform Duties Properly	31	
	<b>5.12</b>	Improper Conduct	32	
	<b>5.13</b>	Use of Tobacco Products	34	
	<b>5.14</b>	Incompetence	34	
	<b>5.15</b>	Visitors in the Firehouse	35	
	<b>5.16</b>	Normal Business Hours	35	
<b>Section 6</b>	<b>Personnel and Staffing</b>			<b>36</b>
	<b>6.1</b>	Promotions	36	
	<b>6.2</b>	Administrative Records to be kept Current	36	
	<b>6.3</b>	Administrative Records To Be Kept Confidential	37	
	<b>6.4</b>	Staffing of Stations and Apparatus	37	
	<b>6.5</b>	Reassignments or Transfers	39	
	<b>6.6</b>	Minimum Training Requirements	40	
<b>Section 7</b>	<b>Disciplinary Matters</b>			<b>41</b>
	<b>7.1</b>	Basis for Discipline	41	
	<b>7.2</b>	Factors of Disciplinary Action and Process	42	
	<b>7.3</b>	Complaints, Investigations and Disclosure	43	
	<b>7.4</b>	Informal Resolution Process	45	
	<b>7.5</b>	Suspected On Duty Substance Abuse	45	
	<b>7.6</b>	Determining The Proper Disciplinary Action	47	
	<b>7.7</b>	Categories of Offenses	47	
	<b>7.8</b>	Supervisory Counseling	49	
	<b>7.9</b>	Preparation of Memos of Counseling and Written Reprimands	49	
	<b>7.10</b>	Suspension, Demotion, and Termination	50	
	<b>7.11</b>	Departmental Complaint Procedures	50	
	<b>7.12</b>	Appeals of Disciplinary Actions	51	
<b>Section 8</b>	<b>Uniform and Personal Appearance</b>			<b>52</b>
	<b>8.1</b>	General Personal Appearance Standards	52	
	<b>8.2</b>	Uniforms	52	
	<b>8.3</b>	Sunglass	53	
	<b>8.4</b>	Off Duty Personnel	53	
	<b>8.5</b>	Wearing of Jewelry	53	
	<b>8.6</b>	Hair Styles	53	
	<b>8.7</b>	Wearing of Department Uniforms While Off Duty	54	
	<b>8.8</b>	After Hours / Night Time Uniforms	54	
	<b>8.9</b>	Inclement Weather Exceptions	54	
	<b>8.10</b>	Protective Clothing and SCBA Policy	54	

<b>Section 9</b>	<b>Operations of Vehicles and Apparatus</b>			<b>55</b>
	9.1	General Provisions	55	
	9.2	Emergency Response	55	
	9.3	Non-Emergency Operation	56	
	9.4	Use of Seatbelts	56	
	9.5	Backing	57	
	9.6	Care and Maintenance of Vehicles and Apparatus	57	
	9.7	Weekly Maintenance Checks	58	
	9.8	Collisions or Damage to Vehicles or Apparatus	58	
	9.9	Fueling of Vehicles and Apparatus	59	
	9.10	Security of Vehicles and Apparatus	59	
<b>Section 10</b>	<b>Equipment Maintenance</b>			<b>60</b>
	10.1	General Provisions	60	
	10.2	Personal Protective Equipment Maintenance	60	
	10.3	Apparatus Equipment Maintenance	61	
	10.4	Station Equipment Maintenance	61	
	10.5	Lost, Stolen or Damaged Equipment	61	
<b>Section 11</b>	<b>Station Maintenance</b>			<b>63</b>
	11.1	General Provisions	63	
	11.2	Daily Cleaning Duties	63	
	11.3	Weekly Cleaning Duties	64	
	11.4	Monthly Cleaning Duties	64	
	11.5	Quarterly Cleaning Duties	64	
	11.6	Seasonal and Special Duties	64	
<b>Section 12</b>	<b>Reports and Written Communications</b>			<b>65</b>
	12.1	General Guidelines	65	
	12.2	Incident Report	65	
	12.3	Maintenance Report Form	66	
	12.4	Inspection Report Form	66	
	12.5	Burn Permits/Burn Permit Log	67	
	12.6	Interaction Report	67	
	12.7	Written Correspondence	67	
	12.8	Freedom of Information Requests	70	
	12.9	Station Log Book Entries	70	
<b>Section 13</b>	<b>Radio Communications Protocol</b>			<b>71</b>
	13.1	Use of Radio Systems	71	
<b>Section 14</b>	<b>Employee Acknowledgement</b>			<b>72</b>

**SECTION 1: FORMATION OF THE DEPARTMENT**

Formation of Department:

The Pulaski County Fire Protection District # 5, dba Sherwood Fire Department, was formed in August 2005 by a resolution from Pulaski County Judge Floyd G. "Buddy" Villines. The Board of Commissioners is a five-person board appointed by the Pulaski County Judge made up of local homeowners and businesspersons that oversee the actions of the Fire Department, represent the citizens of the Sherwood Fire District, and ensure proper checks and balances.

State Law:

The Sherwood Fire Department operates under authority of the Arkansas Fire Prevention Code, in which the Fire Chief is an ex officio deputy to the fire marshal under the Fire Prevention Act, A.C.A. §§ 12-13-101 through -116 (Repl. 2003).

Purpose:

The Board of Commissioners has approved these Standard Operating Procedures that define the requirements and expected standard of action for employees. These procedures have been established for the good of the department, and must be followed by all employees. In all respects, these procedures should comply with all federal, state, and local laws and statutes, and the Bylaws of the department, hereinafter, "Laws." If at any time, any statement contained herein conflict with any Laws, the Laws shall prevail. If any statement contained herein is found subservient to Laws, the remainder of the document shall remain in effect. Every effort shall be made to ensure that the procedures contained herein reflect the most appropriate and beneficial procedures for the Department.

Scope:

These procedures apply to all employees. **These procedures do not supersede Standard Operating Guidelines providing on-scene Strategic Incident Command.**

**1.1 - POLICY STATEMENT**

The Pulaski County Fire Protection District #5 dba Sherwood Fire Department possesses the sole right to operate and manage the financial affairs of the Department.

**1.2 - SEVERABILITY**

Should any of the provisions of these Policies be determined contrary to federal, State, or local law, the remaining provisions of the Policies shall remain in full force and effect. To the extent any law provides additional or different benefits or rights to employees, the provisions of these Policies shall be deemed to include those statements of law.

**SECTION 2: ROLE AND AUTHORITY OF DEPARTMENT OFFICIALS**

It is the intention of this section to list some of the responsibilities and authorizations of each major job function. The information following is not all-inclusive, and is subject to change. The ranks of Fire Chief, Assistant Chief, and Captain are referred to as Fire Officers. The general rank of Firefighter along with those previously mentioned refers to the work classification of employees.

The titles of On-Duty Supervisor, On-Duty Driver, and On-Duty Firefighter refer to the shift classification of employees. Any person of any work classification can hold any position of shift classification if they are so qualified. For example, a Captain may work a shift as an On-Duty Firefighter or a Firefighter may work a shift as an On-Duty Supervisor. Generally the higher work classification will hold the higher shift classification. More details are provided in Section 6.

Specialized classifications such as Training Officer, Maintenance Officer, Fire Marshal, Investigator, Safety and Health Officer, and Fire Prevention Specialist may be assigned regardless of work classification.

**2.1 - Fire Chief**

The Fire Chief is appointed by and reports to the Board of Commissioners of Pulaski County Fire Protection District # 5.

The Chief shall have full control of the staff, apparatus and effects of the Department while in the fire station and at all fires, inspections, drills, parades, etc. The Chief shall be responsible to the Board of Commissioners for the keeping and filing of all records and reports of the Department, and such other duties as shall hereafter be prescribed.

The Fire Chief is considered be the Chief Fire Officer for he department. The Fire Chief is also the chief executive of the fire department. In accordance with the bylaws of the Board of Commissioners, he/she has direct charge, control, management, and direction of the department, pertaining to duties, with authority to transfer, appoint, or assign employees specific departmental duties. Duties, and responsibilities of the Fire Chief are defined in the Administrative Rules and Regulations.

## **2.2 - Assistant Fire Chief**

The Fire Chief may appoint one or more persons to the rank of Assistant Fire Chief to serve as a high-level manager and assume the duties and responsibilities of the Fire Chief in the event of his/her absence. An Assistant Chief is considered to be a Chief Fire Officer.

### **The responsibilities of the Assistant Chief are to:**

- a) Ensure adequate management of the responsibilities or programs assigned to them by the Fire Chief.
- b) Ensure the use of the chain of command.
- c) Attend the meetings of the Board of Commissioners to assist the Fire Chief and report specialized information from their appointed division.
- d) Ensure the most efficient operation of the fire department.
- e) Properly execute any other responsibilities as dictated by the Fire Chief, whether written or oral.
- f) Be able to perform all of the duties of those that hold the rank of Captain.
- g) Fill the role of the Fire Chief in his/her absence.

### **The Assistant Fire Chief, with approval of the Fire Chief, is authorized to:**

- a) Purchase equipment or supplies for their respective division.
- b) Counsel employees and administer discipline or termination in a fair and consistent manner.
- c) Give orders to subordinates and delegate authority as necessary to carry out the daily operations of the department.
- d) Execute other commands delegated to them by the Fire Chief.
- e)

## **2.3 - Battalion Chief**

The Battalion Chief will be the overall supervisor for the shift to which they are assigned for the duration of the shift. He/she will have full control and responsibility for all fire suppression, emergency medical services (EMS), Motor Vehicle Accident (MVA), and any other call requiring the response of more than two companies during the shift. The Fire Chief will specify a Chief Officer, or Senior Captain to fill this position.

### **The responsibilities of the Battalion Chief are:**

- a) Under the general direction of the Fire Chief or Assistant Fire Chief, will be in immediate command and responsible charge of the extinguishment of fires, saving life and property, personnel, stations, and equipment in the fire district during assigned shifts.
- b) Respond to, and establish command at all alarms during the shift as directed by the Fire Chief.
- c) Conduct a daily roll call, and rove and assign personnel as needed to assure complete and efficient coverage of all stations and apparatus.
- d) Complete an inspection of all stations, apparatus and equipment once daily to insure proper operation and cleanliness.
- e) Ensure efficient daily operations of the department.



**The Battalion Chief, with the approval of the Fire Chief, is authorized:**

- a) To counsel employees and recommend disciplinary action(s) in a fair and consistent manner.
- b) To give orders to subordinates and delegate authority as necessary to carry out daily operations of the department.
- c) To execute official duties in a fair and precise manner.

**2.4 - Captain**

Those appointed to the rank of Captain may serve as a front line supervisor commanding a fire company, or may act as a Fire Officer during a shift. A Captain, under the direction of a superior officer and during his assigned shift, will have full charge of and be responsible for the firefighting operations of their company, the operation and condition of their station and apparatus, as well as the adherence to the S.O.P.'s and S.O.G.'s by the crew to which they are assigned.

**The responsibilities of the Captain are to:**

- a) Respond to all alarms to which the company is dispatched during the shift.
  - b) Establish Command when first arriving on scene until relieved by a Battalion Chief or superior officer.
  - c) Act as Battalion Chief when assigned.
  - d) Conduct at least two hours of training during the shift for the company.
  - e) Enter all designated records and data into the logbook and Firehouse as directed by a Chief officer prior to the end of the shift.
  - f) Ensure all apparatus, tools and equipment are cleaned and maintained for immediate use.
  - g) Make certain that the station and grounds are cleaned on a daily basis.
- The Fire Chief may assign each Captain a specialized area of responsibility within the department. The Captain will ensure that his/her individual area of responsibility is handled in a timely manner and the duties are completed professionally. The Captain will report regularly to their assigned Assistant Chief. If assistance is needed the Captain should request guidance from a superior officer.

Each Captain may be assigned three to seven firefighters. The Captain will communicate with his/her assigned firefighters and ensure that they:

- a) Understand all department regulations;
- b) Are familiar with basic firefighting, rescue, and emergency medical practices;
- c) Are familiar with department equipment and apparatus;
- d) Are familiar with the streets, major block numbers, fire hydrant locations, sprinkler connections, standpipe connections, and inspected occupancies within the fire district;
- e) Are familiar with the scheduling process;
- f) Are aware of any policy changes, memorandums, or other pertinent department business;
- g) Adhere to the chain of command regarding official department business.

A Captain must be proficient in all of the duties of a firefighter and should be capable of filling in as a Battalion Chief when necessary.

### **2.5 - Lieutenant / Driver Operator**

The Lieutenant / Driver Operator will drive and operate all fire department apparatus, and ensure said apparatus and all equipment assigned to the station to which they are assigned is in proper working condition and ready for immediate use at all times. The Lieutenant may be required to act as Captain when directed by a Chief Officer. A Lieutenant is considered an officer only when given the authority by his/her superior officer.

#### **The responsibilities of a Lieutenant / Driver Operator are:**

- a) When assigned, to act as the company officer, and have charge of those members his/her junior.
- b) Under direction of the company officer, to have full charge of his/her vehicle and be responsible for its good condition and readiness for service at all times.
- c) To carefully examine all parts of the mechanical and electrical systems of the apparatus for proper function at each shift change. He/she shall see that the radiator, booster tank, fuel tank, and oil system are kept well supplied. He/she shall see that all frictional parts are kept well lubricated and that the motor, pump and other mechanical parts are kept clean and serviceable at all times. He/she shall inform the company officer whenever material, supplies or repairs are needed. Batteries shall be checked daily.
- d) He/she shall respond to all alarms and other emergency calls to which the company is assigned.

### **2.6 - Firefighter**

The rank of firefighter includes all persons, other than Fire Officers, that engage in firefighting, rescue, or emergency medical activities. Firefighters must complete a probationary period of one (1) year.

#### **It is the duty of each firefighter to:**

- a) Possess the basic knowledge necessary to engage in firefighting, rescue, or emergency medical activity. If a firefighter believes that they may need assistance or further instruction, it is their individual responsibility to notify their assigned Captain.
- b) Be very familiar with the layout of the fire district (i.e. streets, inspected structures, hydrants, etc.).
- c) Be familiar with the General Orders, Rules, Regulations, Policies, SOGs and SOPs of the department.
- d) Carry out any and all orders issued by a superior in a timely and professional manner.
- e) Be fit for duty physically, mentally, and emotionally upon reporting to and/or during the tour of official duty.
- f) Be capable of performing activity in extreme conditions and under stress.

- g) Be capable of carrying persons or heavy equipment, bending, lifting, climbing, jumping, swinging tools (i.e. axes), pushing, pulling, carrying equipment, and crawling.
- h) Be capable of operating all equipment necessary to perform the functions of a firefighter.
- i) Be able to successfully complete a generalized FEATS test at any time during employment.
- j) Be able to swim and to effect a minor water rescue should the need arise.
- k) Respond to all alarms that the company is assigned.
- l) Act as Lieutenant when so assigned by a Chief Officer.
- m) Have completed a successful term as a Probationary Firefighter and completed an evaluation with the department Training Officer.
- n) Clean and maintain the station in a condition of readiness at the direction of their immediate supervisor.

**2.7 - Fire Marshal**

The Fire Marshal is a specialized position appointed by the Fire Chief.

**It is the duty of the Fire Marshal to:**

- a) Ensure the efficient operation of the Fire Marshal's Office.
- b) Investigate all fires in the district for cause, origin, and criminal intent.
- c) Develop and maintain a methodology of investigation and ensure that all investigations are conducted in a consistent and professional manner.
- d) Develop and maintain case files in a professional and organized manner.
- e) Maintain evidence in a manner so that the integrity of the chain of custody is not tainted.
- f) Attend any judicial proceeding as is necessary and required by an investigator of a fire.
- g) Strive for excellence in achieving national certification and receive annual training in the field of investigation.
- h) Maintain the burn permit log.
- i) Review and assess all plans for new structures to be built in the fire district that are submitted to the Permits and Planning Office of the City of Sherwood and make the changes necessary to bring the plans/building in compliance with the Arkansas Fire Prevention Codes and it's referenced materials.
- j) Develop and maintain a system that allows for the efficient annual inspection of existing occupied structures, excluding residential, but including large apartment complexes.

**2.8 - Fire Investigator**

A Fire Investigator is a specialized position appointed by the Fire Marshal with approval from the Fire Chief. The person holding this title may be an employee of any work classification.

**It is the duty of the Fire Investigator to:**

- a) Develop and maintain a thorough fire prevention and inspection program for the district.
- b) Insure that all fire code violations are documented and corrected in accordance with the Arkansas State Fire Code.
- c) Investigate all fires in the fire district for cause, origin, and criminal intent that are assigned by the Fire Marshal or Fire Chief.
- d) Utilize the methodology of investigation developed by the Fire Marshal and ensure that all investigations are conducted in a consistent and professional manner.
- e) Develop and maintain case files in a professional and organized manner.
- f) Maintain evidence in a manner so that the integrity of the chain of custody is not tainted.
- g) Attend any judicial proceeding as is necessary and required by an investigator of a fire.
- h) Strive for excellence in achieving national certification and receive annual training in the field of investigation.

**2.9 - Occupancy Management Officer**

The Occupancy Management Officer is an appointed specialized position approved by the Fire Chief. The person holding this title will generally be a Fire Officer.

**It is the responsibility of the Occupancy Management Officer to:**

- a) Maintain a file system of all existing structures, excluding residential, but including large apartment complexes. The file system should identify all safety inspections and other relevant information pertaining to each structure.
- b) Coordinate and implement the "existing occupancy" inspection program and ensure its efficient operation.
- c) Make certain that all existing occupied structures are inspected on a biannual basis.

**2.10 - Fire Prevention Officer**

The Fire Prevention Officer is an appointed specialized position approved by the Fire Chief. The person holding this will generally be a Fire Officer.

**It is the responsibility of the Fire Prevention Officer to:**

- a) Implement programs for public and private use that will demonstrate the importance of fire safety and the dangers of fires.
- b) Instruct groups of people in the importance of fire safety and the dangers of fires.
- c) Develop and implement programs and creative approaches that will help make the fire district a fire safe community.
- d) Maintain an annual education program for fire safety awareness for schools within the district.
- e) Receive annual training in fire prevention related matters.

**2.11 - Human Resources/ Professional Development Officer**

The Human Resources/Professional Development Officer is a specialized position appointed by the Fire Chief. The person holding this title will generally be a Fire Officer.

**It is the responsibility of the Human Resources/ Professional Development Officer to:**

- a) Conduct department business regarding employment of individuals, pre-employment testing, drug and alcohol screening (as outlined in Section 4), and process initial employee paperwork (W-4, I-9, pass tag, etc.).
- b) Maintain confidential and accurate files of all employees including all information regarding employment, discipline, commendation, praise, promotion, demotion, workplace injury, and termination.
- c) Establish and maintain the department's LOPFI retirement system records.
- d) Conduct alcohol and drug screens as outlined in Section 4.
- e) Ensure the efficient operation of the Training Division.

**2.12 - Training Officer**

The Training Officer is a specialized position appointed by Fire Chief. The person holding this title will generally be a Fire Officer.

**It is the responsibility of the Training Officer to:**

- a) Develop and implement a curriculum of employee training in firefighting, rescue, and emergency medical activities.
- b) Perform annual review of the training curriculum and make revisions as necessary.
- c) Develop a system of documentation for training and maintain a file of completed training activities.
- d) Utilize department employees as training instructors as appropriate.
- e) Enlist aid from other department employees in the Training Division as necessary with approval.
- f) Maintain a professional relationship with the Arkansas Fire Academy.
- g) Maintain a professional relationship with the National Fire Academy.
- h) Enroll firefighters for classes or for the academy as approved.
- i) Enroll department employees into private or outside classes as approved.
- j) Receive annual education regarding training issues.
- k) Perform the functions necessary to carry out the efficient operation of the Training Division.

**2.13 - Health and Safety Officer**

The Health and Safety Officer is an appointed specialized position approved by the Fire Chief. The person holding this title may be an employee of any work classification.

**It is the responsibility of the Health and Safety Officer to:**

- a) Maintain a system to handle all workplace injury claims.
- b) File and maintain the paperwork necessary to process Workers Compensation Claims.
- c) Maintain confidential documentation of all employees' immunization records.
- d) Maintain a professional relationship with fire department health care providers and set up appointments for the medical needs of employees as approved.
- e) Attend workplace safety meetings.
- f) Review, revise, and submit for approval to the Fire Chief, health and safety policies to ensure the most current standards are followed by the fire department.

**2.14 - Operations Officer**

The Operations Officer is a specialized position appointed by the Fire Chief. The person holding this title will generally be a Chief Fire Officer.

**It is the responsibility of the Operations Officer to:**

- a) Develop and maintain a set of Standard Operating Guidelines (S.O.G.'s) for department emergency operations.
- b) Conduct research and develop plans for future needs of the department regarding emergency response operations.
- c) Ensure the efficient operation of the fleet.
- d) Confirm that repairs of equipment and apparatus are completed and documented.
- e) Make certain that all firefighting personnel have the proper protective equipment to safely perform the functions of their job.
- f) Purchase, with approval, the equipment necessary for the efficient and safe performance of firefighting, rescue, and emergency medical activities of the department, within budget limitations.
- g) Make certain that each fire station is a safe work environment.
- h) To delegate orders to subordinates to ensure the efficient operation of the department.

**2.15 - Apparatus Maintenance Officer**

The Apparatus Maintenance Officer is an appointed specialized position approved by the Fire Chief. The person holding this title may be an employee of any work classification.

**It is the responsibility of the Apparatus Maintenance Officer to:**

- a) Ensure the efficient operation of the fleet.
- b) Make certain that repairs to apparatus and equipment occur in a timely manner.
- c) Obtain quotes for service or repair.
- d) Develop and maintain a system of regular apparatus preventative maintenance.
- e) Document all repairs, weekly apparatus checks, and services performed on the fleet, and maintain files in a professional and organized manner.
- f) Make certain that all ground ladders, pumps, and aerial ladders are properly tested annually.

**2.16 - Station Maintenance Officer**

The Station Maintenance Officer is an appointed specialized position approved by the Fire Chief. The person holding this title will generally be a Fire Officer.

It is the responsibility of the Station Maintenance Officer to:

- a) Ensure that each fire station maintains a safe work environment.
- b) Conduct and document weekly workplace safety inspections, note and correct any violations.
- c) Ensure that any fire station related special projects or upgrades are completed on a timely basis.
- d) Maintain the Material Safety Data Sheets (MSDS) log in the administrative office of all appropriate products used by the fire department.

**2.17 - WMD (weapons of mass destruction) Response Officer**

The WMD Officer is an appointed specialized position approved by the Fire Chief. The person holding this position will generally be a Fire Officer.

It is the responsibility of the WMD Response Officer to:

- a) Develop, review and revise all emergency and non-emergency response protocols to current state or national standards for any incidents involving weapons of mass destruction to include;
  - 1) Biological Agents
  - 2) Chemical Agents
  - 3) Explosive Devices that inflict mass casualty
  - 4) Nuclear Incidents (radiological to high yield)
  - 5) Terrorist Incidents
- b) Maintain a list of emergency contacts to manage the above incidents.
- c) Ensure that the appropriate supplies are stocked by the fire department to contend with the above-mentioned incidents.

**2.18 - Logistics and Supply Officer**

The Logistics and Supply Officer is a specialized position appointed by the Fire Chief. The person holding this position will generally be a Fire Officer.

**It is the responsibility of the Logistics and Supply Officer to:**

- a) Ensure that purchases are made in accordance with all department policies and in accordance with state laws.
- b) Ensure that all items necessary to the general operation of the fire department are stocked at a reasonable level.
- c) Maintain a professional relationship with vendors.
- d) Maintain a system of monitoring dispersal of stocked items to prevent unauthorized use.
- e) Ensure that each active firefighter has complete and functional protective equipment.



**SECTION 3: CHAIN OF COMMAND**

It is the intent of this policy to provide an efficient organizational structure for the fire department. Employees are expected to adhere to the chain of command.

Internal matters must pass through the supervisors/Fire Officers to the Fire Chief. Bypassing the chain of command unintentionally requires a warning. Bypassing the chain of command carries the same penalties as false reporting. Habitual or intentional bypassing of chain of command is a **Category A** offense and will result in disciplinary actions.

Employees will observe the following chain of command regarding official department business:

1. The Fire Chief is the highest-ranking officer of the fire department. The Fire Chief reports directly to the Board of Commissioners.
2. Assistant Chief(s) will report directly to the Fire Chief.
3. The Battalion Chief(s) and/or Captain(s) will report directly to their assigned Assistant Chief.
4. Persons holding the rank of Lieutenant/Driver/Firefighter will report directly to their assigned Captain or to their assigned shift supervisor.

It is appropriate for an officer of higher rank to formally communicate directly with a lower ranking employee. For example, the Fire Chief may communicate directly with a firefighter about an issue without the presence or knowledge of the firefighter's assigned Captain and/or Assistant Chief if the employee of lesser rank is comfortable with the situation.

It is not appropriate for a person of lower rank to "skip" levels or circumvent the chain of command. However, if a higher-ranking officer engages an employee in a formal conversation they may answer freely if they so chose.

The Battalion Chief is the highest ranking "on-duty employee" assigned to a particular shift. All other "on-duty employees" assigned to a particular station for a shift will report to their assigned Supervisor. An "off duty" Fire Officer with rank higher than that of the Battalion Chief will have authority to administer lawful orders over that of the Battalion Chief if appropriate. For example, an off duty Assistant Chief may respond to a structure fire and assume incident command of the fire scene over the Captain that was assigned as the Battalion Chief. There is no expectation that a Battalion Chief or Captain will have greater authority than an off-duty officer of higher rank.

If a situation arises while a person is "on-duty" and a Fire Officer other than that person's assigned Captain or Assistant Chief is on duty, they may utilize the existing on-duty Fire Officer to generate formal communications. The Fire Officer should notify the employee's assigned superior within a reasonable time frame, advising him/her that a formal communication has been generated.

**SECTION 4: DRUG FREE WORKPLACE****4.1 - DRUG POLICY**

The critical mission of the Sherwood Fire Department requires a reasonable drug-testing program. The public has a right to expect that those sworn to aid them in times of emergency and disaster are at all times physically and mentally prepared to assume these duties. Therefore, in order to ensure the integrity of the Department and to preserve public trust and confidence, the Department shall implement a drug-testing program to detect prohibited drug use by all employees. A licensed medical physician must prescribe any use of a controlled substance by a Department employee.

**4.2 - DEFINITIONS**

<u>Alcohol Test</u>	Any test authorized by the Arkansas Department of Health for use in determining the alcohol content of a person's blood, breath, or urine as specified in A.C.A. 5-65-101, et seq.
<u>Control Sample</u>	A urine specimen having no known drug content submitted to the laboratory for analysis as a routine specimen without the analyzing technician's knowledge to ensure the accuracy of test results.
<u>Controlled Substance</u>	A drug, substance, or immediate precursor in Schedules I through VI as listed in A.C.A. 5-64-101, et seq.
<u>Critical Incident</u>	A situation occurring during the performance of duty that causes, or has the immediate potential of causing, serious physical injury or death to any person, or results in extensive damage to property.
<u>Drug Abuse</u>	The use of any illegal drug or any illegally-obtained drug.
<u>Drug Misuse</u>	The overuse or inappropriate use of any legally obtained drug.
<u>Drug Test</u>	A urinalysis test consisting of a drug "screen" administered under approved, pre-established conditions and procedures for the purpose of detecting the use of illegal drugs or the misuse of prescription or non-prescription drugs.
<u>Review Officer</u>	A designated person who reviews all positive drug test results to determine whether or not such results were due to the tested employee's proper use of a prescribed medication.
<u>Illegal Drug</u>	Any substance for which the sale, distribution, manufacture, or use is prohibited by law.

<u>Non-Prescription Drug</u>	Any substance not legally controlled and available without a medical prescription, but which, when improperly or inappropriately used, may hamper the ability to perform assigned duties or impair judgment, alertness, or any other physical, emotional, or mental capacities.
<u>Prescription Drug</u>	Any controlled substance for which possession and use is legal when prescribed by licensed medical personnel.
<u>Probationary Employee</u>	Any employee serving in a probationary status.
<u>Reasonable Suspicion</u>	Reasonable suspicion testing may be based upon: <ul style="list-style-type: none"> <li>• Observable phenomena, such as direct observation of drug use or possession and/or the physical symptoms of being under the influence of a drug;</li> <li>• A pattern of abnormal conduct or erratic behavior;</li> <li>• Arrest or conviction for a drug-related offense, or the identification of an employee as the focus of a criminal investigation into illegal drug possession, use, or trafficking;</li> <li>• Information provided either by reliable and credible sources or independently corroborated; or</li> <li>• Newly discovered evidence that the employee has tampered with a previous drug test.</li> </ul>
<u>Testing technician</u>	A person that is certified to obtain test samples.
<u>Under the influence</u>	Means that the person's reactions, motor skills, judgment or other physical, emotional, or mental capacities are altered or impaired in such a manner and to such a degree that the proper and efficient performance of their duties is jeopardized.

**4.3 - GENERAL PROVISIONS CONCERNING CONTROLLED SUBSTANCES**

The following rules apply to all employees, **while on or off duty:**

1. No employee shall perform any official function, represent the department, or operate department-owned apparatus or equipment while under the influence of any drug or alcohol.
2. No employee shall illegally possess any controlled substance.
3. No employee shall ingest any prescribed or non-prescribed medication in amounts beyond the recommended dosage.
4. No employee shall ingest any controlled substance except as prescribed by a licensed medical practitioner.
5. Employees shall notify their immediate supervisor when required to use prescription medicine that they have been informed has the potential to impair job performance. The employee shall advise the supervisor of the known side effects of such medication and the prescribed period of use.
6. The Human Resources/Professional Development Division shall document this information through the use of a memorandum and maintain the memorandum in a secured file.
7. The employee may be temporarily reassigned to other duties or relieved of duty when appropriate.
8. Any employee having a reasonable basis to believe that another employee is under the influence of drugs or alcohol, or is illegally using or in possession of any controlled substance, shall immediately report the facts and circumstances to their immediate supervisor.
9. Employees will immediately report to their supervisor situations in which:
  - An action by themselves or another employee resulted in serious physical injury or death; or
  - Any act or omission deemed unusually dangerous, careless, or inappropriate given the circumstances in which it occurred.
10. The failure of any employee to immediately submit to a drug or alcohol test after receiving a lawful order to do so shall be considered insubordinate and subject to disciplinary action.
11. Each employee is required to inform the Fire Chief within three (3) days after he/she is charged and/or convicted of any federal or state criminal drug statute.
  - “Conviction” means a finding of guilt (including a plea of *nolo contendere*) or the imposition of a sentence by a judge or jury in any federal, state, or other court of competent jurisdiction.
12. All records, forms, reports, and/or results generated in compliance with this policy will be confidential and maintained in a secure file.
13. The rights and privacy of employees will be safeguarded to the maximum extent possible while being balanced with the compelling interest in maintaining a drug-free work environment.

**4.4 - DRUG AND/ OR ALCOHOL TESTS**

Pre-employment (post-offer) – Every prospective employee, after a conditional offer of employment has been made, will be required to submit to a drug test. Refusal to take the drug test, or results that indicate a presence of illegal drugs or prescription drugs for which the individual has no prescription, will be basis for disqualifying the individual from employment. If this test comes back positive, the potential employee will have the opportunity to retest on the same day at their own expense. If the results from the second test differ from the first results, the Fire Chief will make the final determination.

**4.4a - Random Drug Testing** – All Department employees will be subject to random drug testing.

**4.4b - Reasonable Suspicion Testing** - A drug or alcohol test based upon reasonable suspicion will be conducted when:

- A reasonable suspicion exists that an employee is under the influence or is abusing or misusing any drug or alcohol; and
- The Fire Chief or his designee orders a drug or alcohol test given after reviewing the facts which form the basis for the reasonable suspicion.

**4.4c - Critical Incident Testing** – A drug or alcohol test based upon employee involvement in a critical incident will be conducted when:

- The actions of any employee caused the death of any person.
- The operation of a vehicle or apparatus by an employee resulted in injury or death of any person.
- Any accident involving a department employee resulting in property damage of more that \$250.00. This includes all department apparatus and vehicles as well as personal vehicles operated in response to official department business.
- Ordered by the Fire Chief or his designee, after reviewing the facts and circumstances surrounding incidents or negligence.

**- TESTING PROCESS AND PROCEDURES****4.5a - The Fire Chief or his designee, upon being notified an employee is suspected of drug and/or alcohol abuse or misuse, DWI/ DUI, or is involved in a critical incident, will:**

1. Review all available facts and circumstances;
2. Order the affected employee to submit to a drug and/or alcohol test if sufficient reasonable suspicion exists.
3. Order the affected employee to submit to a drug and/or alcohol test if the employee is involved in a critical incident.
4. If employee is accused of DWI\DUI the employee will not operate a department vehicle until the employee submits the appropriate court documentation to drive a motor vehicle. Upon conviction of DUI/DWI the first offense will be a 30 calendar day suspension without pay or a 15 day suspension without pay and voluntary enrollment and completion of an alcohol abuse rehabilitation program; second offense is a **Class A Offense** and will result in automatic termination.

**4.5b - The Assistant Chief of Human Resources/ Professional Development will:**

1. Implement, direct, administer, and manage the drug testing program;
2. Arrange for all drug testing authorized under this policy;
3. Maintain a written system to randomly select employees for drug testing;
4. Utilize a certified drug-testing laboratory that maintains confidentiality of the tested employees.
5. Maintain a log of the names of persons who have been randomly selected for drug testing in a secured location;
6. Coordinate and direct the activities of department personnel involved in the drug testing;
7. Document the results of all laboratory tests conducted including control samples; and
8. Refer reports of positive drug test results to the Fire Chief for investigation.

**4.5c - Upon learning of an employee's involvement in a critical incident or upon having a reasonable suspicion of drug or alcohol abuse or misuse, a supervisor or officer will:**

1. Go to the scene of a critical incident and take command of the situation when appropriate;
2. Contact and observe the suspect or involved employee to determine his condition;
3. Ensure the affected employee receives any necessary medical treatment;
4. Immediately report suspected drug or alcohol abuse or misuse to the next higher level of command;

**4.5d - The Fire Chief or his designee will:**

1. Order the employee to submit to any required drug or alcohol test and witness tests when appropriate;

2. Place the affected employee on administrative leave when appropriate;
3. Take custody of all department equipment of an employee who is placed on administrative leave;
4. Prepare a written report of all relevant facts and circumstances in any case of suspected drug/alcohol abuse or misuse, and maintain the record in a secured location.

**4.5e - Employees directed to take a drug test will:**

1. Comply and cooperate with testing procedures and the instructions of supervisors and/or the Fire Chief;
2. Display their valid Driver's License to the drug testing facility for positive identification;
3. Deposit urine passed into the supplied specimen bottle for laboratory testing purposes in accordance with the instructions of the testing technician;
4. Observe the testing technician seal the employee's test specimen bottle with the coded tamper-proof seal;
5. Initial the specimen bottle seal in the space provided;

**4.5f - The drug-testing laboratory will:**

1. Be experienced and capable of quality control, documentation, chain-of-custody, technical expertise, demonstrate proficiency in urinalysis, and be certified by the National Institute of Drug Abuse (NIDA);
2. Comply with the Arkansas Department of Health Rules and Regulations concerning drug testing; and
3. Submit all results to the Human Resources/Professional Development Division.

**4.6 - An alcohol test will:**

1. Be a chemical analysis of the breath, blood, and/or urine of an employee to determine the alcohol level of the employee tested.
2. Be conducted at an appropriate facility by certified personnel;
  - a. A breath test may be conducted at a law enforcement facility, by a certified operator on a BAC Datamaster or other machine of similar capacity that is operated within standards set by the Arkansas Department of Health. Test results will be retained and forwarded to the Human Resources/Professional Development Division.
  - b. A blood test may be conducted by a physician, registered nurse, or other qualified technician. A qualified person may draw a blood sample either on site or at a medical facility.
3. The blood sample will be:
  - a. Sealed with a tamper proof label, placed in a evidence bag, and retained by the supervisor or officer accompanying the employee tested, and submitted to the Arkansas Department of Health for alcohol testing using a chain of custody; or
  - b. Maintained by the medical facility at which it was drawn to be tested. Test results will be forwarded to the Human Resources/Professional Development Division.

4. A urine test may be conducted at any location by a supervisor or officer. The urine specimen collected will be taken in the same method that a drug test is collected. The specimen will be submitted to an appropriate testing facility utilizing a chain of custody. Test results will be forwarded to the Human Resources/Professional Development Division.

#### **4.7 - MAINTENANCE OF RECORDS OF PRESCRIBED CONTROLLED SUBSTANCE(S)**

To ensure fitness for duty and to maintain the integrity of the fire department, all employees are required to notify the Health and Safety Officer of any and all controlled substances that the employee ingests, inhales, or injects into his/her system that may negatively affect the employee's performance. Also, the employee will provide a current list of the following to the Health and Safety Officer:

- The name of any prescribed controlled substance(s) being used by the employee.
- The expected period of use of the controlled substance.
- The name and telephone number of the prescribing physician.
- A list of any side effects that the medication may cause and duration of said effects.

The above list must be turned in to the Health and Safety Officer by any employee using controlled substances prior to their first on-duty shift or off-duty response subsequent to the first time they take the medication. It is the responsibility of the employee to ensure that this list is accurate and current, including the notification of termination of use of a controlled substance.

If an employee takes a department issued drug screen and the results reveal the presence of a controlled substance that is not listed with the Health and Safety Officer, then the employee is considered to be in violation of this policy. Failure to comply with this policy may result in disciplinary action.



**SECTION 5: RULES OF CONDUCT****5.1 GENERAL PROVISIONS**

Standards of conduct apply to all department employees. It is the duty of each employee to study and be familiar with all of the rules and regulations regarding the organization and operation of the department. Every employee of the Department is expected to operate in a highly self-disciplined manner and is responsible to regulate his/her own conduct in a positive, productive, and mature way. Failure to do so will result in disciplinary action ranging from counseling to termination. A "disciplinary action" is any action taken against an employee for deficiencies in job performance or misconduct short of terminating the employee's employment with the Department. Verbal reprimands (date, time, circumstances) shall be noted by the Supervisor and placed in the personnel file. "Written Notices" of disciplinary actions will normally contain specific information and details indicating the specific deficiency, and may indicate specific corrective actions to be taken by the employee. A copy of the "Written Notice" will be placed in the employee's personnel file. The Department will consider disciplinary action in situations where the conduct appears to be detrimental to the operations Department, residents, visitors or other employees. Some general examples of job deficiencies or misconduct for which an employee may be disciplined include, but are not limited to those listed under "Categories of Offenses."

**ALL EMPLOYEES SHALL:**

1. Follow Operations Manuals and written directives of the department.
2. Read, understand, and follow all departmental Standard Operating Procedures and Standard Operation Guidelines.
3. Use their training and capabilities to protect the public at all times, both on and off duty.
4. Work competently in their positions to cause all department programs to operate effectively.
5. Always conduct themselves so that it reflects credible on the department.
6. Supervisors will manage in an effective, considerate manner; subordinates will follow instructions in a positive, cooperative manner.
7. Always conduct themselves in a manner that creates good order inside the department.
8. Keep themselves informed in order to do their jobs effectively and efficiently.
9. Be concerned and protective of each employee's welfare.
10. Operate safely and use good judgment.
11. Keep themselves physically fit.
12. Observe the work hours of their position as posted on the schedule.
13. Obey the law at all times.
14. Be careful with department equipment and property.
15. Report any violation of Local, State, or Federal law to their immediate supervisor within 48 hours of the offense.

**EMPLOYEES SHALL NOT:**

1. Engage in any activity that is detrimental to the department or themselves.
2. Engage in a conflict of interest to the department or use their position with the department for personal gain or influence.
3. Fight.
4. Abuse their sick leave.
5. Steal.
6. Use alcoholic beverages, debilitating drugs, or any substance, which could impair their physical or mental capacities while on or off duty.
7. Engage in any sexual activity while on duty.

Employees shall be punctual in all their engagements.

The department subscribes to a policy of equality in providing services to all citizens. Employees shall be cognizant to their primary obligation to render impartial, efficient, and effective services to the public in the discharge of their duties, and to always regard their office as a public trust. Employees shall administer their duties in a courteous, impartial, and reasonable manner. They shall recognize the limitations of their authority, and at no time use the power or influence of their position for their own personal advantage. Employees shall not make accusations of any violations of policy or law against another employee unless there exists sufficient evidence to support such accusations.

**5.2 PERSONAL TELEPHONE CALLS**

Department phones are to be used for Department business and may be used for personal reasons only on a limited basis. Personal calls received during business hours must be kept to a minimum number and time limit and must not interfere with the employee's performance of their job. It is the employee's responsibility to ensure that no cost to the Department results from their personal use of Department owned telephones for personal calls. Violation of this policy will result in reimbursement to the Department of incurred expenses, and will be dealt with accordingly by corrective counseling and/or suspension or termination, depending upon the severity of the violation.

Cell phones may be carried by on duty personnel as long as phones are placed in a silent ring mode. Personnel will not use their personal phones while out in the public, operating apparatus, or on emergency scenes. Personnel may use their personal phones during normal business hours, but number of calls and amount of time for each call will be kept at a minimum. Abuse of this policy may/will lead to personnel not being allowed to carry personnel cell phones while on duty, or disciplinary actions.

**5.3 BEHAVIOR PROHIBITED**

The department will not tolerate harassment or violence of any kind. Employees who knowingly permit, engage in, or instigate harassment will be subject to disciplinary action.

**5.4 HARASSMENT**

The Department is committed to maintaining a healthy work environment in which all employees are free from harassment and discriminating behavior that may adversely affect their ability to perform their job. All employees must be aware that they may not engage in any acts that threaten, harass, demean, or torment fellow employees. Harassment is defined as any annoying, persistent act or actions that singles out an employee to that employee's objection or detriment, because of, but not limited to race, sex, religion, national origin, age, or disability. More detail is give in the Administrative Regulations and Employee Policies.

**5.5 - WORKPLACE VIOLENCE**

Violence or conduct that can lead to violence is strictly prohibited in the workplace and on Department property. See Administrative Regulations and Employee Policies.

**5.6 - CHANGE OF EMPLOYEE DATA (Phone, address, etc.)**

**PURPOSE:** The purpose of this procedure is to maintain accurate employee information so that during normal operations or in case of an emergency, correct information is readily available and prompt notifications can be made.

All employees are required to maintain a telephone and have current phone number(s) and other employee data on file with the Fire Department. Employee Data includes, but is not limited to, current address, date of birth, date of hire, Social Security number, marital status, driver's license (class number/expiration date), emergency notification information (names/addresses/telephone numbers), and beneficiary information.

**5.6a - EMPLOYEE RESPONSIBILITIES**

No more than three (3) working days after a change in Employee Data occurs, the employee shall provide such information to his/her supervisor. At that time, appropriate emergency notification and life insurance beneficiary designation documents shall be completed by the employee and/or the supervisor.

**5.6b - DEPARTMENT RESPONSIBILITIES**

Emergency notification information and beneficiary changes will be reviewed with each employee during his/her annual performance evaluation. Any Employee Data change will require the employee to fully complete a new Emergency Notification Information card and forward to his/hersupervisor.

**Employees will not receive private mail or packages at the fire department and will not list the fire department as a "home" address.**

**5.7 - NEGLECT OF DUTY**

Employees shall not engage in any activities or personal business causing them to neglect or be inattentive to their assigned tasks while in on-duty status.

Employees will report for duty at the time and place designated on the schedule by the scheduling officer, or by direct order from a chief officer. Employees will be physically, emotionally, and mentally fit to perform their duties upon reporting for duty. Employees shall be properly equipped and cognizant of information required for the proper performance of duty so that they may immediately assume their duties. Employees shall report for duty in complete uniform as set fourth in the general orders, which includes: BDU, or navy blue pants/shorts, Sherwood Fire Department T-Shirt, black shoes or duty boots, black belt, and have with them a collared dress style polo uniform shirt as a minimum.

Employees shall not feign illness or injury, falsely report themselves ill or injured, or otherwise deceive or attempt to deceive the supervisor as to the condition of their health. Employees are allowed to miss two (2) shifts every six months without having to provide a note from a doctor. If an employee misses three (3) or more shifts during a six month time period then the illness must be verified thru written documentation from a licensed physician before the employee can return to work.

The nature of the shift work of the fire service supports the need for sleeping while on duty. Employees will only be allowed to sleep between the hours of 2100-0700 hrs. Employees will not be allowed to occupy the beds at any other times. Employees who sleep in the beds during the allocated time frame must be up and out of the bed by no later than 0700 hrs. the next morning. Employees will not be allowed to nap while on-duty during normal business hours, unless approved by your immediate supervisor. Employees will not allow lack of sleep to inhibit their performance at any time while on-duty or responding to an emergency call. Lack of sleep will not be considered an excuse for negligence, failure to respond to duty, or failure to act in an appropriate manner while on-duty.

While on-duty, employees will not leave any post, assignment, duty, station, or their area for any reason, without prior notification of the Battalion Chief. In order to maintain crew integrity the on duty crews will be allowed to make two (2) trips per 12hr. shift per station to the closest grocery store to buy food for the day. In the event of a family emergency contact will be made with the Battalion Chief for approval to leave their assigned duty station prior to leaving.

Employees will report for duty by the time they are assigned on the schedule as assigned by the scheduling officer. All employees will be held accountable and responsible for this. All employees will remain on duty until they are properly relieved by their scheduled relief. Employees will not leave early without relief, and employees will stay over until relieved. All time worked over or worked when required to report early for duty will be paid. Failure to follow this will result in disciplinary action. This is a category A offense and will be handled accordingly.

During shift change all personnel who are going off-duty will relay any and all pertinent information concerning the station, apparatus, equipment, and previous daily events onto the reporting crew members. This relaying of information shall be performed at both the 0700 and 1900 hr. shift change.

At the time of each shift change the ON-DUTY supervisor will log on and check the station e-mail in order to check/verify any pressing events scheduled for the shift. The above mentioned shall be performed at each and every shift change. **NO EXCEPTIONS!**

Any violations of the aforementioned from this date forward will result in disciplinary action.

### **5.8 - JOB SAFETY**

Safety is largely the use of good judgment and the practice of good work habits. It requires good judgment to know the safe way to work, and good work habits are required to continue to perform your job the safe way. If an employee is not positive of which way is the safest, they should ask their supervisor for the correct method. Unsafe conduct is misconduct. The following safety rules should always be observed:

1. Follow all departmental safety rules and Safety Program Guidelines.
2. Use all mechanical safeguards on all Department equipment.
3. Immediately cease using and report any faulty or potentially faulty equipment to a supervisor or to an Assistant Chief.
4. Immediately report any unsafe or potentially unsafe working condition or equipment to a supervisor or to an Assistant Chief.
5. Immediately report any and every accident to a supervisor or to an Assistant Chief.

### **5.9 - SECONDARY EMPLOYMENT OR MOONLIGHTING**

If a fulltime hourly employee is considering additional employment, he\she should discuss the additional employment with his\her Assistant Chief for approval. If, as an employee of the Department, an employee participates in additional employment, it must not interfere with the proper and effective performance of his\her job with the Department. An employee's outside employment must not be of a nature that adversely affects the image of the Department, or of a type that may be construed by the public to be an official act of the Department, or which in any way violates these policies. Department uniforms shall not be worn during outside employment unless a written request is approved in advance by the Fire Chief.

**5.10 - INSUBORDINATION**

Employees shall promptly obey any lawful order or request of a superior or commanding officer. This will include orders relayed to an employee from a superior or commanding officer by an employee of the same or lesser rank, or other employee of the department. Insubordination will not be tolerated for any reason short of a life-threatening event. Insubordination is a **Category A** offense, and will result in termination.

Employees shall not knowingly make a false statement of material fact or conceal a material fact to/from a supervisor or another employee that relates to the performance of an employee's official duties. Employees responding to superiors or to questions posed during official investigations shall candidly and truthfully answer all questions specifically directed and narrowly related to the scope of employment and operations of the department.

**5.11 - FAILURE TO PERFORM DUTIES PROPERLY**

Employees shall not commit acts that they know, or should know, would constitute a violation of any written policies, procedures, directives, memorandums, or orders of the department.

Required reports submitted by employees, will be truthful, complete, and submitted on time following established department report writing procedures. No employee shall knowingly enter, or cause to be entered, any inaccurate, false, or improper information on a department report. Such reports will be forwarded through the chain of command to the Fire Chief, and he/she will determine the proper course of action.

Employees shall utilize department equipment for its intended purpose, in accordance with established department procedures, and shall not abuse, use negligently, negligently damage, or lose equipment. Equipment shall be maintained in proper order and any defect or hazardous condition reported to the employee's immediate supervisor.

Department equipment is for emergency response usage and must be maintained in a constant state of readiness. Department equipment shall not be loaned out, or used by personnel without written permission from a Chief Officer. The only exception will be when it is being used for department related activities. No department employee shall loan out, or use department equipment for personal business or gain.

All communications will follow the chain of command and must be approved by a Chief Officer. Employees shall cooperate with other agencies and public officials.

**5.12 - IMPROPER CONDUCT**

Employees shall conduct themselves at all times, both on and off duty, to reflect favorably on the department. Conduct unbecoming an employee shall include that which brings the department into disrespect or reflects discredit upon the employee as a member of the department, or that which impairs the operations or efficiency of the department or the employee. Any conduct that may place a bad image upon the department in the public eye will not be tolerated and will result in disciplinary action, as determined by the Fire Chief.

Department employees have the very important responsibility of meeting people and providing services to them. Impressions made help to either positively or negatively affect the public's opinion about the effectiveness of Department and its employees, as well as affect the public's perceptions of the general efficiency of the Department. It is expected that employees will treat all members of the public with courtesy and respect, and anything less will be considered improper conduct.

Employees shall conduct their personal business affairs in a manner that does not discredit or otherwise reflect poorly on the department or compromise the employee's ability to perform their duties.

Employees shall obey all laws of the United States and of the state and local jurisdiction in which the employees are present. A conviction of violation of law shall be prima facie evidence of a violation of this section. Lack of criminal complaint or an acquittal of a violation of law shall not preclude internal administrative investigation and disciplinary action.

Employees shall not knowingly visit, enter, or frequent a house of prostitution, gambling house, or establishment wherein the laws of the United States, the state, or local jurisdiction are violated, except in the performance of duty and while acting under proper and specific orders from a supervisor.

Employees shall pay their personal debts in a timely manner and shall otherwise conduct their personal financial affairs in a manner that does not bring discredit to the department or to the employee.

Employees shall not engage or participate in any form of illegal gambling at any time. Employees shall not engage or participate in any form of legal gambling while on duty, or while wearing any article of clothing that is identifiable as department property, or that has the department insignia on it.

Employees shall not shirk from danger or show cowardice.

Employees shall not solicit or accept any gift (including money, tangible or intangible personal property, food, beverage, loan, promise, service or entertainment) from any person, business, or organization, for the benefit of the employee or the department if it may reasonably be inferred that the gift:

- Seeks to influence the performance or nonperformance of an official nature or duty, or
- Has an interest that may be substantially affected, directly or indirectly, by the performance or nonperformance of an official duty.

While on duty, employees shall not accept any rewards or gifts that are the result of services rendered, or as a result of official action, without the consent of a Chief Officer.

Employees shall not use their position, identification cards or badges for personal or financial gain. Employees shall not lend their identification cards or badges to another person. Employees shall not permit them to be photographed or reproduced without the approval of a Chief Officer.

Except in the transaction of personal business, employees shall not recommend or suggest in any manner the employment or procurement of a particular product, professional or commercial service (such as an attorney, ambulance service, towing service, etc.). Employees shall not endorse, sanction, or knowingly permit the use of their names, ranks, titles, or photographs, generic title of "firefighter", or any department insignia or uniform to be used in connection with any advertisement or testimonial or for any other non-official purpose without written permission from a Chief Officer.

Employees shall avoid regular or continuous associations or dealings with persons whom they know, or should know, are under criminal investigation or indictment, or who have a reputation in the community or the department for involvement in criminal behavior, except as necessary to the performance of official duties or when unavoidable because of other personal relationships of the employee (i.e. family relation).

The Fire Chief or his designee must authorize any official statements for public release concerning the affairs of the fire department. Unless specifically authorized, employees shall not address public gatherings, appear on radio or television, prepare any articles for publication, act as correspondents to a newspaper or periodical, release or divulge investigative information or any other matters of the department while representing the department. Employees shall not criticize or ridicule the department, its policies, or other employees or officers, by speech, writing, or other expressions.



Employees shall not release reports or information relative to any investigation except in accordance with the policies of the department or the permission of the Fire Chief or his designee. No employee shall divulge confidential information to any unauthorized person, regardless of how the information is obtained. Upon discovery, any information construed to be official department business and potentially damaging to the department or its employees will be reported to the employee's immediate supervisor with haste, and actions will be taken to correct the situation.

In civil cases, employees will not give statements concerning official department business to litigants or their attorneys without a court order and prior notification of the Fire Chief.

In criminal cases, employees will immediately notify their supervisor if they receive a subpoena in regards to official department business or are required to fill out an affidavit or be officially interviewed at the request of a prosecuting attorney, defense attorney, or law enforcement agency.

Employees shall not divulge the identity of persons giving confidential information except as authorized by proper authority.

### **5.13 - USE OF TOBACCO PRODUCTS**

"Smoking" shall mean a lighted cigar, cigarette, pipe or other lit tobacco product. This policy also covers the use of any tobacco product, whether chewed, dipped, or in any way placed in direct contact with the mouth.

Smoking is prohibited within all Department owned and/or operated buildings. Rest breaks may be permitted at the discretion of each supervisor and/or Assistant Chief to allow an employee to smoke outside departmental buildings and apparatus in accordance with state and federal law, and should be restricted to no more than fifteen (15) minutes at a time. All employee rest/smoke breaks are considered work hours, and as such are paid time.

Designated smoking areas: may be approved by the Fire Chief in accordance with all applicable state and federal laws.

Vehicles: No smoking in Department vehicles.

### **5.14 - INCOMPETENCE**

Employees shall execute their duty to the best of their training and ability. Employees failing to carry out their duty in a competent manner after receiving training and having reasonable opportunity to seek assistance or guidance shall be deemed incompetent and shall be subject to appropriate disciplinary action.

**5.15 - VISITORS IN THE FIREHOUSE:**

The nature of fire service requires long work shifts. In an attempt to promote a family and social atmosphere, employees may have visitors at the fire department between the hours of 8:00 am and 10:00 pm. Visitors are not allowed on department property outside of these hours. This includes the parking lot.

Employees will be responsible for the conduct and actions of their visitors. Visitors should not be allowed to remain unattended inside department premises. Visitors must not hinder or prevent the employee from performing their job functions or responsibilities. Employees should use good judgment in limiting the amount of time that a visitor remains at the fire department.

No visitors are allowed in the sleeping quarters of the fire stations.

A supervisor may ask the employee to end a "visit" at any time, or prohibit the employee from having visitors.

**5.16 NORMAL BUSINESS HOURS:**

Normal business hours are from 0800 - 1700 hrs. Monday thru Friday. Weekends and Holidays are not considered business hours. During normal business hours all personnel on duty will be in complete uniform at all times, unless engaged in some type of physical fitness or labor that warrants other dress, with the approval of the on duty supervisor. On Duty personnel will not be allowed to watch TV, operate computers unless working with firehouse software or checking fire department business on e-mail until 15:00 hours with approval of the on duty supervisor, and/or completion of all assigned duties scheduled for that day. Personnel will only be allowed to wash personnel vehicles after normal business hours, on weekends or holidays. NO EXCEPTIONS!

**SECTION 6: PERSONNEL AND STAFFING****6.1 - PROMOTIONS**

The Fire Chief shall make all promotions of Fire Officers. The Fire Chief shall endeavor to be fair and impartial in making promotions and shall make his/her promotional decisions based upon the qualifications, attitude, disciplinary record, general demeanor, composite test score, and work history of a candidate. The Fire Chief will be given a list of candidates that meet the criteria for consideration for promotion.

The Fire Chief may promote employees to fill vacancies or create new positions as appropriate for the enhancement of fire department operations. A general written test and assessment will be given for promotion to a Fire Officer position. In the event that several positions become vacant and there arises an emergency situation, the Fire Chief may promote without a testing process to replace the needed personnel. Employee behavior, demeanor, attitude, disciplinary records, punctuality, and accomplishments during their employment period are major factors that may contribute to consideration of an employee for promotion.

Any candidate wishing to test for an Officer position must be an active employee of the department who has completed his/her probationary period.

Any Captain wishing to test for an Assistant Chief position must have a minimum of three years of service with the department, with the immediate twelve months of employment at the rank of Captain.

Employees shall not attempt to improperly influence the eligibility of promotional candidates or the final selection of a candidate for promotion.

**6.2 - ADMINISTRATIVE RECORDS TO BE KEPT CURRENT:**

It is the employee's responsibility to maintain accurate administrative information with the fire department. Upon employment, new employees are required to show their social security card, and to submit their driver's license to be copied and placed on file with the fire department, and to complete appropriate state, federal, and administrative forms.

Employees may be required to resubmit a copy of their driver's license or other required documents in the event of a change in status, name, or address.

Employees are required to notify the administrative assistant or Battalion Chief of any address or telephone number changes within a reasonable period of time, not to exceed three (3) days.

**6.3- ADMINISTRATIVE RECORDS TO BE KEPT CONFIDENTIAL:**

It is the responsibility of the fire department administration to maintain certain employee information confidentially. This information includes, but is not limited to:

1. Telephone numbers
2. Address
3. Medical conditions
4. Names of contact persons, spouse, or children
5. Financial or other information gathered during a background investigation.
6. Other confidential information as designated by law (i.e. FOIA).

Exceptions to this rule may include reporting criminal activity to an appropriate law enforcement agency, or releasing information due to a subpoena from a court with jurisdiction over the fire department.

No employee will release confidential information about another employee to the public without authorization from the Fire Chief and the employee's written permission.

**6.4 - STAFFING OF STATIONS AND APPARATUS:**

The Sherwood Fire Department is committed to providing superior levels of quality service that exceed the public's expectations for timely and effective delivery of fire prevention, fire control, emergency response, and public education. The Department is under contract with the City of Sherwood to provide two employees per station 24 hours a day, 7 days per week, and 365 days a year. This is a mandatory contracted minimum. This department in an effort to provide the best possible service has decided that our minimum staffing will be three personnel per station instead of the contracted two.

The work schedule will show staff assigned to work, station assigned to report for duty, and time employee is to report for duty. Shifts will be in a combination of 12 and 24 hours shifts. Personnel who need to leave work early to report to another job, or come in late from another job must make note of this when filling out availability sheets. The scheduling officer will make the required changes to the schedule to ensure required levels of staffing are met at all times. If you are to report for duty at any time other than the normal 7 a.m. or 7 p.m it will be noted on the schedule and that will be your **OFFICIAL TIME TO REPORT FOR DUTY**. If you fail to report as assigned on the schedule it is a **category A offense**, and you will be disciplined as required by the S.O.P's. At no time will a station be left with less than Three (3) personnel on duty at Station 2 and 3, no less than four (4) not counting the Battalion Chief at Station 1. It is each individual person's responsibility to check the schedule once it's posted to find out where and when you are to report for duty. All time worked will be paid in 15 min. increments.

Once employees have reported for duty they will not leave until they are properly relieved at the end of the shift. In the event of family emergencies exceptions can be made at the discretion of the on duty Battalion Chief or Captain on Engine-1 in the event the Battalion Chief is not available. In order to maintain crew integrity employees will not be allowed to leave their assigned position to go take care of personnel matters (ex.) go get hair cuts, pay bills, appointments, get vehicle parts, etc. without prior notification and approval of the Battalion Chief. In order to maintain crew integrity on-duty crews will only be allowed to go as a station two (2) times per 12 hr. shift to the grocery store for food.

If a station is left understaffed for any reason the entire crew on duty for that shift will be held accountable, and all will be subject to appropriate disciplinary action.

The minimum personnel requirements set forth by this department require that personnel may be ordered or asked to work overtime whenever it is deemed necessary to insure an efficient level of service is maintained for the citizens of our district. The minimum staffing requirements for this department are as follows:

Station 1: Four Personnel, Two on Truck 1 and Two on Engine 1.

Station 2: Three Personnel all assigned to Engine 2.

Station 3: Three Personnel all assigned to Engine 3.

These are the minimums, no exceptions. To insure that these minimums are maintained the following system will be used by the officer in charge at Central when holding personnel over or offering out overtime. All full time personnel are required to stay at their assigned stations until the officer in charge at central has called your station taken the roster and allows you to leave.

The first step will be to move the firefighter off of Truck 1 to fill the vacancy. If there is still an open position after Central is down to four personnel then you need to move on to the next step.

The second step will be to use the phone list at central station of all personnel for calling in off duty part time personnel for the open position(s). This is the list that will be used first. All part time employees that are not in an overtime situation, this means less than 8 shifts, will be called and offered the open shift before it is offered to any full time employee.

The third step is if a part time employee without overtime can not be found to cover the opening then all personnel on the off going shift will be called and offered the overtime. This will start with the personnel assigned to the station where the opening exists. If the open position is at station 2 then the personnel at station 2 will be offered the overtime first. If the personnel at that station do not want the overtime then all other stations will be called and the personnel at those stations will be offered the overtime.

And finally, if no one can be found to cover the open shift on a voluntary basis then the mandatory hold over list at Central station will be used to determine which full time employee will be held over. This list will be divided into three columns one for each respective shift and in reverse seniority order, those with least amount of seniority on the top, those with the most on the bottom. This list will be used when holding over full time employees. If no volunteers can be found to take the open position than the person on top of this list or if the person that is doing the roster needs a supervisor or driver and the person at the top of the list is not able to fill that position then for the betterment of the department the first person on the list that can effectively fill that position will be required to work the vacant position. Once this person has been held over involuntarily for more then **one (1) hour** they then will go to the bottom of the list and the next person on the list will be held over the next time.

The following is an example of how this should work:

You have one person off at station 1, two people off at station 3, and all personnel are at station 2. This is on a "C" shift day. Your first step would be to call all stations, take roll and release all personnel not needed. Then you should utilize the phone list at central and call all off duty part time personnel and ask them how many shifts they have worked on the current schedule, and if it is less than 8, you offer them the shift. If no part time person without overtime wants the shift you then call station 3 and ask the personnel on the off going shift at that station if they want the overtime. If none of them want it you then call the other two stations and offer the overtime to the members of the off going shift at those respective stations. If no volunteers can be found you then go to the mandatory hold over list for that particular off going shift, in this case it would be the "B" shift list, and whoever is on the top of that list will be held over. After you are held over involuntarily you will be placed on the bottom of the list.

#### **6.5 – REASSIGNMENTS OR TRANSFERS:**

An employee may be reassigned for disciplinary reasons, or may voluntarily or involuntarily accept a job that is classified lower than their current position. Reassignments may occur at the initiation of the employee or their Assistant Chief. Reassignments initiated by the employee, or by their Assistant Chief for disciplinary reasons, may result in a reduction in their rate of pay commensurate with the degree of difference in expectations for the new job as compared to their current job. The Assistant Chief may recommend a new rate of pay, in consultation with the Fire Chief.

An employee who is involuntarily reassigned to a position that is classified lower than their current position in lieu of a reduction in force will not receive a reduction in pay. Reassignments that are involuntary will not change the performance review date for the employee. An employee may be reassigned, (transferred), at any time at the discretion of the Fire Chief or his\her designee.

**6.6 - Minimum Training requirements:**

All employees are required to train for a minimum of two hours per shift. If working a 24 shift, or on a 24 / 48-hour rotation, employees are required to have four hours for that 24 hour period.

Each employee is required to have the following minimum number of drills and training hours per year:

1. 16 or more night drills.
2. 16 or more multi-company drills.
3. 24 or more single company drills.
4. 20 or more officer training hours.
5. 12 or more mutual aid drills.
6. 20 or more driver training hours.
7. 240 hours of personal training for the year.
8. 40 or more hours of new drivers training per year, training new drivers.
9. 1 hour of radioactive materials training per year.
10. 270 hours of new recruit training during probationary year. This is for new hires.
11. 4 hours of Hazardous Materials training.

Each person will be held accountable for his/her overall training performance throughout the year. The Company Officer will be held accountable for providing the training that may be requested by his/her crew during the shift, and logging the training in the logbook, and on the computer. If a firefighter requests training, the Company Officer must train that person. If an Officer continually refuses to train, disciplinary action may be taken.

**SECTION 7: DISCIPLINARY MATTERS****7.1 - BASIS FOR DISCIPLINE:**

Employees are required to familiarize themselves with and follow department policies and procedures and all applicable laws that govern their conduct. When in doubt about the meaning or intent of a policy or procedural requirement, or an applicable law, employees should seek guidance from their immediate supervisor.

It is the policy of the Fire Department that supervisors administer discipline in a corrective, progressive, and lawful manner. Corrective in that the supervisor and employee come to an understanding about the causes and/or reasons for an employee's deficiencies, correct those deficiencies, and restores the employee to a productive and positive employment status. Progressive in that discipline will normally begin with a verbal reprimand or warning and, when circumstances of separate or related incidents warrant, proceed to written reprimand(s), suspension without pay, demotion, and finally to termination. An incident of misconduct may require any of these forms of disciplinary action whether or not a lesser form has preceded the action, i.e... Suspension or termination may be warranted for the first offense if the situation is severe in nature or is a category A offense. This would depend upon the severity of the offense. Lawful in that discipline and the procedure by which it is administered does not violate Rules or Administrative Regulations, Departmental Rules of Conduct, Departmental Standard Operating Procedures, or the employee's constitutional rights.

The principal objective of disciplinary action is to improve or correct performance, efficiency and morale of the employee receiving discipline, as well as that of the Department. Disciplinary proceedings and the results thereof are confidential. The supervisor is responsible for maintaining this confidentiality. All media inquiries pertaining to disciplinary actions shall be directed to the Fire Chief. Contents of a reprimand or separation notice are public record and are subject to disclosure.

Supervisors should keep in mind that all disciplinary actions imposed are reviewed by their superiors and the Fire Chief. It is mandatory that supervisors seek support from their superiors prior to taking disciplinary action, and feel comfortable that they can support their actions in a review or appeal process. Support from supervisors is extremely important when disciplinary action beyond a verbal reprimand is being considered. Upon request of the supervisor, a superior may be made available to provide staff support and guidance in any disciplinary action. Also, the Training Officer shall be notified of disciplinary action involving a probationary Firefighter or Firefighter Trainee.



The failure to follow department policies may subject an employee to disciplinary action. In some circumstances, additional training and/or counseling may be the most appropriate method to deal with an employee's violation of department policy. Each violation of department policy or applicable laws will be handled on an individual basis. All written interaction reports for violation of a department policy or applicable laws that govern conduct will be forwarded through the chain of command to the Fire Chief for his review. Upon receipt of such reports, the Fire Chief will evaluate the reports on an individual basis.

### **7.2 - FACTORS OF DISCIPLINARY ACTION AND PROCESS**

When disciplinary action is required, the decision concerning the appropriate level and amount of discipline shall be determined, but not limited, by the following factors:

1. The nature of the violation of policy or law.
2. Whether the violation was intentional, reckless, or involuntary.
3. Whether the employee was candid and forthcoming concerning the violation.
4. The extent to which the violation reflects adversely on the department.
5. The level of honesty and integrity that the employee displays.
6. Whether, and to what extent, the employee has a prior disciplinary record.

If an employee acts contrary to department policy, or if a supervisor feels that disciplinary action is necessary to correct an employee's behavior, or if the supervisor is directed, he/she should complete an interaction report and/or gather interaction reports from other employees familiar with the situation. A memo requesting action should then be processed through the chain of command to the Fire Chief. The memo should include the facts of the incident(s) that have contributed to the unacceptable conduct, the date(s) of the offense, and any recommendations for actions that the supervisor feels would be appropriate.

The Fire Chief or his designee will administer disciplinary action. A four-step progressive discipline process **may** be used to assist employees in correcting unacceptable conduct or behavior. The four steps are:

1. Counseling/verbal warning
2. Written warning
3. Final warning, suspension and/or probation extension
4. Termination

In most cases minor job performance problems can be resolved by the supervisor bringing the problem to the attention of the employee, and the employee making the proper modification in his/her performance. When a serious job performance problem is identified, the supervisor must decide whether to solve it through:

- a) Training
- b) Employee Assistance Services
- c) Non-Disciplinary Counseling or
- d) Disciplinary Action

Each situation or issue will be considered separately, and it will be the supervisor's responsibility to make a determination as to the best course of action to take to resolve the situation or issue.

The plan for corrective action is a structure for employee development and assistance in correcting undesirable behavior. Accelerated action may be taken if an action is of a critical nature or if multiple infractions have occurred, or if the Fire Chief determines that the situation requires more stringent action.

Employees within the initial probationary period or who are placed on probation may be terminated at any time during the probationary time period if the employee does not demonstrate the skills necessary to perform the function(s) of their job. If placed on probation as a result of disciplinary action and the employee fails to correct the unacceptable conduct or behavior, accelerated action may be taken.

### **7.3 - COMPLAINTS, INVESTIGATION, AND DISCLOSURE OF MISCONDUCT**

Any accusation of misconduct or complaint involving Fire Department employees shall be thoroughly investigated before formal action is taken. The investigation is a fact finding process and supervisors are cautioned not to make judgments until a thorough investigation is concluded.

For accusations and complaints of serious on-duty misconduct, an investigative report must be completed. Accusation or complaints of criminal misconduct will be assigned by the Fire Chief to the Battalion Chief for investigation. Exceptions to this are infractions of the law, which will be investigated by the appropriate law enforcement agency with jurisdiction. The Fire Chief may suspend an employee (with pay), or reassign an employee pending the outcome of the investigation. When a supervisor prepares an investigative report, it must include the following information before it is considered complete:

Summary of the Incident - answer the questions: who?, what?, where?, why?, when?, and how? In a criminal situation, a copy of the Police Report will be included.

Interviews Conducted - this must include the interviewee, rank and assignment, date, time, location, those present, and the information discussed. If possible, a signed statement by the interviewee should also be obtained. When an accused employee is being interviewed, and the complaint is of a criminal nature, the employee shall be advised that:

- He/she has the right to representation.
- The questions asked will be narrowly and specifically related to employment issues.
- Failure to cooperate serves as a separate basis for disciplinary action, including termination.

Employee History - this is a summary of commendations, performance ratings, and previous disciplinary actions concerning the employee. The employee's file shall be reviewed. If the investigation involves criminal activity, a "Background Check" must be requested.

Conclusions - from the information available, the supervisor must make a determination of responsibility. Extenuating circumstances may be discussed in this section.

Recommendations - state the recommended disciplinary action or alternate course of action, if any.

Attachments - relevant documents that the supervisor considers part of the investigative report.

The completed report shall be forwarded directly to the Fire Chief via the appropriate supervisor. The investigative report is CONFIDENTIAL and for administrative use only. Care will be taken to maintain the confidentiality of the report. Questions concerning legal issues pertaining to Administrative Investigations should be directed to the Fire Chief, who will consult with department counsel. Following are legal issues that supervisors should keep in mind when conducting administrative investigations:

- An employee may be compelled by supervisors to answer questions that are related to his/her duties or fitness for duty. Failure to answer such questions completely and truthfully may form the basis for disciplinary action, including termination. An employee under investigation should be so advised prior to an administrative interview.
- If an attorney is permitted, and the matter is of a criminal nature, the attorney's function is to advise the employee, not to answer for him/her.
- Lockers, desks, etc. furnished by the Department for the use of employees are subject to inspection and may be searched by supervisors. Items found may be used in a disciplinary proceeding.
- If reasonable suspicion exists, an employee may be required by supervisors to submit to a blood or urine test to determine whether he/she is under the influence of alcohol, drugs, or controlled substances while on duty. These tests must be performed under medical supervision.

**7.4 - INFORMAL PROBLEM RESOLUTION PROCESS:**

The purpose of this procedure is to provide an informal process to resolve job-related problems internally. Whenever problems arise, supervisors should address them as quickly as possible to resolve misunderstandings or conflicts.

Most issues can be resolved directly with the employee and immediate supervisor. Unless an exceptionally sensitive situation exists this process should occur before proceeding to the next level for assistance.

Employees are encouraged to speak with their immediate supervisor if they encounter problems that affect their work performance. If the problem has not been resolved in speaking with their immediate supervisor, the employee should then ask speak with their Captain. If the problem has not been resolved in speaking with their Captain, the employee should ask to speak with their Assistant Chief.

Supervisors and employees may, after following the appropriate chain of command, at any time speak with their Captain or their Assistant Chief to clarify how Department policies; or federal and State employment statutes, regulations, or guidelines may impact a particular employment circumstance. The Assistant Chief may consult with the Fire Chief, and if there are questions concerning the application of a law or regulation to an individual set of facts, then the Fire Chief may consult with the departments' legal counsel regarding other actions that may be needed to obtain information.

If an employee is unable to resolve a work-related problem they are having by speaking with their immediate supervisor, Captain, and Assistant Chief, they may request to meet with the Fire Chief using the appropriate chain of command.

**7.5 - SUSPECTED ON-DUTY SUBSTANCE ABUSE:**

Any employee using medication or prescribed drugs which may impair job performance shall report this fact to his/her supervisor. Reporting for work under the influence of alcohol or drugs, or any substance, which impairs any employee's mental or physical capacity, will not be tolerated. The use, sale, purchase or possession of alcohol or unauthorized controlled substances at the work site is prohibited, and shall be grounds for disciplinary action. When circumstances indicate that the employee may be under the influence of alcohol or drugs, the supervisor may direct the employee to submit to a drug screening and/or blood alcohol test. Refusal to submit to testing shall be grounds for disciplinary action.

**7.5a - Supervisory Responsibilities** - If a supervisor has reason to believe that an employee is under the influence of alcohol or drugs when reporting for work or during the work shift, the supervisor shall verify the employee's condition and relieve the employee of his/her duties. The second level supervisor must be notified of the situation and must respond to the workstation.

An employee who is believed to be under the influence of alcohol or drugs shall not be allowed to operate or drive a vehicle, including a private vehicle, until the condition of the employee has been determined. The possibility of liability to the Department and to the supervisor exists if an employee who is under the influence of alcohol or drugs is allowed to remain working, to operate or drive vehicles or equipment on the job, or to drive a private vehicle from the work site.

**7.5b - Observation** - If a supervisor observes an employee who appears to be under the influence of alcohol or drugs, he/she should, if practical, seek the opinion of at least one additional supervisor. Reasonable suspicion should exist before requesting the employee take a drug screening and/or blood alcohol test. Reasonable suspicion is defined in Section 4. The supervisors shall document observations in writing. A copy of this document will be provided to the employee upon request.

**7.5c - Referral for Testing** - If the supervisors determine that reasonable suspicion of impairment exists, the employee should be directed to accompany the supervisor to a testing facility for a drug screening or blood alcohol test to determine fitness for duty. All required releases and/or forms will be completed and signed by the employee before a sample is obtained. Tests will be conducted on department time and paid for by the department.

Refusal to take a drug screening and/or blood alcohol test or sign a release form may result in disciplinary action.

A positive drug screening or blood alcohol test should be verified by an additional test. The testing facility should ensure adequate chain-of-custody for sample collection and testing. A sample may be provided to the employee for independent testing at his/her expense.

**Test Results** - Employees who test positive, refuse the test, or release of information shall be considered unfit for duty and will be relieved from duty that day. The employee should not be allowed to drive to the hospital or to drive home. If the employee submits to the test and signs the release form, he/she will be placed on paid leave until the results of the tests are available.

**7.6 - DETERMINING THE PROPER DISCIPLINARY ACTION:**

After an incident or complaint has been thoroughly investigated, the supervisor must make a decision concerning the action that would be most appropriate. Factors to be considered in making this determination are:

- a) The seriousness of the offense.
- b) The Category of the offense.
- c) The employee's past disciplinary and employment history with the Department.
- d) The past practice of the Fire Department in dealing with similar offenses (supervisors may need to consult with the Fire Chief for this information).

The final action will be determined after considering the factors previously listed, and applying them to the particular situation.

**7.7 - CATEGORIES OF OFFENSES:**

This list is **NOT all-inclusive** and does not restrict the Department's ability to make any employment-related decision it deems fit as an at-will employer.

**Category A:**

1. Conviction of a felony or misdemeanor offense.
2. Reporting to work under the influence of intoxicants, or controlled substances that impair the employee's ability to perform their job in an effective or safe manner.
3. Violence of any nature against a fellow employee or member of the public.
4. Bringing prohibited items onto Department property.
5. Failure to perform assigned duties in an efficient and effective manner.
6. Insubordination or disrespect towards superior.
7. Falsifying or altering a report or record whether oral or written.
8. Contributing to a hostile or intimidating work environment.
9. Job Abandonment, reporting late for assigned shifts ("No-Call, No-Show" instances of any kind).
10. Theft or removal of Department money, equipment, or property in custody of the Department without permission.

**Category B:**

1. Divulging or misusing confidential information, including removal from Department premises, without proper authorization, any records, lists, or confidential information of any kind.
2. Violating safety rules and regulations.
3. Conduct unbecoming an employee of the Department.
4. Reporting sick when not sick or obtaining sick leave pay falsely or under false pretenses.
5. Feigning injury or illness to avoid duty.
6. Being absent from work without permission or failure to report to the supervisor when one is absent.
7. Speaking critically or making derogatory or false accusations so as to discredit other employees or supervisors.
8. Providing false information to supervisors in connection with the job.
9. The use of profanity or abusive language towards a fellow employee or member of the general public while performing official duties as a Department employee.
10. Violation of any of the Employee Policies, Rules, Standard Operating Guidelines, or Standard Operating Procedures of the Department.

**Category C:**

1. Unexcused or excessive absenteeism or tardiness.
2. Any act of omission or an act contrary to good order and discipline of Department employees.
3. Failure to appear neat and clean on duty, (as job duties dictate).
4. Poor quality/productivity and/or poor job performance.

Performance deficiencies are listed in categories based on their severity. **The Department is an at-will employer, and as such, may choose to terminate an employee's service without cause at any time.** The following guidelines outline customary outcomes of discipline for the offenses listed above.

**Category A:** Normally offenses listed in Category A are of such a nature as to require the employee's immediate termination for the first offense, and will result in a minimum of two weeks of unpaid suspension from the department. A subsequent violation of the same offense will be immediate termination.

**Category B:** Normally offenses listed in Category B are of such a nature as to require the at least a written disciplinary notice to the employee. Any subsequent offenses within a twenty-four month period will result in the employee's termination.

**Category C:** Normally offenses listed in Category C are of such a nature as to require at least an oral reprimand or written disciplinary notice for the first offense. Any subsequent offenses of the same nature within a twelve-month period will result in a written disciplinary notice or possible termination.

**7.8 - SUPERVISORY COUNSELING:**

**Verbal** - This is the most often used and least severe of the formal group of corrective actions. It is, simply stated, a verbal warning. When properly administered, it serves to notify employees that certain behaviors or performance deficiencies need changing/improving or further action may take place. The supervisor should keep notes of the counseling session for reference.

**Written** - A supervisor written memo of counseling. This memo of counseling will be placed in employee's file.

**THE WRITTEN REPRIMAND:**

Supervisors may use written reprimands to document a repeat offense of a minor infraction, or a more serious single infraction for which suspension; demotion or termination is not appropriate. A copy of the Written Reprimand Form document will be included in the employee's personnel file. In a case involving the performance of probationary firefighter a photocopy of the document will also be forwarded to the Training Officer.

**7.9 - PREPARATION OF MEMOS OF COUNSELING AND WRITTEN REPRIMANDS:**

Memos of counseling documenting a verbal reprimand or Written Reprimand are both addressed from the supervisor to the employee. These documents should be written as if the employee were being told the information in a conversation with the supervisor. The following must be included in these documents:

1. The date of preparation.
2. A description of the incident.
3. The rule(s) and/or policy violation.
4. An explanation or what is expected of the employee in the future, written as a clearly stated objective.
5. The disposition of the document.
6. A review date for possible removal from his/her Personnel File.
7. The signatures of the supervisor and the employee, acknowledging that the employee has read the contents of the document and has received a copy.



If the employee refuses to sign a Written Reprimand, the supervisor must obtain a witness' signature on the document indicating that the employee refused to sign. The document is then processed as previously described. An employee's refusal to sign is not grounds for separate disciplinary action.

### **7.10 - SUSPENSION, DEMOTION OR TERMINATION**

Suspensions, demotions and terminations are utilized as punitive, yet corrective measures taken for numerous repeated incidents of rule infractions or a single major infraction by an employee. It is the responsibility of the supervisor to stabilize a situation in which immediate action is necessary. This may require relieving the employee from duty (with pay) until a decision is made concerning the official action to be taken. Supervisors should not commit themselves to a particular form of disciplinary action prematurely.

The Fire Chief will make the final decision concerning suspensions, demotions or termination. This will ensure the consistency of serious discipline administered throughout the department. When the final decision is made concerning the proper course of action, a Discipline Notice will be prepared and disciplinary action will be administered.

### **7.11 – DEPARTMENTAL COMPLAINT PROCEDURES:**

#### **7.11a – Public Complaints:**

If a complaint is received from the public, the employee receiving the complaint will take the complainant's name, telephone number, and advise them that an officer will contact them as soon as possible. The employee receiving the complaint will then immediately contact a Chief Officer and provide the information. The employee receiving the complaint will behave in a calm, polite, and professional manner even in the face of an agitated or angry complainant and will not discourage any person from making a complaint.

An officer will then contact the complainant and determine the nature of the complaint. The officer will behave in a professional manner and remain calm and courteous at all times and attempt to calm the situation and minimize conflict. The officer should attempt to arrange a meeting with the complainant where they can file a written complaint. Following the meeting or phone conversation (if there is no meeting) the officer will submit a memo and all information collected to the Fire Chief. The Fire Chief will investigate the complaint.

**7.11b – EMPLOYEE-to-EMPLOYEE COMPLAINTS:**

For employee-to-employee complaints, employees will not directly or indirectly discourage or attempt to coerce any other employee from making a complaint of employee misconduct. All employee-to-employee complaints will be in writing, submitted on a department interaction report, and submitted to the immediate supervisor. If the supervisor is involved, the interaction report will be submitted to an officer.

Employees are required to promptly report their own misconduct to their own immediate supervisor (i.e. officer level supervisor).

Employees shall not conceal their own or another employee's violation of department policy, local, state, or federal law from their immediate supervisor or any other department officer. If personnel are found to have knowingly concealed another employee's violation of departmental policy, local, state, or federal law from a supervisor or department officer, the employee committing the offence and the employee(s) with knowledge of the offence will be disciplined.

**7.12 - APPEALS OF DISCIPLINARY ACTION:**

The Board of Commissioners authorizes the Fire Chief to handle the daily operations of the Fire Department. Disciplinary action is a component of daily operations, and is approved or administered by the Fire Chief or his/her designee. Department employees have the right to appeal a disciplinary action to the Fire Chief and/or his/her designee for review and consideration. Any request for a grievance hearing must be passed through the proper chain of command to the Fire Chief. For termination or suspension exceeding thirty (30) days, written appeals may be made to the Board of Commissioners. Such appeals must be submitted or postmarked to the Board of Commissioners within five (5) days of the final action.

**SECTION 8: UNIFORM AND PERSONAL APPEARANCE STANDARDS****8.1 - GENERAL PERSONAL APPEARANCE STANDARDS****8.1a - Personal Appearance**

Department employees shall be required to present a neat and clean appearance at all times and will be held personally responsible for their appearance while on duty.

**8.2 – Uniforms:**

Employees are expected to maintain a high level of professionalism at all times in regards to the appearance of their duty uniform. The minimum general department uniform to be worn when reporting for, and while on duty is:

- Navy blue department style polo shirt
- Navy blue department short or long sleeve T-shirt depending on weather
- Navy blue department sweatshirt, department collared work shirt, or navy blue coat during extremely cold weather, or other cold wear gear approved by the on duty supervisor.
- Navy blue BDU style or uniform style pants or shorts
- Black duty boots (lace-up or zip-up) (no cowboy boots)
- Black uniform style duty belt
- Navy blue department ball cap (may have FF's rank on front)

To allow for changing of uniforms after a major event such as a fire, employees should bring at least one complete set of uniforms with them when they report for duty. All employees are also required to bring their department Polo shirt with them when reporting for duty in case they are required to go out in the public during shift.

**8.2a - Uniform Maintenance:**

Employee uniforms will be properly maintained at all times. The uniform will not be dirty, faded, or have cracked lettering. Employees should bring extra uniforms to work during extended duty to allow for changing in case a uniform becomes soiled or dirty. General uniform maintenance **will be:**

- Uniforms should be clean, and free of wrinkles.
- All uniforms should be kept in good condition at all times.
- Uniform shirts should not have cracked lettering, be torn, or worn.
- Pants and/or shorts should not be torn or faded.
- Pants and/or shorts should be free of wrinkles.
- Shirts should be tucked in at all times.
- T-Shirts alone should not be worn outside of the station unless on an emergency run, or during extremely hot weather or at the approval of the supervisor.
- Department work shirts may be worn outside of department anytime while on duty.
- Boots should be free from dirt and polished.
- Hats should not be faded or torn.
- Only authorized patches are to be worn on an employee's uniform

Maintaining the condition of uniforms is the employee's responsibility. If an employee is in need of uniform items, he/she should notify a supervisor.

### **8.3 - Sunglasses:**

Sunglasses may be worn except when dealing with the public or while indoors.

### **8.4 - Off Duty Personnel:**

Personnel responding to incidents while off duty should make an effort to look clean, neat, and professional. Staff responding off duty must wear a department T-shirt at minimum for identification purposes. Upon arrival at an incident scene staff are to immediately report to the Incident Commander for accountability and assignment. **Freelancing will not** be tolerated.

### **8.5 – Wearing of Jewelry:**

Due to the safety of department personnel, excessive jewelry such as nose rings, earrings, lip rings, or brow rings will not be allowed. Wedding bands, engagement rings, and watches are acceptable to wear. Necklaces should be worn in moderation and should not be extreme in appearance, and conform tightly to the neck as not to present an entanglement hazard.

### **8.6 - Hair Styles:**

Extreme or fad style haircuts or hairstyles are not authorized. If dyes, tints, or bleaches are used, colors used must be natural to human hair and not present an extreme appearance. Lines or designs will not be cut into the hair or scalp. Haircuts without reference to style should not interfere with proper wearing of headgear or protective mask and will conform to the following standards.

**8.6a - Male-** The length and bulk of the hair will not be excessive or present a ragged, unkempt, or extreme appearance. Hair will present a tapered appearance and when combed should not fall over the ears or eyebrows. Sideburns will not be bushy, pointed, or extend below the lowest part of the exterior ear opening. Mustaches will be neatly trimmed, and not present a chopped off appearance. The face will be clean-shaven other than wearing of an acceptable mustache, sideburns, and a conservative goatee. The goatee shall extend downward from the natural mustache line and not pass the bottom of the chin and must be neatly trimmed at all times not to present a bushy unkept appearance. Wigs or hairpieces will not be worn while on duty or in uniform except for cosmetic reasons to cover natural baldness or to cover physical disfigurements.

**8.6b - Female-** The length and bulk of the hair will not be excessive or present a ragged, unkempt, or extreme appearance. Hair length should be kept in moderation so as when pulled back it doesn't fall over the eyebrows or the ears. Hairstyles should not interfere with the proper wearing of headgear or protective mask. Beads or similar ornamental items excluding hair holding barrettes, clips or bands will not be authorized. Extreme shades of lipstick or nail polish will not be authorized.

**8.7 – Wearing Department Uniforms while off duty:**

Off duty personnel wearing items with a department logo are expected to conduct themselves in a professional manner in accordance with departmental guidelines. Uniforms or any article of clothing that may link the individual wearing it to the Sherwood Fire Department shall not be worn into any establishment where acts may be accruing that violate any of these policies and procedures or any state, federal or local laws.

**8.8 - After Hours/ Night Time Uniform:**

Personnel must report for duty in full uniform.

After regular business hours (1700 hrs), on-duty crews may wear a designated department T-shirt, while in station, on emergency runs, or during training. Crews on duty after 1900 hrs may (if no other official business is pressing) wear navy blue or gray cotton shorts (preferably with a department logo) and a navy blue or gray department T-shirt. This is the minimum dress requirement for all personnel on duty. In the event of an emergency run while wearing this attire staff **MUST** wear, at a minimum, turnout pants- **NO EXCEPTIONS!** The on-duty Battalion Chief or highest-ranking officer on duty has final say regarding uniforms.

**8.9 - Inclement Weather Exceptions:**

Inclement weather is defined as temperatures below 40 degrees or above 90 degrees. During times of inclement weather, (snow, sleet, freezing rain, extreme heat, etc.) employees may wear department sweatshirts, or T-Shirts out in public at any time. A navy blue or dark blue jacket is also allowed. Jackets should not have any patches or logos (unless approved by the Fire Chief) and should not represent a department other than the Sherwood Fire Department.

**8.10 - PROTECTIVE CLOTHING AND SCBA POLICY:**

All employees will be required to wear full P.P.E. including SCBA at all times when exposed to an IDLH environment, or at any other time deemed necessary by their supervisor. All P.P.E. will be worn when working at the scene of a vehicle accident where extrication activities are in progress. The yellow traffic safety vests or turnout coat will be worn anytime you or your personnel are working in any area where you may be exposed to traffic this includes parking lots, or any other area where vehicular traffic may be present regardless if it is blocked off or not.

**P.P.E. clothing is defined as:** Turnout coat, Turnout pants, firefighting gloves, firefighting hood, firefighting boots, Self Contained Breathing Apparatus, and Helmet. When the SCBA is not being worn during extrication operations the firefighter will wear their department issued eye protection.

**SECTION 9: OPERATION OF VEHICLES AND APPARATUS****9.1 - GENERAL PROVISIONS:**

Employees shall operate department vehicles and apparatus with the up most safety in mind, and a high regard for traffic and public safety.

To operate department vehicles and apparatus, employees must possess a valid Arkansas driver's license (minimum of a Class D). If an employee's driver's license becomes suspended, revoked, or expired, it is their obligation to notify their immediate supervisor and take actions to correct the validity of the driver's license before they operate any department vehicles or apparatus.

Employees must possess the knowledge, skill, and ability to operate a particular vehicle or apparatus before they do so, based upon training and experience. Outside of training evolutions, persons that are assigned as drivers must be comfortable with the apparatus or vehicle and able to perform a safe emergency vehicle response with said vehicle or apparatus. In the event that the employee, or supervisor, does not feel that drive possesses sufficient knowledge or skill or they feel uncomfortable in operating a particular vehicle or apparatus, they will not operate the apparatus and will notify their immediate supervisor and training officer of the situation.

Note: Each vehicle or apparatus is different. Knowing how to operate one does not necessarily mean that an employee knows how to or is comfortable with operating a different vehicle.

It is the responsibility of the employee to seek training in the operation of the department vehicles and apparatus. The Training Division will certify employees to be drivers by providing a test of knowledge and practical driving skills, applicable laws, pump operations, ladder operations, knowledge of equipment on the apparatus, district familiarization, and policy and procedure. Employees must pass the test with the final minimum result of 80% to be classified as driver for the department. The Fire Chief or his designee may waive this requirement for special circumstances or conditions on a permanent or temporary basis, based on previous confirmed training and experience.

**9.2 - EMERGENCY RESPONSE:**

When engaging in an emergency response, employees shall operate department vehicles and apparatus with all emergency lights and audible siren on, and execute due regard for the public. Air horn and all or other audible signals will be used in areas of traffic congestion to warn traffic of the approach of the emergency vehicle.

Drivers should be mindful of all traffic conditions and drive at safe speeds governed by the conditions (i.e. time of day, traffic density, weather, etc.).

When making a response of any nature to locations that are accessed by one way streets you will approach with the normal flow of traffic. If for any reason you need to approach against the normal flow of traffic you must contact the Battalion Chief via radio, and state the reason you must approach by this means. The Battalion Chief will then make a determination and advise whether or not to proceed. You will not cut thru parking lots to reduce your response time, as an easier means of access, or as a quicker response route. E-3 when responding to any MVA on 67/167 northbound south of Wildwood will run to the McCain exit and approach with the flow of traffic. At any time when driving fire department apparatus the public's safety will be kept as the utmost importance. It is both the supervisors and the drivers responsibility to insure that all traffic laws, SOP's, and S.O.G's are followed at all times. At any point in time that a violation of the above mentioned occurs both the supervisor and the driver will be held equally responsible.

Drivers should be courteous and conscious of late evening hours, when most people are asleep and not over use audible emergency equipment as to annoy the public for no good reason. This does not mean that emergency lights and sirens will not be used.

To reduce the liability of the fire department, and protect fire department employees and the general public, department employees will not engage in emergency response if the type of incident does not dictate a true emergency. Further, upon determining, by arrival or other means, that a true emergency does not exist, the supervisor will advise all other responding units to "**reduce code**" or cancel their response, whichever is appropriate.

### **9.3 - NON-EMERGENCY OPERATION:**

Drivers operating department vehicles and apparatus in non-emergency mode shall obey all state and local traffic laws and drive with due regard to the public safety.

### **9.4 - USE OF SEATBELTS:**

All drivers and passengers riding in a department vehicle or apparatus will ride one person to a seat and use a seat belt while the vehicle is in motion. The Supervisor of the fire apparatus will not allow employees or other people to ride on fire apparatus while it is in motion in places other than the designated seating areas. The only exceptions to this section will be those instances as listed in NFPA 1500.

**9.5 – BACKING OF APPARATUS:**

When operating a department vehicle or apparatus in reverse, the driver will turn on the emergency lights to the vehicle and make sure the path of travel is clear before moving the vehicle. The driver will use another person as a “spotter” to ensure the safety of the travel; however, if a person is not available the driver will conduct a walk around the apparatus and use due care in operation of the vehicle while operating it in reverse. Damage to department vehicles or apparatus or other property caused by the negligent operation of a department vehicle or apparatus may result in liability on the part of the driver and/or spotter. Anytime an apparatus is operated in reverse at night the spotter will have a hand light with them, and operating at all times.

**9.6 - CARE AND MAINTENANCE OF VEHICLES AND APPARATUS:**

All employees will be responsible for the care and maintenance of department vehicles and apparatus. Specifically, each Lieutenant / Driver Operator is responsible for the upkeep, maintenance, and operation of the primary response vehicle for his/her assigned station (i.e. Engine 2 is the primary response vehicle for Station 2, Truck 1 and R 1 are the primary response vehicles for Station 1, and Engine 3 is the primary response vehicle for Station 3).

Vehicles or apparatus that are not operating properly or have some sort of malfunction in any of its systems (i.e. pump, electrical, transmission, etc.) should be taken out of service immediately and the driver should notify his/her shift supervisor immediately. The supervisor should contact the Battalion Chief at Station 1, who should then contact the Captain or Assistant Chief over apparatus maintenance, or the Fire Chief, if neither of the first to can be contacted so that repairs can be made and the vehicle can be returned to service.

Lieutenants / Drivers shall make sure that their primary response vehicle is kept clean on the interior and exterior and is free from debris, dirt, road grime, or mud by washing the apparatus every shift.

Lieutenants / Drivers shall make sure that all equipment is stocked and loaded properly on the apparatus at the beginning of each shift, (day and night), and throughout the shift as needed to ensure a full emergency response capability at all times.

Employees shall not place any stickers or logos on any department vehicle or apparatus unless specifically approved by the Fire Chief.

Employees shall not use tobacco products or allow others to use tobacco products in a department vehicle or apparatus.

Employees will detail all apparatus once a quarter as directed by the apparatus maintenance officer. Detailing will include, washing and waxing the exterior, emptying, washing out, and drying all compartments, polishing all aluminum and steel surfaces, and detailing the interior.



**9.7 - WEEKLY MAINTENANCE CHECKS:**

Every Tuesday, at the beginning of shift, the on-duty crews will thoroughly check all fire vehicles, equipment, and apparatus assigned to their particular station, empty out each compartment of all equipment and washout the inside of the compartment. Each vehicle and its equipment will be checked for those things outlined on the Maintenance Report Form. Any problems or deficiencies should be noted on the Maintenance Report Form and the Maintenance Division should be notified of major problems. Any equipment found to be deficient or not operating in a proper manner should be removed from service until the problem can be reported and corrected.

Employees will complete the Maintenance Report Form completely to provide the Maintenance Division with the accurate status of the vehicles or apparatus. Employees must be accurate in entering the current odometer and hours of operation section for department records, and make certain the forms are completed and turned in to the appropriate location.

Every Thursday, the on-duty crews will wash and clean the secondary vehicles and apparatus. The interior and exterior should be kept free of debris, dirt, road grime, and mud. Secondary vehicles should be started daily to ensure that all systems are functioning normally and properly. These units will be fueled on Thursday.

**9.8 - COLLISIONS OR DAMAGE TO VEHICLES OR APPARATUS:**

Employees shall immediately stop at the scene of any incident that results in damage to a department vehicle, apparatus or a personal vehicle being used in emergency or non-emergency response to an incident. Employees shall immediately report the situation to dispatch and request a police officer of the appropriate jurisdiction be dispatched to the scene of the incident. Employees will immediately notify a chief officer to receive further instructions.

Collisions involving department vehicles or apparatus should be investigated by the responsible jurisdiction. As a general rule, the following agencies would have jurisdiction:

1. The county sheriff's department if the collision occurred on a county road.
2. The municipal police department if the collision occurred on a city street.
3. The Arkansas State Police if the collision occurred on an interstate or state highway outside of a municipality.

Whenever a department vehicle or apparatus is involved in a collision that results in a death, personal injury, or damage in excess of \$250.00, a chief officer, should be notified, and will respond to the scene to make an independent investigation. The investigating officer should attempt to determine whether any negligence on the part of the driver was a contributing factor. The investigating officer will report findings to the Fire Chief.

A collision is considered a critical incident and the driver will be subject to a Critical Incident Drug Screen as outlined in Section 4.

The chief officer responding to the scene, or his designee, will assure that the proper paper work is completed and copies are received by the fire department and placed in a file. The Fire Chief will review the accident and make determinations necessary to clear or charge the driver with negligence in operation of the vehicle or apparatus. Negligent operation or operation without due regard for the public safety is a violation of department policy and the driver may be subject to disciplinary action up to and including termination from the department, as well as for the cost of repairs.

#### **9.9 - FUELING OF VEHICLES AND APPARATUS:**

The fuel tank of all department vehicles and apparatus that are used in emergency situations will be kept at least three-quarters full at all times.

Employees should refuel department vehicles, apparatus, and equipment to ensure the operation of such vehicles and equipment for extended duration.

If inclement weather is forecast, employees should "top off" all vehicles, apparatus, and equipment with fuel.

Employees shall be mindful of the type of fuel they are pumping into a vehicle and make sure they are putting the correct type of fuel in the vehicle.

#### **9.10 - SECURITY OF VEHICLES AND APPARATUS:**

Employees shall secure department vehicles and apparatus at all times to protect against theft, vandalism, or terrorism. The supervisor of an apparatus may post a person to be responsible for the security of the apparatus and its equipment.

**SECTION 10: EQUIPMENT MAINTENANCE****10.1 - GENERAL PROVISIONS:**

The Apparatus Maintenance and Supply Officers will be responsible for the accounting of all department owned equipment: personal protective, apparatus, and other station equipment.

The Apparatus Maintenance Officer will be responsible for overseeing the maintenance and overall operation of all apparatus equipment.

The Station Maintenance Officer will be responsible for overseeing the maintenance and overall operation of all station based equipment.

In accordance with National Fire Protection Association (NFPA) 1500, all department employees assigned to firefighting duties will be provided with a complete and fully functional set of personal protective equipment including: helmet, protective hood, gloves, turnout coat, turnout pants, boots, and pass tag.

The fire department will purchase and maintain the equipment necessary to carry out the functions of the fire department, within budget limitations.

Employees will use due care in operating and using fire department equipment and will not intentionally damage, destroy, deface, or otherwise alter any department property or equipment. Any employee knowingly misuses, neglects, or purposefully damages department issued equipment, apparatus, or station facilities will be held accountable and disciplined accordingly, up to and including termination. They may also be required to cover the costs of repair or replacement.

**10.2 - PERSONAL PROTECTIVE EQUIPMENT MAINTENANCE:**

Each employee will maintain all equipment personally issued to him or her by the Logistics and Supply Officer. Employees should attempt to store their personal protective equipment out of direct sunlight as to avoid unnecessary deterioration or reduction of life due to UV light. Upon completion of a shift, employees will remove their own personal protective equipment from the station apparatus bay or fire apparatus and store it properly, either by hanging it on the provided gear racks or other appropriate means.

Employees shall assure that protective clothing protects the head, body, and extremities, consisting of at least the following components: foot and leg protection; hand protection; body protection; eye, face and head protection. An employee will immediately report any deficiencies in their assigned personal protective equipment and have it remedied or replaced.

All personnel protective equipment will be washed in the extractor provided by the department after each instance where it could possibly have become contaminated or every 6 months. The extractor is located at Station 3.

**10.3 - APPARATUS EQUIPMENT MAINTENANCE:**

At every shift change, the apparatus driver will be responsible for making sure that the equipment on the primary apparatus to which they are assigned is in proper working order.

Each individual assigned to the apparatus for that shift will be responsible for checking their own SCBA and personal protective gear to insure it is functioning and ready for use.

The on-duty drivers will be responsible to see that their primary apparatus is properly stocked and all equipment is clean, fully operational, and fueled for immediate use. Any deficiencies should be reported immediately and deficient equipment should be taken out of service and replaced or otherwise noted.

Each Tuesday, all equipment on each fire apparatus or vehicle will be removed from the apparatus and checked for operation, fuel, and cleanliness. Before the equipment is loaded back into the compartments all surfaces inside the compartment will be washed, dried, and checked for structural deficiencies. Any deficient operation of equipment, apparatus, or notes will be made on the Vehicle Maintenance Form to be turned in to the Maintenance Officer.

Each Thursday the second out units will be fueled and properly cleaned.

Once a quarter, (March, June, September, and December) all supply hose, 5" and 3", will be laid out, charged, and reloaded to exercise the hose in accordance with International Fire Service Training Association (IFSTA) manual procedures. This is to ensure a long service life of the hose. Apparatus will also be detailed at this time.

**10.4 - STATION EQUIPMENT MAINTENANCE**

Station equipment will be maintained by the on-duty staff and should be regularly tested and checked for proper operation and cleanliness. Any defects that can not be corrected by the on-duty staff must be reported to the Station Maintenance officer.

**10.5 - LOST, STOLEN, OR DAMAGED EQUIPMENT**

In the event that department equipment is lost, stolen, or damaged, the employee to whom the equipment was assigned shall immediately notify their supervisor, and write an interaction report. The employee should prepare (on an Interaction Report) information about the circumstances in which the property was lost, stolen, or damaged and a description of the property. This report should be submitted to the Fire Chief, through the chain of command, and then routed to the Logistics and Supply Officers or one of the Maintenance Officers, for repair or replacement.

The employee may be responsible for the value of the lost, stolen, or damaged property if it is determined that the employee could have prevented the loss or if employee negligence occurred. This determination will be made on a case-by-case basis by the Fire Chief.

**SECTION 11: STATION MAINTENANCE****11.1 - GENERAL PROVISIONS:**

All property owned and/or leased by the department will be maintained at the highest possible standard by the employees of the department.

On-duty and off-duty personnel may be required to perform general maintenance or special maintenance duties.

On-duty employees will complete daily, weekly, and monthly cleaning lists. These lists shall be completed before 10 a.m. unless other official duties take precedence (i.e. an emergency call).

Supervisors and Officers may assign extra cleaning duties. Supervisors should take into account special events or meetings that may occur at the fire department stations when assigning cleaning duties and tasks.

Station cleanup will be the general responsibility of the on-duty firefighter; however, all on-duty staff should participate in daily, weekly, and monthly cleaning duties.

**11.2 - DAILY CLEANING DUTIES:**

Every day shift, the following duties will be completed;

1. Clean all table and counter tops with a sanitizer.
2. Make sure all dishes are cleaned, dried, and stored.
3. Clean all station showers, toilets and urinals.
4. Sweep and mop all tile and gray strip floors.
5. Sweep the apparatus bay.
6. Vacuum all carpeted floors.
7. Clean all cobwebs in the living areas.
8. Clean all mirrors.
9. Stock toilet paper, towels, and soap.
10. Wash and detail first out apparatus.

Every night shift, the following duties will be completed;

1. Sweep the apparatus bay floor.
2. Clean the first out apparatus.
3. Make sure all dishes are cleaned, dried, and stored.
4. Clean all station showers, toilets and urinals.
5. Sweep and mop all tile and gray strip floors.

**11.3 - WEEKLY CLEANING DUTIES:**

The on-duty staff will perform a special duty each weekday. These are:

- **Monday** – Clean cobwebs in the entire station. Check return air filters on A/C units.
- **Tuesday** – Apparatus checks, detail inside the compartments, and rundown and recharge TIC batteries. Clean and disinfect water jugs.
- **Wednesday** - Clean out refrigerator, and clean stove
- **Thursday** – Wash and detail second out apparatus
- **Friday** – Scrub and wash-out the apparatus bay
- **Saturday** – Mow, trim and weed the grass at the station
- **Sunday** - Wash off pad in front of station

Every Friday the Battalion Chief at Station 1 will conduct an inspection of each station. The station inspection forms are to be filled out and turned in to the Assistant Chief's box for review. These inspections will accomplish two things. First, it will assure the cleanliness of each station. Second, it will promote a safe working environment for Department employees.

**11.4 - MONTHLY CLEANING DUTIES:**

Air filters will be checked weekly and replaced as necessary. All tile floors will be waxed on the first day of the month notify the company responsible for waxing floors.

**11.5 – QUARTERLY CLEANING DUTIES:**

Wash and wax all painted surfaces of all apparatus. Polish all aluminum and stainless steel on all apparatus. Sanitize all interior surfaces of the cab and crew compartments.

**11.6 - SEASONAL AND SPECIAL DUTIES:**

As determined by the Station Maintenance Officer, employees may be required to perform special cleanup or improvements to the fire station. For example: the gutters may need to be cleaned, or the parking lot may need to be re-stripped.

**SECTION 12: REPORTS AND WRITTEN COMMUNICATIONS****12.1 - GENERAL GUIDELINES:**

Employees should document all matters that come to their attention that may need to be recalled in the performance of their duties, and discipline.

Employees are prohibited from knowingly falsifying information on any department form or report or on any other document that relates to official department business.

Employees will complete department forms and reports in neat, legible handwriting being conscious of proper spelling, punctuation, grammar, and accuracy. Documents should be void of typographical errors. Letters and memorandums that are issued on department letterhead must be typed by using a word processor or computer. Department letterhead should only be used for official department business.

Supervisory personnel shall be responsible for making sure that all documentation concerning official department business is neat and correct, that punctuation and grammar is proper and acceptable by business standards, that words are properly spelled, that the document does not contain "typographical errors," and that the information contained in the document is clear and accurate. Supervisors who receive documentation that does not meet these requirements should promptly return the documentation to the submitting employee for correction.

The repeated failure to meet the reporting standards shall constitute a violation of department policy and may result in the employee and/or the employee's supervisor receiving a written reprimand or other disciplinary action.

If an employee does not understand how to fill out a particular form or report, it is that employee's responsibility to contact their immediate supervisor for clarification and assistance.

**12.2 - INCIDENT REPORT:**

The incident report is used to document the actions of the fire department at the scene of any emergency or non-emergency incident of which the department may encounter. The fire department currently uses FIREHOUSE SOFTWARE (FH) to handle most of the department data. Employees will be issued a login name and password to access the software. Employees will use the FH incident report to document their official activities. The form is self-explanatory and consists of several "fill in the blank" style entries. Employees should familiarize themselves with this software and seek assistance if they do not understand the manner in which to properly enter an incident report.



Information gathered on this form is needed to fill out NFIRS reports, Firehouse Software Data reports, ISO statistics, and for other departmental purposes. To maintain accurate record keeping for the department, every report should be accurate and filled out the best of the employees ability with the information presented at the time, and entered into FIREHOUSE as soon as possible. All reports are to be entered by the Supervisor prior to going off shift. Failure to comply with the complete, accurate, and timely entry of information may result in disciplinary action.

The public may be provided a computer-generated copy of a report upon officer approval. If a member of the public wants a copy of the report, they must contact the Administrative Assistant during regular business hours, and they may purchase a copy of the report for five (5) dollars. The Fire Chief may waive the report fee.

**12.3 - MAINTENANCE REPORT FORM:**

The maintenance report form is provided to document the condition, operation, non-operation, repair, and maintenance of equipment and apparatus. The maintenance report form is self-explanatory and consists of "fill in the blank" style entries. It is important that this form is filled out correctly to maintain accurate maintenance records and so that attention will be given where needed for repairs or maintenance of equipment and apparatus. This form will be placed in the Maintenance Box outside of the office door.

**12.4 - INSPECTION REPORT FORM:**

The inspection report form is used to conduct commercial, industrial, educational, governmental, and institutional building fire safety reviews. These reports will be filled out neatly in legible writing and signed by the inspecting member. Any violations of the Arkansas Fire Prevention Code will be listed on the form. The department will retain the white original copy signed by the business representative. The business will receive the yellow copy. The white copy will be placed in the inspection folder for that occupancy. The inspection will be entered in the computer by the supervisor prior to the end of the shift.

A second form, (Pre-fire Plan), for first time inspections, or change in occupancy, is to be completed when a business receives their primary inspection. This will include owner data, structure data, utility shutoffs, emergency contact numbers, and hazardous conditions. This form will be placed in the inspection folder with the inspection. Employees should report new businesses to the Fire Marshal's Office so that they can be added to the database.

These forms are necessary to maintain proper documentation on structures in the fire district. These files may be used to determine a history of violations, cause and origin of a fire, or other information for investigation, private insurance purposes, ISO purposes, etc.

**12.5 - BURN PERMITS/ BURN PERMIT LOG:**

The Fire Chief, or his/her designee, may issue a no charge burn permit to a member of the public with a legitimate purpose to burn in accordance with all applicable, city, county, and state laws. The permit application should be completed with the dates of burning, the responsible party's name, address, phone number, and location of the burn. The person requesting the permit will sign the bottom of the application. The application will then be submitted to the Fire Chief for approval or denial. Upon issuance of the permit, the permit may be pick-up at Station 1 the following business day. The person picking up the permit must then sign the bottom of the permit. The fire department will retain the white copy for department records. The white copies should be placed in the burn permit log.

**12.6 - INTERACTION REPORT:**

Employees may be required to document various activities during the normal course of business on an interaction report. This is basically a blank form that provides a standardized means of documenting an event. This form may be used to document inappropriate action, violations of policy and procedures, concerns or problems encountered with the public or other entities, praises and commendations, recommendations for change, and so forth. The interaction report is considered to be a general form to document activity. Employees should be mindful of legible handwriting, proper spelling and grammar, and complete detailed information, as it is an official document. Employees should understand how to complete this form, and submit the form to the Fire Chief through the chain of command, before any corrective or proactive actions can be taken by the administration. A copy of interaction reports will be placed in your personnel file, as well as the personnel files of everyone involved.

**12.7 - WRITTEN CORRESPONDENCE:**

There are two basic forms of written correspondence: a memo and a written letter.

**12.7a – MEMO:**

A department memo is generally used for inter-departmental communication and documentation, as well as updating and adding to the SOP/SOG manuals. Memos regarding SOP/SOG's, written by a Chief Officer and approved by the Fire Chief will amend and supercede current SOP/SOG's. These memos are be printed off by the on-duty supervisor and placed on the memo board at each station for review by all employees. An update to the SOP/SOG manual will then be placed in the manual to reflect this change. It is the responsibility of each employee to check this memo board at the beginning of every shift to see if any updates or revisions have been posted since their last shift. Such memos will also be sent to each employees fire department email address.

The memo should be written on department letter head followed by four items at the top of the memo. This information should then be followed by two line spaces, and then the message (body) of the memo (not all capitalized).

**Memo Example:**

TO: CHIEF FRANK HILL  
FROM: CAPTAIN JOHN HOGUE  
RE: TURNOUT SUPPLY  
DATE: JANUARY 4, 2006

As of this date, the department currently has eight spare turnout jackets, eight spare turnout pants, twelve pair of boots of various sizes, twenty pairs of gloves of various sizes, and six yellow helmets. I recommend...

**12.7b – LETTER:**

A written letter is a formal communication with the persons, organizations, or agencies outside of the fire department. Employees must be extremely careful when writing a letter, and make sure they are free from grammatical and spelling errors (spell check letters composed on computer), as they are a representation of the fire department. A poorly written letter reflects poorly upon the fire department.

The letter should be written using Microsoft Word (or similar word processing program) and should be printed on a laser or deskjet printer. If using a department computer, the document should be saved to the hard drive under My Documents/Correspondence. The file should be saved as [whatever your title is] [the date].doc. When appropriate, a copy of the letter should be made, stamped as a copy, and filed in the appropriate file.

Example: A letter to a construction company from the Fire Marshal's Office concerning the review of a set of construction plans. A copy of this letter should be made, stamped "copy", and the copy placed in the buildings inspection file for future review.

The letter should be written in a professional manner on department letterhead. All information, titles, paragraphs, and closings should line up on the left margin (left block format).

**Letter Example:**

January 10, 2002

Mobley Construction Company  
2314 Cantrell Road  
Little Rock, AR 72227

RE: Construction Project on Manson Road

Dear Sir/Madam:

Regarding site plans submitted for your construction project at 201 Manson Road, I am in receipt of these plans and have completed my review.

There are two concerns with the plans that were submitted. First, ...

Sincerely,

Asst. Chief Mark Mahan  
Sherwood Fire Department

cc: Inspector P. Brown, City of Sherwood, File

TMM:moe

Follow this format when writing a letter:

1. The date (use a written date, not numerical) followed by four line spaces (press enter five times).
2. The person you are writing and their address followed by one line space (press enter two times).
3. The topic of the letter (or the RE:) followed by one line space (enter two times).
4. The greeting (i.e. Dear Sir/Madam, Dear Mr. Brown, Dear Ms. Jones) followed by one line space (enter two times).
5. The introduction, body, and conclusion of the message. All paragraphs should line up on the left margin and not be indented. There should be one line space between each paragraph (enter two times).
6. The closing (i.e. Sincerely, Regards, etc.) followed by a comma and then two line spaces (enter three times). This area is where the signature of the writer is placed.
7. The typed rank and name, division, and department of the letter writer followed by one line space (enter two times).
8. Who else is receive(d) a copy of the letter (i.e. cc:) followed by one line space (enter two times).
9. Finally, the initials of the person who is signing the letter and the person that typed the letter. If this is the same person, then this entry is not required. However, if for example, Bobby Joe Brown writes a letter for Chief Hill, then the initials will be FTH:bjb

A well-written letter represents the department, implies confidence and yields results. A poorly written letter creates the exact opposite. Each employee should take time and be careful so that written correspondence presents a positive image for the department.

### **12.8 - FREEDOM OF INFORMATION REQUESTS**

It is the policy of the department to comply with the Arkansas Freedom of Information Act (FOIA). If a FOIA request is received, ask for a name and phone number and try to determine what information is being requested. Notify the Fire Chief and the department's legal counsel, providing the contact information and outlining the FOIA request, as you understand it. FOIA requests can be verbal or written.

No original documents will be removed from the fire department.

If the requesting party would like photocopies, a rate of \$.25 per page may be charged. A copy of an incident report may be obtained for \$5.00 per report. These fees may be waived by the Fire Chief.

### **12.9 – Station Log Books:**

The station log books are considered **Legal Documents** and all entries made in these log books are treated as such. Therefore everything that takes place during your assigned shift that directly effects the department, personnel, apparatus, station, or any other occurrence that could potentially be questioned at a later date and time should be documented in complete detail in the station log book. Each entry will accurately reflect the date, time, what took place, and the personnel or people involved with the occurrence.

At shift change the supervisor coming on duty will document the crew on duty, what time each employee reported for duty, and any hold over/leave early times for the employees going off or coming on duty before any other entry is made. The supervisor will sign his or her name and employee number under every entry made in the log book as proof that they had knowledge of the entries made and that they accept the responsibility that the entries made are correct and complete to the best of their knowledge. It will be the supervisors' responsibility to insure that the log book is complete, and all necessary entries have been made in the log book before leaving the station at the end of their assigned shift. If it is determined by the on coming supervisor that the log book is incomplete, or pertinent information has been left out by the off going supervisor, and interaction report will be filled out documenting the occurrence and it will be forwarded to the appropriate officer in the chain of command so that the appropriate disciplinary actions can be taken pursuant to the departments Policies and Procedures.

## **SECTION 13: RADIO COMMUNICATIONS PROTOCOL**

### **13.1 - USE OF RADIO SYSTEMS:**

The primary purpose of the department radio system is to facilitate a rapid and efficient means of communications between department personnel and the Communications Center. Employees shall use the department radio system only for official department business or to communicate information to other department personnel.

The primary dedicated channels used by the department are reserved for department business only.

**FD-1:** Fire Dispatch 1, this channel will be used for all traffic during a response. It is recorded and goes to the dispatch center at Sherwood P.D. You will Check en-route, on-scene, and back in-service on this channel. It will also be used to run all fire ground operations.

**FD-2:** Fire Dispatch 2, this channel is the same as FD-1. It will be used if another called is dispatched during a run in-progress. In other words if E-2 is running a call on FD-1 and E-3 is dispatched to another call E-3 will use FD-2. It is recorded and you can talk to Dispatch.

**FG-1 and FG-2:** Fire ground 1 and 2, these two channels are our talk around channels. They are not monitored by dispatch and you cannot talk to dispatch on them. They are not recorded. FG-1 will be used when you are out in the district, and for checking in, and out of the district.

**City Common:** This channel is the same as it was. You can talk to dispatch, MEMS, Sherwood PD, or any other radio in the city that has this channel programmed into it. It is recorded and is monitored by dispatch. You must use this channel if you need to talk to MEMS during a medical call.

**Agency Common 1 and 2:** These channels are used for mutual aid responses with the surrounding municipal departments.

**PC Fire 1, 2, and 3:** These channels are used for mutual aid responses with the surrounding county fire departments.

Fire Department personnel will use plain English in transmitting radio traffic. Employees should refrain from using “10-codes” or medical signals. Employees should speak in a clear articulate manner when communicating over the radio.

Employees shall make their communications brief and not “tie-up” the radio with unnecessary traffic.

When broadcasting on the radio, employees should be mindful that the Communications Center handles three separate departments and must prioritize the importance and/or urgency of pending radio traffic and requests for information. Employees shall make an effort to minimize radio traffic and requests for information when it is apparent that the Communications Center is occupied with more pressing matters. Employees will always transmit in a professional manner and not engage in bickering or sarcasm. At no time will an employee use profanity over the radio system.

Employees shall not allow persons (other than department personnel) to use their assigned radios unless the circumstances are such that the use of the radio by another person is necessary to communicate or receive a message that is critical to the performance of the employee’s duties.

**EMPLOYEE ACKNOWLEDGEMENT**

I acknowledge that I have access to, via the department web page, a copy of the Department's Employee Policy Handbook. This handbook contains policies, practices, rules, and regulations that I have read, understand and agree to comply with during my employment with the Department.

This handbook is not intended to create any contractual or other legal rights. It does not alter the Department's at-will employment policy nor does it create an employment contract for any period of time.

I further understand that I will be responsible for complying with future changes in policies, practices, rules and regulations communicated to employees, whether or not I have signed an acknowledgement of such changes.

I have had an opportunity to ask my supervisor and the Assistant Chief and/or Fire Chief any questions I have about the Department's policies.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

**FILE A SIGNED COPY IN THE EMPLOYEE'S PERSONNEL RECORD WHEN COMPLETED**

Orientation given by \_\_\_\_\_