

## Appendix A

### (Response to PS Complaint Investigation)

RC10232023C

First, I would like to thank Ms. Craig and others that conducted the investigation in a very professional and understanding manner. We, the Conway County Fire Department, have taken this matter seriously and offer the following report of corrections/actions.

While we deny a systematic concern with the use of proper protective equipment, we do acknowledge that this has happened on occasion. The following actions have been taken to mitigate this problem.

- Standard Operation Procedures (SOP) and Standard Operating Guidelines (SOG) have been updated and are reviewed on a regular basis as needed.
- SOPs now include a full listing of the protective equipment required for the various types of emergency responses.
- Every firefighter is made aware of the SOPs and SOGs.
- Disciplinary actions are outlined for failure to comply with protective equipment procedures.
- Training in protective equipment is mandatory and made available at least twice per year.
- Protective clothing was inventoried and almost 100 new sets of gear have been placed into service.
- The new SCBA have been purchased and placed into service. We now have a current standard SCBA for all firefighters that may be in a hazardous situation. Other support personnel have SCBA available that are not currently up to NFPA standards. We do have plans to upgrade additional SCBA as soon as funding allows.
- A County Fire Chief has been employed to oversee day-to-day operations and to take command at larger incidents.
- Three tankers have been upgraded to newer and safer chassis.

Thank you for the opportunity to outline our improvements.

Sincerely

Board Chair and/or Fire Chief???