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*Mission
Statement*

*To provide the highest level
Of life and property safety
Through the extension of
Fire Safety Education
Fire Control and
Emergency Medical Services
For the community of
Forest Lakes
Arizona*

**FOREST LAKES FIRE DEPARTMENT
SOG'S**

01 - Oct 2004

FOREST LAKES FIRE DEPARTMENT PERSONNEL:

Re: STANDARD OPERATING GUIDELINES

FOREWARD:

Our Standard operating Guidelines are published for the safety and protection of all Department personnel. Personnel will be given all Standard Operating Guideline updates as they are added, changed or deleted. A complete Guideline Book is available at the Department office at all times. Members should feel free to address any Guideline that they do not understand. Any Command or Chief Officer may discuss the matter with you. Any suggestions you may have regarding these or additional Guidelines should be submitted to the Fire Chief for review or discussion.

These Standard Operating Guidelines will be updated as necessary to maintain the safety of department personnel.

**FOREST LAKES FIRE DEPARTMENT
SOG'S**

#02 – Oct 2004

PERSONNEL:

- **Safety is the top priority for all personnel.**
- Any supervisor addressing a problem with an individual should do so in private. Any problem that can not be solved on a one to one basis should be reported to the next higher level of command. The volunteer has the right to request a hearing from the grievance committee if there is a problem that can not be resolved.
- There usually are 4 training sessions scheduled every month. Each volunteer should attend 3 training sessions per month or be excused by a chief officer.
- Personnel consuming alcoholic beverages are not to respond to emergencies. When consumption is in a public place the member is not to be in possession of the department issued radio or wearing the department issued uniform as this gives the impression to the public that the member is able to respond.
- Volunteers are responsible for signing themselves in at training sessions.
- All volunteers on the active roster may be issued a cap and shirt yearly, if supply is available. Use good judgment and discretion when wearing them, as your behavior reflects on the department.
- Volunteers are covered by Workman's Compensation at the scene of any emergency and enroute to the station regarding that emergency. Coverage for volunteers coming to the station covers only the volunteer, not their family. **Please drive carefully!**
- New personnel should complete 4 training sessions prior to participating in any emergency situation, unless they have prior documented experience and have approval of the Battalion Chief for the division they are assigned or the Fire Chief.
- Personnel should report any equipment or apparatus problems to maintenance personnel or a chief officer. This also includes building maintenance requirements.
- All Department members must complete a personal Auto Insurance Form.
- A positive attitude is a must. Negative attitudes are destructive towards department goals.
- The Federal Communications Commission prohibits the personal use of the departments 2 way radios and the use of professional language. The use of vulgar language or cursing via the radio is prohibited.
- Discussion outside the department regarding or including the name, type of illness, injury or emergency of a personal nature of any person or persons treated by members of this

department is illegal and against department policy and Personal Privacy Act. This could result in legal action against the member making the statement and the Fire Department.

**FOREST LAKES FIRE DEPARTMENT
SOG's**

#03 – Oct 2004

DISCIPLINARY MEASURES AND DISMISSALS:

For an infraction or offense, the offender shall be verbally reprimanded by the Chief or administrating authority in a private manner and be counseled. Documentation will be placed in the personnel file regarding the circumstances of the incident, and the verbal reprimand.

Repeat infractions or offenses:

The offender shall receive written documentation of the infraction, and shall receive a written reprimand regarding the offense and be counseled. Documentation will be placed in the personnel files regarding the issuance of the written reprimand, as well as a copy of the written reprimand signed by the offender.

The receipt of three (3) written reprimands within a 12 month period will constitute grounds for dismissal from the Forest Lakes Fire Department.

More serious offenses:

Violence against another person

Stealing

Intentional damage to equipment or property

Will be grounds for immediate dismissal.

**Forest Lakes Fire Department
SOG's**

#04 – Oct 2004

Recruiting and Hiring:

Guidelines: In the event of a resignation or termination of employment, it is not automatic that the position need be filled by a replacement. Chief Officers with the assistance of Board Members should use the opportunity to assess whether the job functions can either be combined with other positions or eliminated entirely. If a replacement is required, the following will apply.

New Positions:

In conjunction with Board Members the Chief will develop a Position Description, which will include salary grade and range. An Authorization to Hire form must be completed by the Chief and Board for all positions and must be signed by appropriate approval authority.

Recruitment:

Recruiting activity cannot commence without the appropriately approved Authorization to Hire. In addition, the following will apply

Job Posting: All positions will be posted at the location at which the opening exists without exception. Posting will be for at least five working days. When required by the job description due to emergency response requirements, the position will be offered locally first.

Outside Recruiting: No outside recruiting will commence without prior Board approval. Board must approve any want ads and/or use search firms.

Pre-Employment:

No offer of employment, either verbal or written, may be made to any individual without the following documentation.

Pre-employment Drug Screen: No person may be employed without documentation of a company-provided drug screen. Offers may not be made contingent on pending results.

Reference Checks: With the assistance of the personnel representative, all prospective employees must have a through reference check. The company's employment application provides for the names, titles, and telephone numbers of past (not current) employers and those given as a reference. The employment application must be completed in full ("see resume" is not acceptable), including the signing of a waiver for release of this information.

Background Check: The location personnel representative may initiate third-party investigations to include but not limited to criminal records on any applicant.

**Forest Lakes Fire Department
SOG's**

#05 – Oct 2004

New Hires:

People who have never been associated with the Forest Lakes Fire Department, a 90-Day Performance review, with re-evaluation for attendance, performance and attitude.

Rehires:

People that have been members in the past that have been off the Forest Lakes Fire Department for less than one year.

30-Day Performance review with re-evaluation for attendance, performance and attitude.

Membership Vote:

All New Hires and Rehires need to be voted on by current members. Majority Rules subject to Chief approval.

Other:

Qualification of Employment

- Forest Lakes Fire Department Application for Employment
- 18 years old (21 for any driver position)
- High School Graduate or GED
- Valid Arizona Drivers License
- Verification of Auto Insurance
- Drug Testing
- Physical Examination
- MVD Record
- Finger Printed
- Emergency Medical Technicians must have a valid Arizona Department of Health Services Certification and CPR Health Care Provider. Medical Direction must be maintained with Payson Regional Medical Center.
- Firefighter I & II must be Arizona State Certified.
- Employment acceptance is dependent on a clean reference and background check.

**FOREST LAKES FIRE DEPARTMENT
SOG's**

#06 – Oct 2004

SEXUAL HARASSMENT:

It is the policy of the Forest lakes Fire District to maintain a workplace free from any form of harassment, including sexual harassment. No person (including co-workers, supervisors, customers, suppliers, vendors and patients) has the right to harass or intimidate any employee of the Forest Lakes Fire District on the basis of race, race, sex, national origin, religion or disability.

Sexual Harassment is defined as any unwelcome advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made, either explicitly or implicitly, a term or condition of an individuals employment
- Submission to, or rejection of such conduct by an individual is used as the basis for employment decision affecting such individual
- Such conduct has the purpose or effect of unreasonable interference with the individuals work performance or creating an intimidating, hostile or offensive working environment.

Individuals who feel that they have been sexually harassed or know of any such sexual harassment is required to immediately report this to their supervisor, or to the Board of the Forest Lakes Fire District if a supervisor is involved. Any complaint not resolved to the reporting employee's satisfaction must be reported to the Board of the Forest Lakes Fire District.

The Forest Lakes Fire District is committed to investigate each complaint and 6take appropriate corrective action on all confirmed violations of this policy.

The Forest Lake Fire District will not allow any reprisal by any employee or supervisor against any complaining employee or corroborating witness.

The Forest Lakes Fire District will take no adverse action against employees or witness on the basis of good faith use the complaint procedures in this policy. No manager, supervisor or other employee or the Forest Lakes Fire District has the right to retaliate against any employee because of a good faith report complaint of sexual harassment in accordance with this policy.

**FOREST LAKES FIRE DISTRICT
SOG's**

#07 – Oct 2004

Drugs and Alcohol:

The Forest Lakes Fire District has a strong commitment to its employees to provide a safe work place and to establish programs promoting high standards of employee health and safety. Consistent with the spirit and intent of this commitment, our goal is to maintain a work environment that is free from the effects of any type of drug or substance, including alcohol.

The Forest Lakes Fire District recognizes that any employee involvement with drug(s) and or alcohol can have a significant impact on the work place and the Forest Lakes Fire District's ability to maintain a drug free and alcohol free work place.

The illegal manufacture, distribution, dispensing, possession or use of narcotics, drugs or controlled substances, including alcohol, while on the job, on the business of the Forest Lakes Fire District, or on/in property, including vehicles and building and building owned or leased, will result in termination.

Prior to employment, all prospective employees of the Forest Lakes Fire District will submit to pre-employment drug and alcohol testing. Applicants who test positively for the presence of drugs and /or alcohol will be discontinued from the application process. Presently employed members will also submit to drug and /or alcohol testing.

Any employee who refuses to submit for testing will be terminated for failure to comply with the drug and alcohol free workplace.

In the event of accident or industrial injury, drug and/or alcohol testing will be requested. Any employee who tests positively for the presence of drugs or alcohol will be terminated immediately. Any employee who refuses to submit to drug or alcohol testing will be terminated immediately. Additionally, any employee that tests positively for drugs and/or alcohol may lose rights to Workers Compensation Benefits.

Any employee using legal drugs (Prescription Medication) which may alter their physical or mental ability must report this to their supervisor, allowing the Forest Lakes Fire District to determine whether the job assignment should be changed during the duration of use of the medication. Although the use of legal drugs is no in itself grounds for termination, use inconsistent with prescribed dosage or use of a medication that may lead to problems with maintaining employee safety will not be tolerated.

Signed into policy: _____

Print Name: _____

Witnessed by: _____

Print Name: _____

Date: ____ / ____ / ____

**Forest Lakes Fire Department
SOG's**

#08 – Oct 2004

Training Sessions:

There will be four (4) Training Sessions per month:

2 – Joint EMS/ Fire Training Sessions per month

1 Fire per month

1 EMS per month

Members must attend 75% of the Training Sessions per month, or be excused for good reason.

If you can not attend please contact EMS or Fire Officer.

**Forest Lakes Fire Department
SOG's**

#09 – Oct 2004

“WHEN YOU GET A CALL”

- **Your primary responsibility is your own personal safety!!**
- When the alarm encodes, write the location number, time and any directions given.
- When the radio is clear, signify your intention. (# 100 responding for Fire or EMS)
- All personnel should report to the station before attending any emergency, unless otherwise advised. Individuals responding directly to an emergency must have a 2-way radio and must be trained in the type of emergency they are responding to. No more than two people will respond directly to the scene. Fire Engineers and Drivers must respond directly to the station.
- Do not drive in excess of the speed limit use your hazard lights. Wear your seat belts.
- In adverse conditions, use good judgment.
- Upon arrival at the station, open appropriate bay doors, turn on exhaust fan.
- Start engines, tender or ambulance if you have been trained to do so. Headlights must be on while on emergency calls. Only members with proper training may start and run equipment.
- Put on emergency clothing as related to the type of emergency you are responding to.
- Before boarding the equipment check map for location of incident or map book located in apparatus. Know the location of the incident before leaving the station. Knowing the location of the incident is the Engineer and/or Drivers responsibility along with officer in the passenger seat.
- The Engineer or Driver should make a “walk around” inspection of the vehicle. When the air pressure is adequate, and if you have been trained, pull the apparatus out of the bay onto the apron, or depart to the emergency when the proper amount of responding personnel are ready. Be sure to close bay doors upon leaving.
- Passenger will be in control of radio communications and siren when responding to incident.
- Engineer/ Driver should set wheel chocks under wheels upon arrival at the scene.

FOREST LAKE FIRE DEPARTMENT
SOG's

#09 – (cont.)

- Do not exceed the speed limit when enroute to the station for a call and obey all traffic laws. The department will not intervene on your behalf for unsafe driving practices when responding to an emergency. **Drive safe ! We need you !**
- All personnel should report to the station before attending an emergency, (unless otherwise advised).
- After alarm clears, all personnel with a hand held radio must report if they are responding.
- The first person arriving at the station will open the appropriate bay doors and find the location on the map and turn on the exhaust fan.
- Proper clothing and equipment must be worn at the scene of any emergency, and during training exercises, when applicable.
- Engines should not leave the station without a full crew of qualified firefighters on board. (This is not always possible) an Officer will advise. Engine 3 will roll on all MVA's (unless otherwise advised)
- Water Tender 2 should not leave the station without 2 firefighters on board (This is not always possible)
- Protect all fire equipment while on an incident. Vehicles should remain at least 100 feet from fire scene. Assure yourself and apparatus of an exit when parking your vehicle.
- The first person on the scene is the I.C. (Incident Command) until officially released by a higher command authority.
- Due to the safety regulation NFPA 1500 pertaining to the donning and use of SCBA's, no one with a beard will be permitted to wear SCBA on an emergency scene. Any questions should be addressed to the safety officer.
- If a structure is more than 25% involved, offensive enter mode may be considered if man power is available. 50% or more involved defensive mode only. No one will enter. Before entry is made 4 certified SCBA firefighters and one Engineer must be present, with 2 charged handlines available. Search and rescue rule is two in and two out before entering.

**FOREST LAKES FIRE DEPARTMENT
SOG's**

#09 – (cont.)

- Anyone entering a dwelling must wear SCBA's and have a charged line, back up hose required and checked before entry.
- **Two- (2) blast on the Air Horn means retreat!**
- Rotate firefighters every 15 minutes on a working fire if possible.
- SCBA's should be worn when doing salvage and overhaul work.
- At MVA's the engine should be positioned on the same side of the road as the accident, at least 100 feet and to the rear of the accident scene. This will allow thru traffic to pass safely and help protect the ambulance crew.
- At any off road incident, the hand held fire extinguisher must accompany the firefighter and EMT's. Battery cables must be disconnected or cut at once if possible.
- On DPS stand by, stay with the fire apparatus. Do no interfere with DPS.
- On DPS 962 (MVA with injuries) no more than 2 EMT's with each injured individual unless requested. Personnel needed for traffic control will be asked by DPS, all others should remain with fire apparatus.
- **Professional** conduct is expected at all times. There will be no comments at the scene regarding anyone/anything involved. **Do not remove or disturb anything at the scene.**
- Never back up any apparatus or ambulance without a person behind the equipment guiding you. When parking any apparatus parking brakes and wheel chocks will be used.
- Radio protocol – any order given by an officer will be repeated as given verbally back to the officer.
- Anyone seeing a potentially dangerous situation should report it immediately.
- Fill all fire apparatus at the nearest hydrant location, make sure apparatus is always full and restocked with anything used. When filling apparatus from a hydrant during an emergency situation and time is critical a backflow device is not mandatory at the hydrant. During non emergency or non time critical use of a hydrant backflow devise should be used.

FOREST LAKES FIRE DEPARTMENT
SOG's

#09 – (cont)

- Every effort should be made to have Rehab on scene and available to the firefighters as soon as possible on a major incident, or as designated by Incident Command.
- When calls are completed, there will be a critique with all personnel involved in the emergency, at the earliest convenience.
- All personnel are responsible for checking with Incident Command to make sure your name is listed on Incident Report.

**FOREST LAKES FIRE DEPARTMENT
SOG's**

#10 – Oct 2004

PERSONNEL / APPARATUS RESPONSE

FIRE DISTRICT

- All fire apparatus and fire personnel shall respond to the incident
- Engines shall leave the station as quickly as they are manned

MOTOR VEHICLE ACCIDENT WITH INJURIES

- Engine 3: Engineer and 2 Firefighter, all SCBA trained
- Engine will be positioned to provide safety for Ambulance crew from oncoming traffic

MOTOR VEHICLE FIRE

- Engine 3: Engineer and 2 Firefighters, all SCBA trained
- Engine 1 and Water Tender 2 shall stage at the station or staging area closest to incident

WILDLAND FIRE IN DISTRICT BUFFER ZONE

- Brush Truck 1213 with Engineer and 2 Firefighters
- Water Tender 2 with Engineer and 1 Firefighter
- Additional personnel and equipment shall stage at the station or closest staging area

FOREST SERVICE CAMPGROUND FIRE (i.e. Dumpster, Vehicle, RV. Etc.)

- Engine 3 with Engineer and 2 Firefighters, all SCBA trained
- Water Tender 2 with Engineer and 1 Firefighter SCBA trained, shall stage at station or closest staging area to incident

WILDLAND FIRES OUTSIDE BUFFER ZONE

- Any response shall be ordered out by the Senior Department Fire Officer

STAGING AREAS

- Rim Resort
- F.S. Rd. 99 and Highway 260
- Merzville Rd. and Highway 260
- Steak House Parking Lot
- F.S. Rd. 237 (Larson Ridge Rd. & Highway 260)
- F.S. Rd. 99 and 99 A

S.C.B.A TRAINED

- Firefighter has had Physical Exam & Fit Test
- Department SCBA Training & meets OSHA standards
- Approved by Fire Division Chief in writing as being SCBA Trained

S.C.B.A CERTIFIED

- State Certified Firefighter I or I & II

**FOREST LAKES FIRE DEPARTMENT
SOG's**

#10 – (cont.)

FIRE / EMS SCENE

ON SCENE

- Only Fire and EMS personnel shall be on the scene
- EMS Personnel will be at staging area for Rehab at fire scene
- Support Personnel will bring supplies to staging area as needed

PUBLIC

- Coconino County Sheriff Deputy if available will be in charge of Traffic Control and public within the subdivision
- People that are not members of the Forest Lakes Fire Department will be asked to leave the area, if they do not, law enforcement will be notified to handle the situation.
- If law enforcement is not available support personnel may be asked to render aid in this area.
- Any private party that is on an incident must have permission of Fire Chief or Fire Officer in charge.

**FOREST LAKES FIRE DEPARTMENT
SOG's**

#11 – Oct 2004

HYDRANT OPERATIONS

HYDRANT SAFETY RULES

- Check and control pedestrian and vehicle traffic
- Tighten caps on outlets not used
- Do not stand in front of closed caps
- Do not lean over top of operating hydrant
- Open and close valves slowly
- Do not open hydrant valve to charge supply hose unless directed by apparatus Engineer
- Open and close valves completely
- Do not allow hoses to kink
- Do not flow water across streets in freezing weather
- Do not let vehicles drive across hoses

FORWARD HOSE LAY

- Engine stops at hydrant
- Firefighter #1 dismounts and offloads hydrant valve, spanner and female end of supply hose
- Firefighter #1 wraps end of hose part way around and holds hose
- Engine proceeds slowly toward fire scene –5 to 10 mph
- Engine takes position at fire scene
- Firefighter #1 connects hydrant valve and hose to hydrant and waits for signal from Engineer to turn on water
- Firefighter #2 disconnects proper length of supply hose from hose bed and connects to rear intake (This may be done by engineer, apply hose clamp)
- Engineer prepares for pump operation, put on hose clamp
- Firefighters pull attack lines
- Engineer signals to Firefighter #1 and Firefighter # 2 when he wants hydrant water
- Engineer or Firefighter # 2 removes hose clamp
- Firefighter # 1 opens hydrant valve to begin flow
- When Engineer acknowledges proper water supply, Firefighter #1 advances to the scene for further assignments

**FOREST LAKES FIRE DEPARTMENT
SOG's**

#11 – (cont.)

HYDRANT OPERATION CON'T

REVERSE HOSE LAY – Used for pumping from hydrant by attack pumper

- First Engine takes position at fire scene and begins initial attack with tank water
- Second Engine begin hose lay at first Engine and lays hose towards nearest hydrant
- Fire Fighter pulls end supply hose from hose bed of Second Engine
- Second Engine proceeds slowly toward hydrant (5 – 10 mph)
- When sufficient slack is available, Firefighter connects supply hose to first Engine's intake using proper adapter
- Second Engine stops at hydrant
- At hydrant, Firefighter disconnects supply hose from hose bed and connects to hydrant
- First Engineer communicates with second Engineer when to begin water flow
- Second Engineer directs Firefighter to open hydrant to begin water flow

**FOREST LAKES FIRE DEPARTMENT
SOG's**

#12 – Oct 2004

**STRUCTURE FIRE
(no hydrants)**

- **Size up** – First unit on scene gives size up of structure and accessibility for engines

- **First Engine** – Position Engine in a safe and appropriate manner to see the fire if possible and have an adequate escape route. Pull a line inward toward the house.

- **Second Engine** – Will connect to the supply line being sure not to block egress of any other apparatus. Lay a supply line to first engine for water supply. The second engine will also prepare a spot for the porta-tank and prepare to set up for drafting from the porta-tank. Once the site for the porta-tank is prepared the second engine is set for drafting operation.

- **Water Tender** – Will then put the porta-tank in place, fill it, leave and fill at the nearest hydrant and shuttle water to the porta-tank. At this time the second engine will operate from a draft supplying the first engine with water.

- **Depending on the availability of personnel and circumstances, this plan may be modified.**

- **EMS Unit** – An ambulance will be used for “rehab” and any necessary emergency medical treatments. The ambulance will be placed as close to the fire as reasonable as determined by Incident Command.

**FOREST LAKES FIRE DEPARTMENT
SOG's**

#13 – Oct 2004

WILDLAND FIRE

(Within the Subdivision)

SAFETY: All personnel responding to a wildland incident shall be properly dressed. (Leather boots 8" high, 100% cotton pants with no holes or Nomex pants if you have been issued them, Nomex fire shirt, leather gloves, hard hat, fire shelter and water bottles).

At no time will structure turnouts be worn unless specifically instructed otherwise. In the event a structure may become involved structure turnouts should be immediately available.

TRAINING: It is strongly recommended that all fire dept. personnel responding to wildland incidents should have taken the 32 hr. Basic Wildland Firefighting Course. This consists of S-130 Basic Wildland Fire Fighting, S-190 Basic Wildland Fire Behavior and I 100 Incident Command

ESCAPE ROUTES: Be aware of your escape routes and safety zones at all times. Memorize the Standard Fire Orders and be strongly familiar with the 18 situations the shout **Watch Out!**

Apparatus Used:

- **We will use all department apparatus.** Brush 13, E-1, E-3 and Water Tender 2 during the initial attack stages of a wildland incident. An ambulance will be used for rehab. Apparatus will remain on the road unless otherwise advised. As the incident progresses and we have the ability to return excess equipment and personnel to the station, we will do so.
- **Parking:** If at all possible the apparatus will be parked so that it faces its exit route (point of egress) and the engineers panel faces the fire, if possible. If both things can not be accomplished then having the apparatus facing its exit route is the primary goal. This route must remain unobstructed at all times.
- **Hose Lays:** Hose lays start at the apparatus, usually from the road unless the engineer is given specific instructions otherwise. This is due to the narrow driveways in the area, which could contribute to an entrapment situation.
- **Personnel:** All firefighters must respond to a wildland fire call and enough EMT's for staffing an ambulance for rehab. If less than 10 firefighters respond consider time of year and fire behavior, the I.C. may want to consider Mutual Aid soon.

**FOREST LAKES FIRE DEPARTMENT
SOG's**

#13 – (cont.)

**WILDLAND
(Within the Subdivision)**

Extreme Fire Behavior Conditions: In times of high temperature, low relative humidity and or high winds notify the White Mountain Zone (USFS in Springerville) for Mutual aid. All additional resource orders must go through them. At a later time Incident Command may order or release other departments.

Mutual Aid (Large Incident): White Mountain Zone can take care of all of this for us now. One call to them will put the Rim Fire Protection Group available.

**FOREST LAKES FIRE DEPARTMENT
SOG's**

#14 – Oct 2004

**Wildland Fire
(Outside Subdivision)
Forest Land – State Land**

Initial Attack:

- **Personnel:** Firefighters and engineers will respond to the station for the call and ride to the scene on the apparatus assigned. After arrival of the Forest Service and transfer of I. C. only those with “red cards” will be permitted to remain on the fire and the rest of the crews will be released. The Forest Lakes Fire Department will take initial attack action on any wildland fire that is determined to be threatening to the subdivision, in the outlined buffer zone, given wind conditions, fire location and time of year.
- **Apparatus:** 1204 with Brush 1213 with 2 – 3 firefighters and Water Tender 1202 with an engineer and 1 – 2 firefighters to a wildland fire close to the subdivision. Additional equipment will be sent on an as needed basis. The apparatus will remain on Forest Service roads unless a suitable road can be found to the fire scene. Do not needlessly tear up the equipment trying to get apparatus closer to scene. Additional personnel and equipment will stage at the station for assignment if needed.
- **Safety:** All safety items mentioned also apply here. Plus firefighters remaining on the fire must have a {“red card”} issued by the Fire Department showing a passing score on the required Physical Training Test. These red cards and P.T> Tests are good for one year, From Jan. 2 to Dec. 31.
- **Training:** All firefighters and EMT's responding to a wildland fire on Forest Service land must have the Basic Wildland Firefighters classes and pass with a minimum score of 80%. Individuals that do not have this training will have to leave the incident when Forest Service assumes command.

**FOREST LAKES FIRE DEPARTMENT
SOG's**

#15 – Oct 2004

VEHICLE FIRE

Vehicle Fire in Fire District:

- All apparatus and personnel should respond to vehicle fires in the District due to possible extension of the fire.
- All firefighters working at the actual fire scene must wear full entry turnouts and be SCBA certified or trained. All firefighters not meeting these requirements will act as backup, providing whatever support is needed.

Vehicle Fire Outside of District:

- Response will consist of E-3 or Brush 1213 with Engineer and two SCBA certified or trained firefighters and the Water Tender with a minimum of engineer and one firefighter SCBA certified or trained.
- E-1 with engineer and two firefighters SCBA certified or trained will stage at the nearest staging area to the incident.
- If the possibility of fire extension to the surrounding area appears possible USFS will be notified. In these instances we are not responsible for fighting the Forest fire.

Procedure:

- Vehicle fires are one of the most potentially hazardous threats to firefighters that you may encounter. Extreme caution must be observed at all times.
- Park the apparatus about 100 feet from the vehicle if possible, upwind away from the smoke.
- Firefighters should approach the vehicle at the sides (not the front) with a charged foam lines, knock down the fire and cool everything off before opening the hood. Stay away from the front and rear bumpers and hatchbacks due to exploding pistons and struts.
- Attack crews should cool wheel wells and push fuel fed fire under the vehicle and away from operating area during their advance.
- Firefighters must have SCBA's on during the incident and during salvage overhaul.

Vehicle Fires are not routine. They are potentially volatile.

**FOREST LAKES FIRE DEPARTMENT
SOG's**

#16 – Oct 2004

**HAZARDOUS MATERIAL INCIDENTS
ON SCENE SAFETY**

Approach Cautiously: Resist the urge to rush in! You can not help others until you know what you are dealing with. Walk, do not run, and stay up wind of the incident when possible.

Identify the Hazards:

- Placards, container labels, shipping papers and or knowledgeable persons on the scene are valuable information sources. Evaluate all of them and then consult the recommended **guide page (found in all apparatus)** before you place yourself or others at risk. New information provided by a shipper on the shipping document, or obtained from another authoritative source, may change some of the emphasis or details of the guide page. Remember that the guide provides only the most important information for your initial response in relation to a family class of hazardous materials. As more specific information becomes available, your response should become more appropriate for the situation.
- **Secure the Scene: Without** entering the immediate hazard area, do what you can to isolate the area and assure the safety of people and the environment. Move and keep people away from the scene and the perimeter. Allow room enough to move and remove your own equipment.
- **Obtain Help: Advise** your dispatcher to notify responsible agencies and call for assistance from qualified personnel.
- **Decide on Site Entry: Any** efforts you make to rescue persons protect property or the environment must be weighed against the possibility that you could become part of the problem. Enter the area only when wearing appropriate protective gear. We will not enter until we are assured turnout gear is adequate protection.

Above All: Do not walk into or touch spilled material. Avoid inhalation of fumes, smoke and vapors, even if no hazardous materials are known to be involved. Do not assume that gases or vapors are harmless because of lack of a smell – odorless gases or vapors may be harmful.

Chemtrec: maintains a current list of state and federal radiation authorities that provide information and technical assistance on handling incidents involving radioactive materials.

**CHEMTREC 1- 800-424-9300
HAZMAT 1- 800-424-8802**

**FOREST LAKES FIRE DEPARTMENT
SOG's**

#17 – Oct 2004

DISASTER RESCUE

- When command determines scene is safe and a rescue is required in a toxic area or confined space firefighters/ EMT's SCBA certified will perform medical rescues.

- A fire related scene will have charged lines in place while initiating rescue until the scene is cleared of all victims. All personnel involved in the activity must have SCBA's on and working.

- All firefighters EMT's not in full turnout gear and SCBA's will stay clear of the "hot Zone" and handle the triage victims when they are moved into a safe area and decontaminated if necessary.

- When the rescue is completed all EMT's may engage in patient care.

**FOREST LAKES FIRE DEPARTMENT
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#18 – Oct 2004

EMERGENCY MEDICAL SERVICES

- Safety is the primary concern for both you and the patient
- Professional appearance and attitude is a must. Personal grooming and a neat clean appearance help instill confidence in patients treated by EMT's. Respond to the scene dressed appropriately, bring your equipment, ID, EMT certification, vest on highway calls, name tag, department shirt, so you can be identified by the hospital, Department of Public Safety etc. Be prepared to respond.
- Respond safely to the station, unless otherwise advised.
- Gain access to patient, using special tools when necessary. Extrication of patients should be done by people qualified in extrication and an EMT should be in charge of the patient.
- Determine what is wrong with the patient and provide appropriate emergency care. Do not treat the patient beyond your level of training.
- Free, lift and move patient when required to do so without causing additional injury to the patient or yourself.
- Prepare and properly transfer the patient to the ambulance.
- Prompt and effective treatment will determine for a load and go situations.
- Patient assessment primary and secondary assessment on all patients with two sets of vitals, including all refusals if possible to obtain them. Patient refusals you must contact the base hospital on all refusals.
- Patient handling – patients have the right to be treated with respect and careful handling.
- Transport the patient to medical facility, provide enroute communications and handing the patient and patient information over to more highly trained personnel or Emergency Room Staff.
- Transfer of patient to ER Staff, should be smooth and a report of patients condition to hospital staff.
- Safe and swift transport of the patient to the medical facility. 10 mph over speed limit and if lights are used you must use siren also (code 3)
- Avoid any unnecessary usage of your radios.

**FOREST LAKES FIRE DEPARTMENT
SOG's**

#18 – (cont.)

EMS Guideline

- Vehicle and equipment maintenance – ambulance check equipment checks on ambulance equipment will be done when run is over i.e. O2, Life Pack and AED, restocking of any supplies used.
- Record keeping, original copies of certifications, continuing education and special training should be kept by EMT's and a copy should be kept in your file at the station.
- Certification – every one is responsible for keeping track of their own recertification and continuing education. If you need a class let us know in advance in writing so we can schedule a class or find one for you to attend.
- The Department of Health Services recert requirements for EMT's are Physical verification form, current CPR card completed application and a refresher class and continuing education for National Registry.
- Payson Regional Medical Center requirements for IEMT's and Paramedics are 12 hours of ER time with in a 2 year period, 24 CE's at Tape & Chart (12 sessions) and additional CE's and a refresher course.
- Immunization – Initial series of Hepatitis B is recommended and a Tuberculosis check every year.
- On duty sign up try to make a sincere effort to sign up for hours on the schedule for one week at a time
- Scheduling – If you are signed up for ambulance duty and need a replacement it is your responsibility to find a replacement and notify the EMS officer in charge and the dispatcher. It is also your responsibility to notify EMS Officer when you will be out of the area, or call out of area on the radio.
- Training Sessions – it is your responsibility to attend training sessions. If you can not attend a training session for a good reason, notify the EMS Officer if you are unable to meet these requirements they will work with you.
- Ambulance clean up at the hospital is the responsibility of the driver and EMT's. We need to refuel the ambulance before returning to the district. Restocking the ambulance is everyone's responsibility.

**FOREST LAKES FIRE DEPARTMENT
SOG's**

#18 – (cont)

EMS GUIDELINES

- Driver requirements – must have VFIS Emergency Driving Class or equivalent as a trainee, or by review at Officers discretion. Drivers over 65 must have Physical and MVD report every year. Members under age 21 are not acceptable due to our insurance coverage.
- Hospital runs require safety of patient and EMS crew. EMT's will tell you what code to run to the hospital. A smooth safe ride is a must for the patient and crew, not all runs to the hospital need to Code 3. 10 mph over speed limit for Code 3 where the highway and traffic will allow.
- EMT's must adhere to hospital protocols. When transporting a patient to Navapache hospital, you must patch with our Base Hospital via cell phone or radio and they will notify Navapache Hospital. It is also a good idea to patch with Navapache too. When transporting to Payson Regional you must also patch with them to give them patient information and estimated time of arrival.

**FOREST LAKES FIRE DEPARTMENT
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#19 – Oct 2004

DOMESTIC VIOLENCE

- **Do Not** under any circumstances enter a domestic violent scene without Law Enforcement securing the scene first.
- **Never** stand in front of a door or window and tell them you are medically trained and only want to help. The people that you are trying to help have been known to shoot through doors and windows.
- **Stay Back** until Law Enforcement tells you it is safe to enter. Assist Law Enforcement only when it is safe and are asked to do so.
- **Domestic Violent scenes are not safe!** Any one of the participants involve may turn on you.
- **You** may hear the cries of children but if you enter to save a child the violent person may kill the child or you or both.
- **After** Law Enforcement has established a safe scene, begin your assessment.
- **Document** your time on the scene and document all that occurred.

Remember you are # 1

**FOREST LAKES FIRE DEPARTMENT
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#20 – Oct 2004

OBVIOUS DEATH

- **Decapitation**
- **Levity** – Blood pooling at the lower parts of the body
- **Rigor Mortis** – Stiffening of the muscles
- **Eyes** – Fully dilated and fixed
- **Color** – Blue/black coloration to the face and lips
- **Vitals** – No vital signs, B/P. Heart rate respiration's

Do not move the body!

Do not remove any evidence!

Do not touch anything unnecessarily

Wear personal protective equipment

Procedure:

- Call dispatcher and ask for Law Enforcement to respond
- Call Medical Control @ PRMC
- Give your certification class (EMT, IEMT or Paramedic)
- Give all medical information to Dr. in charge (apnea, no pulse, B/P levity all protocols done)
- Law Enforcement is in charge of the scene until the body has been removed by Medical Examiner.

**Be considerate
Help the Family**

**FOREST LAKES FIRE DEPARTMENT
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#21 – Oct 2004

MASS CASUALTY INCIDENT

Multiple Casualty Incidents is any event that places excessive demands on personnel and equipment. Typically it involves three or more patients, but critically injured patients can quickly overwhelm a small community or rural area with limited resources and personnel. The key to effective emergency care is to call for plenty of help early on and call for more than enough rescuers with advanced life-saving skills as soon as you encounter the incident.

Remember: It's better to call too many rescuers than too few. Getting help, however is only one aspect of managing the multiple-casualty incident, it also consists of positioning vehicles properly, giving appropriate emergency medical care, transporting patients effectively and providing follow-up care at the receiving facilities.

Essentially the senior EMT who arrives at the scene of a multiple casualty incident assumes responsibility as the Incident Command. This is not always possible due to lack of personnel. A pre-designated officer may have to take the responsibility of Incident Command. The Incident Commander is responsible for seeing that the incident is responded to in a controlled and orderly way and that all responsibilities are carried out.

It must be absolutely clear from the beginning who is in charge. Let everyone on the scene and dispatch know who is acting as I.C. The Incident Command should be stationed in a command center located in a safe area near or at the area where patients will be loaded for transport.

Incident Command should begin to establish the following sectors:

- Mobile command sector
- Supply Sector
- Extrication sector
- Triage Sector
- Treatment sector
- Staging sector
- Transportation sector

These sectors are established to provide an orderly means of decision making and execution of plans at the scene. The Incident Command assigns an officer or team leader to each sector. Each sector officer or team leader should wear a highly visible vest. Incoming units will be directed to an EMS sector officer and assigned specific responsibilities.

**FOREST LAKES FIRE DEPARTMENT
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#21 – (cont)

MASS CASUALTY

EMS INCIDENT COMMANDER (must also)

- Rapidly perform a scene size-up for possible hazards to patients or to the surrounding public
- Mobilize fire and other personnel to reduce those hazards as patient triage and treatment begins.
- Locate and reassure the patients, if it only involves a few patients, quickly assess patients, perform triage into treatment priorities and radio for help as life saving treatment is begun
- Radio dispatch for help for giving the following information:
 - Type of incident of incident
 - Location of incident
 - Approximate number of patients
 - Additional EMS personnel needed
 - Additional equipment and supplies, transportation, extrication etc.
 - Additional mutual aid, fire, law enforcement, utilities, etc.

Mobile Command Sector:

- May be first arriving ambulance, a flag or other device should be set up to identify the command post. May be used for mobile radio contact with area hospitals

Supply Sector:

- Responsible for distributing medical materials and equipment necessary to render care, as additional supplies arrives arrange in orderly piles.

Extrication Sector:

- Responsible for freeing patients from wreckage and managing them at the accident site.

Triage Sector:

- Sorting patients to determine the order they will receive medical care and the order of transportation. This should be the most knowledgeable EMT arriving in the first arriving ambulance and should become the triage officer.
- Their duties are assigning care of patients, updates or changes in treatment priority of patients and coordinates patient transport with staging and treatment officers.

Treatment Sector:

- This area should be close to where the ambulances arrive. It should be safe from falling debris, a safe distance from the incident and clearly marked. Patients should be moved from triage sector to the patient treatment sector in order of their priority. **Remember that triage is ongoing.** Many patients' categories will change as their conditions improve or deteriorate.

**FOREST LAKES FIRE DEPARTMENT
SOG's**

#21 – (cont)

MASS CASUALTY INCIDENT

Staging Sector:

- Stages incoming ambulances. Monitors inventories and directs available ambulances to the treatment sector at the request of transportation sector officer.

Transportation Sector:

- Ensures ambulances are accessible and that transportation does not occur without the direction of the Incident Command. Coordinate patient transportation with triage officer and communicates with the hospitals involved.

Landing Zone: (LZ)

- May be a separate sector but is part of transportation sector. As each ambulance leaves, the transportation officer should radio the hospital that the ambulance is enroute, to briefly describe the injuries involved and giving an estimated time of arrival (ETA). They should also get names of patients and which facility they are being transported to if possible. This may have to be done through dispatch.

**FOREST LAKES FIRE DEPARTMENT
SOG'S**

#22 – Oct 2004

SEARCH AND RESCUE

SEARCH AND RESCUE: Operation will be initiated only when the following criteria exists:

- Request must come from Coconino County Sheriff Office, Forest Service, Department of Public Safety or any other government agency.
- Calls received from private individuals will be referred to the appropriate agency. Any response will be at the request of that agency.
- Search and/or Rescue should be within close proximity to Forest Lakes.

**FOREST LAKES FIRE DEPARTMENT
SOG'S**

#23 – Oct 2004

SUPPORT SERVICES

OVERALL DUTIES:

- Contact Auxiliary for available help if needed
- Stock supplies as needed or purchase items from local stores
- Train support personnel on equipment needed (generators, lights, filling, air bottles, etc)
- Man station and dispatch as needed
- Transport refreshments to scene as needed
- Help clean hoses and equipment upon apparatus returning to station

FIRE:

- Contact Auxiliary for available help if needed
- Man station and dispatch as needed
- Equipment setup on scene: (Generator and lights, pike poles, attic ladders help change SCBA's fill air bottles
- Transport refreshments
- Transport any additional equipment needed

RESCUE: (Fall from Rim)

- Contact Auxiliary as needed
- Generator and light setup
- Man station and dispatch as needed
- Transport any additional equipment as needed

EMS: (Large Call)

- Contact Auxiliary as needed
- Transport extra medical supplies
- Man station and dispatch as needed
- Generator and light setup
- Transport refreshments to scene

**FOREST LAKES FIRE DEPARTMENT
SOG's**

#24 – Oct 2004

EDUCATION AND TRAINING

PURPOSE:

The purpose of training is to help give the individual the skills necessary to suppress fires perform operations, deliver emergency medical services and to otherwise deal with the public in a courteous, professional manner. Training also helps an individual gain confidence in his/her abilities to perform the required services, and gives the individual confidence in his/her teammates at the Department. A good training program also helps reduce the number of employee injuries by learning safe ways to perform services. Training will be the responsibility of the training officer and Fire and EMS Officers.

TRAINING:

Training is provided at the Department in several ways. The Department provides regular in-house training, which will be supplemented by seminars and course work offered at several other outside approved training facilities.

TRAINING PROGRAMS:

The Training Officer will be responsible for:

- Keeping track of all training records
- Notifying members of upcoming schools/training
- Scheduling members for training

All notices for training will be posted on the department's bulletin board. Members shall be responsible for checking this board to see if they are scheduled for training.

Members shall be responsible for returning the proper documentation for the training to the Training Officer, who in turn will be responsible for turning it in to office personnel so that it will be recorded in members training record.

Each Officer will be responsible for checking the upcoming Training Calendar and posting for interested members.

**FOREST LAKES FIRE DEPARTMENT
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#25 – Oct 2004

FAILURE/WITHDRAWAL FROM TRAINING CLASSES

Any member who fails a training course or withdraws from a training course may be required to repeat the course at the members own expense, or the Department may require reimbursement for the funds lost as a result of the failure or withdrawal. The Chief will make the final decisions regarding failure/withdrawals.

REQUEST FOR TRAINING

Requests for training will be evaluated on an individual basis. In considering any request for training the Department will consider:

- Needs of the Department
- The individual's need for training
- The individual's past performance in other training
- The availability of funds
- Personnel levels during the training period
- The individual's level within the Department
- How this particular training will effect and/or improve the Department

**FOREST LAKES FIRE DEPARTMENT
SOG's**

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INFECTION CONTROL PROGRAM

It is the goal of the Forest Lakes Fire Department to adequately protect all members from the risk of transmission of communicable disease, not only during emergency incidents, but also in all work environments.

The Department recognizes the potential exposure of its members to communicable diseases in the performance of their duties. In the emergency care setting, the infectious disease status of patients is frequently unknown by department personnel. All patients must be considered infectious. Blood and body fluids precautions must be taken with all patients.

To minimize the risk exposure, the Department will provide gloves, face masks, gowns and eyeglasses, and will provide the necessary cleaning and disinfecting supplies. The Department will provide instructions and continuing education in preventive health care practices so that the firefighters and EMT's possess and awareness of infectious diseases, understands the risks and severity of various types of exposures, and exhibits proper skills in infection control.

Necessary immunization will be made available to protect members from potential exposures to infectious disease and standard medical treatment will be given to exposed members.

Members will report any actual or suspected exposure to a contagious disease to the Designated Officer for Infectious Diseases for investigation of patient information to determine the possible presence of communicable disease and the need for treatment of the exposed individual.

Initiation of documentation is the employee's responsibility. The Department will maintain a record of exposures and treatment in each employee's confidential medical file.

These procedures are designed to prevent infection from occurring in both patients and Department members. By necessity infection control is a pro-active approach to managing the risks associated with all communicable diseases.

Each year the Fire Department will put on a class on blood borne and airborne pathogens and on infectious control. It is each member's responsibility to see that they attend this mandatory class.

**FOREST LAKES FIRE DEPARTMENT
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#27 – Oct 2004

PUBLIC INFORMATION

PURPOSE:

Due to the nature of our job, several different types of media are constantly recording Fire/EMS personnel. The purpose of this is to establish uniformed guidelines for dealing with members of the media and the public.

Due to the possibilities of an emergency occurring within the District at any given moment, it is possible for any member of the Fire Department to be contacted by a member of the news media or public for information at any given time. Therefore, all employees should be aware of what information they are allowed to give out.

GUIDELINES:

All members need to be familiar with what information they are authorized to give out to the News Media or public. At anytime there is a major incident going on within the District, it shall be the responsibility of all members to refer all inquires for information to their immediate Supervisor and / or the Fire Chief.

It is imperative for the Forest lakes Fire Department to establish and maintain a positive operating relationship with the media and public, while protecting the rights of witnesses, Victims and suspects, and protecting the lives and property of the citizens of Forest Lakes Fire District. By the nature of the service provided to the public, it is realized that the Department is subject to inspection. An Atmosphere of openness and honesty will be maintained and the Department therefore welcomes and will respond to any legitimate inquiry.

All employees shall refrain from giving our official statements or news release information to the news release information to the news media without consent of the Fire Chief.

P.I.O.

The Fire Chief may assign a Public Information Officer, when certain circumstances arise.

PUBLIC ACTIVITIES:

Fire Community relations are based upon the positive interaction between the Fire Department and the people served, which represents their unity and common purpose.

**FOREST LAKES FIRE DEPARTMENT
SOG'S**

#28 – Oct 2004

MEDICAL LEAVE

INDUSTRIAL OR WORKMEN'S COMPENSATION:

It is up to the member to advise the Fire Department if you are on Industrial or Workmen's Compensation.

- **Observation and class room training only!**
- **No physical participation**
- **No riding on or operating any apparatus or equipment**
- **Member must advise us of no reimbursement**
- **Must have Doctors written release to return to regular duty**

MEDICAL LEAVE:

It is up to the member to advise the Fire Department when you are on medical leave.

- **No physical participation**
- **No riding on or operating any apparatus or equipment**
- **Observation and classroom training only**
- **Can be reimbursed for training**
- **Must have Doctors written release to return to regular duty**

**FOREST LAKES FIRE DEPARTMENT
SOG'S**

#29 – Oct 2004

GRIEVANCE PROCEDURE

Informal grievance:

A member who has a problem or complaint should first try to get it settled through discussion with their immediate supervisor without delay. The member may have another person of their choice accompany them to discuss the grievance if so desired. Every effort should be made to find an acceptable solution by informal means at the lowest possible level of supervision.

Formal grievance:

If a member's problem or complaint can not be resolved through informal procedures, the member has the right to begin formal grievance procedures, however a grievance can be resolved at any level.

First level of review:

Immediate Supervisor. The problem or complaint shall be presented in writing by the member to the member's department head within ten (10) calendar days of the time a problem was addressed through the informal procedure. The department head shall render a decision and comment on the grievance in writing to the member within five (5) calendar days of the receipt of the grievance. A copy of each will be sent to the Fire Chief.

Second level of review:

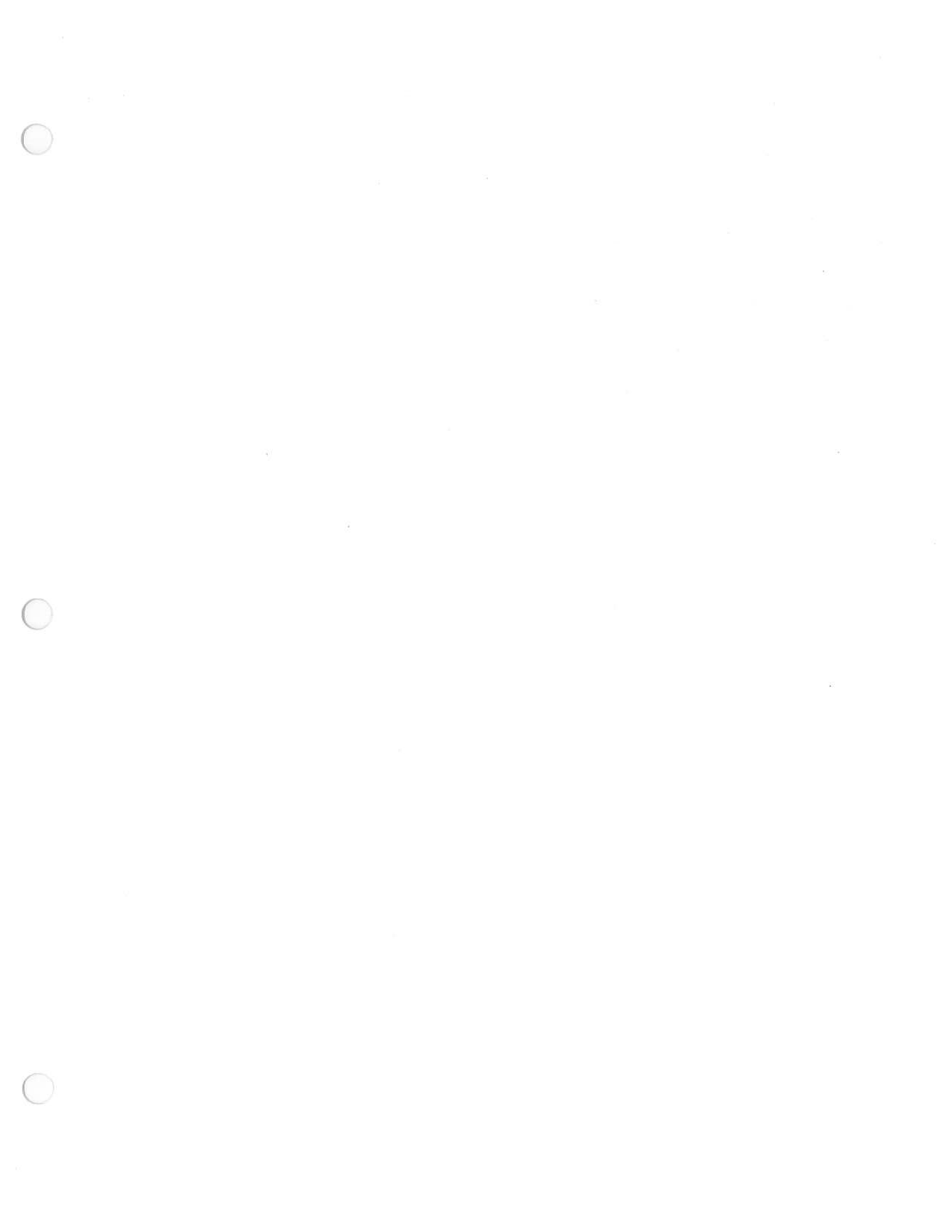
Will be the Grievance Committee, 2 Department members and an Officer of related function. If a member is not satisfied with the decision rendered at the first level, they may request a meeting with the Grievance Committee. If they are not satisfied with the decision of the Grievance Committee, they may request a meeting with the Hearing Board. This shall be done within five (5) calendar days of the written decision from the second level.

Third Level:

A hearing Board composed of the Fire Chief, Assistant Chief and related Department Officers will schedule a meeting with the member and the person against whom a grievance is directed. Either of the parties involved may bring another individual with them if they care to do so. This meeting shall be scheduled within five (5) calendar days from the time the written statement is delivered to the Fire Chief. The persons involved will be given written notice prior to the time of the meeting indicating the time and location of the meeting. After this meeting is held, the Hearing Board shall render a decision and provide a written copy to all parties within five (5) working days. A copy of the decision will also be given to the District Fire Board.

In the case of termination, an appeal may be taken to the Fire Board.

All members will be assured freedom from reprisal for using the grievance procedure.



**FOREST LAKES FIRE DEPARTMENT
SOG'S**

#30 - Oct 2004

ISSUED EQUIPMENT

Purpose:

This policy is to establish a process for which property is issued to employees for their use by the Forest Lakes Fire Department.

Guidelines:

From time to time an employee is provided a district asset that is required to perform their job. When credit cards, keys, radios, etc. are issued, the employee will sign a form for the receipt of the property. This form will be filed in the employee's personnel file.

**FOREST LAKE FIRE DEPARTMENT
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#31 – Oct 2004

PERSONNEL RECORDS

Purpose: This policy is to establish management, location and filing of personnel records for Forest Lakes Fire Department.

Contents:

- **Personnel files** consist of pertinent and job-related information about employees and typically include: employment application, attendance records, job assignment, payroll files, performance evaluation, disciplinary actions, and training programs completed.
- **Medical record files** consist of pertinent employee records of physical exams, and records concerning workers compensation claims. These records are to be maintained separately from personnel files.

Location of Files

- **General:** The fire district will maintain files of active employees at the district office.
- **Exceptions:** When an individual's employment is terminated, the personnel file will be stored in a location in accordance with district practices.

Security and Access:

Security: Files will be kept in a secure area. Access to files is limited. In no case will files be removed from the area where they are stored without the approval of the Fire Chief.

Specific Access:

- **Personnel Files:** Access is limited to supervisors and office personnel who have legitimate need to review them. Employees and former employees will have the right to review and copy their own files in the presence of the individual authorized to maintain them. The frequency and scheduling of such access will be done at a mutually agreeable time with supervisor's approval. If a dispute on the accuracy of file data exists, the employee shall have the option to place a brief statement in the file.
- **Medical Record File:** Access is limited to the employee and the district personnel performing their jobs. Generally only the Chief has access to the medical record files of other employees for non-work related illness accidents. Completed insurance claim forms provide authorization by the employee for

release of information to third parties with legitimate needs for access. Otherwise, all information in this file is confidential and cannot be released.

- **Payroll Access:** Dissemination of payroll records by unauthorized employees to anyone, other than as required by law, is grounds for disciplinary action up to and including termination. Only the person named on the check will receive the check unless the employee submits in writing, permission allowing someone else to pick up their check.

Third-Party information Requests:

All third-party requests for verification, release or comment upon any information such as may be contained in an employee's personnel file or medical record file shall be handled only in the following manner (except for subpoenas, which shall be referred to the Chief)

If the request concerns a current employee, the request shall be promptly directed, without any preliminary response, to the Office Manager. The Office Manager will inform the requesting party it is the Districts policy that no information whatsoever may be released, verified or commented upon orally. A written response will be provided after the receipt of

- 1) A written request from the third party asking for specific information.
- 2) A completed and signed consent form for the release from the affected employee.

Upon receipt of the written information request and the signed consent form the Office Manager will provide only the information which has been authorized for release by the employee.

**FOREST LAKES FIRE DEPARTMENT
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#31 – Oct 2004

HIPAA REGULATIONS

What is Required:

HIPAA is a law with consequences. HIPAA's privacy and security regulations punish individuals and/or organizations that fail to keep a patient's information confidential. The regulations do set forth specific requirements that all covered entities must implement or follow in order to be HIPAA compliant.

The following are requirements that employees and the District need to consider:

- Covered entities must train all members of their workforce on the policies and procedures regarding PHI
- Any new members of the work force must be trained within a reasonable time period.
- Staff must be retrained when HIPAA related policies and procedures make changes that affect their job, or if their job duties change in ways that impact the way that they handle PHI.
- Staff must be You must retrain staff when new regulations are published.
- **You must document that the training was provided.** The better you keep documentation on training the better off you will be if there is a complaint or if you get audited.
- You must designate a Privacy Officer who will create and oversee the implementation of the Privacy Policy for your office and provide HIPAA training for all employees.
- You must designate a Contact Person who will receive all HIPAA related complaints.
- You must designate a person or a group to be responsible for security.
- You must have written policy and procedures that will specify who will have access to PHI, how PHI will be used within your practice, and under what circumstances you will and will not disclose PHI.
- You must have a six-year retention period for documents.
- You must have reasonable safeguards in place to protect PHI. These safeguards must limit incidental uses or disclosures.
- Employees must be able to demonstrate their understanding of the security measures and their willingness to comply with the policies and procedures to ensure that PHI is protected.
- You must have a process established for receiving and responding to complaints regarding your own policies and procedures and you office's compliance with the policy and procedures or with the privacy standards.
- You must have a process established for receiving request to access or amend a patient's medical record.

**FOREST LAKES FIRE DEPARTMENT
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The Privacy Officer and Security Officer:

The privacy regulations require that you designate a **Privacy Officer** who is responsible for developing and implementing the privacy policies and procedures, and a Contact Person for providing further information about matters covered in the privacy notice and to receive complaints about privacy matters. The Contact Person and the Privacy Officer can but do not have to be the same person.

HIPAA mandates that you assign responsibility to a specific person or group to oversee the safeguarding of PHI. This person would be the **Security Officer**. You may appoint whomever you chose but the appointment must be documented. This person or group is expected to implement and use security measures, assign security responsibilities, oversee the security effort of the organization, audit the personnel conduct in relation to information security, and ensure that security policies and procedures are documented.

HIPAA does not require that you hire any additional staff. You may find it most practical to designate the Office Manager as the Privacy and Security Officer and the Contact Person. Another possibility would be to have the office manager serve as the Security Officer and the medical record's manager serve as you Privacy Officer and Contact Person.

FOREST LAKES FIRE DEPARTMENT

OFFICER ASSIGNMENTS

Purpose:

To ensure responsibility for the following operations.

FIRE SUPPRESSION:

- Ensure the operational readiness of all Fire Suppression Apparatus.
 1. Scheduling, performing or ensuring that preventative maintenance is performed.
 2. Monitor department assignments to assure the allocation of personnel for all Fire operations and vehicles.
- Ensure continued training in fire fighting to members and coordinate with the Training Officer.
- Ensure the annual testing of Apparatus is completed and recorded in maintenance logs.
- Ensure the annual hose testing is completed as necessary. Record all testing in equipment logs.

EMERGENCY MEDICAL SERVICES:

- Ensure the operational readiness of the Emergency Medical Services Division.
 1. Scheduling, performing or coordinating preventative maintenance for Ambulances.
 2. Develop and maintain records of EMS provider's certifications and DHS reports. Ensure both Forest Lakes Fire and Payson Regional Medical Center files are kept up to date.
- Act as Liaison between the Department and PRMC and Arizona Department of Health Services.
- Create and maintain records pertaining to the usage of drug boxes on the district's equipment.

TRAINING:

- Coordinate and implement a training program for all personnel, to include firefighter, EMS and Support personnel.
- Monitor continuing education through Public Agency, Private Agency, Arizona Fire School, IFSTA and any local training programs available.

SUPPORT SERVICES:

- Develop guidelines for members of the Support Services Division.
- Assure the members of Support receive training and continuing education to enable performance of duties in a safe and effective manner.
- Maintain a roster of personnel and the functions they can perform.

MAINTENANCE:

- Coordinate personnel or perform regular service checks on equipment.
- Arrange for any maintenance to be scheduled on equipment.
- Identify or perform building and grounds maintenance.

**FOREST LAKES FIRE DEPARTMENT
SOG's**

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Staffing Practices:

Personnel signing up for either EMS or Fire shifts are required to be available and respond to emergencies. If personnel are signed up and do not respond their # will be removed from that shift for the purpose of standby pay.

If you have a problem or trouble meeting these shifts, contact the Fire or EMS Officers.

If you have signed up for a shift and need a replacement, it is your responsibility to find someone else. If you will be out of the area, notify dispatch by radio.

Minimum Staffing:

Ambulance	2 Certified Personnel
E -1201	Driver/Operator and 2 F/F's
E -1203	Driver/Operator and 2 F/F's
T -1202	Driver/Operator and 1 F/F
B -1213	Driver/Operator and 1 F/F
A -1204	1 F/F or other District Personnel

**FOREST LAKES FIRE DEPARTMENT
SOG's**

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STATION DUTIES / TASKS:

Station Duties to be performed by District personnel and recorded on station duty sheet.
Additional duties may be listed on white board under EMS or Fire.

- Ensure facility cleanliness, to include EMS and Fire bays.
- Weekly inspection of Apparatus, cleaned and inventory checked.
- Bathrooms cleaned, swept and mopped as necessary.
- Perform or arrange for preventative maintenance to station, equipment or apparatus as needed.
- Prepare and submit necessary paperwork to office staff.
- Assist office staff as necessary.
- Inventory medical supplies and other supplies, reorder as needed.
- Organize and inventory outside sheds when necessary.
- Check O2 inventory and order as needed.
- Maintain paper work for DHS and PRMC.
- Enter data into computer for EMS and Fire Incidents.
- Grounds and building maintenance, trash, windows and sill kept clean.
- Additional duties may be assigned as needed.

**FOREST LAKES FIRE DISTRICT
SOG'S**

#33-Dec-2008

STATION DUTIES/TASKS:

Station Duties to be performed by District personnel and recorded on station duty sheet. Additional duties may be listed on white board under EMS or Fire.

- Ensure facility cleanliness, Offices, Bay's and Exterior.
- Daily inspection of Apparatus, cleaned and inventory checked.
- Bathrooms cleaned, swept and mopped as necessary.
- Perform or arrange for preventative maintenance to station, equipment or apparatus as needed.
- Prepare and submit necessary paperwork to office staff.
- Assist office staff as necessary.
- Inventory medical supplies and other supplies, reorder as needed.
- Organize and inventory outside sheds when necessary.
- Check O2 inventory and order as needed.
- Maintain paper work for DHS and Fire Incidents.
- Provide accurate data for EMS and Fire Incidents.
- Grounds and building maintenance, trash, windows and sill kept clean.
- Additional duties may be assigned as needed.
- Public Relations is paramount.
- Make Sally & Chief Happy!

FOREST LAKES FIRE DEPARTMENT

Pay Scale

Certified Emergency Paramedic:

Requirements: Arizona State Certified Emergency Paramedic, ACLS.PALS, PHTLS, CPR Health care Provider. Medical Direction must be maintained with Payson Regional Medical Center.

Base Hourly Rate: \$10.50

With Operational HazMat	Change: \$.50
With Firefighter I & II	\$1.00
With CPR Instructor	\$.35
With Basic Firefighter	\$.25

Upgraded Hourly Rate Total: \$12.60

Emergency Medical Technician – Intermediate:

Requirements: Arizona State Certified Emergency Medical Technician – Intermediate, PHTLS, and CPR Health Care Provider. Medical Direction must be maintained with Payson Regional Medical Center.

Base Hourly Rate: \$9.50

With Operational HazMat	Change \$.50
With Firefighter I & II	\$1.00
With CPR Instructor	\$.35
With Basic Firefighter	\$.25

Upgraded Hourly Rate Total \$10.10

F/F I & II Requirements: Must be Arizona State Certified F/F I & II

Basic Hourly Rate: \$7.00

With Operational HazMat	Change \$.50
With CPR Health Care Provider	\$.25

Pay Scale (cont)

Upgraded Hourly Rate \$7.75

Engineers, Firefighters, Ambulance Drivers, Support Personnel:

Basic Hourly Rate: \$6.00

With Operational HazMat	Change \$.50
With CPR Health Care Provider	\$.25

Upgraded Hourly Rate: \$6.75

Sign Up Pay:

EMS / Fire	12 Hour	\$ 5.00
	24 Hour	\$10.00

Training Sessions:

EMS / Fire		\$10.00
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EMS / Fire Calls
Canceled Calls

Minimum

Hourly Rate
Hourly Rate

All call pay will be hourly when call is complete and everything has been done pertaining to that call.

Work done at the station **while signed up for a shift** will be your hourly pay rates.

FOREST LAKES FIRE DEPARTMENT

Pay Scale (con't)

Dispatchers:

Requirements: Fire Department Member and In House Dispatcher Training

Shift Pay \$4.00 per 8 hr. Shift

Alarm Pay \$6.00

If alarm warrants more time than the initial call and returning of apparatus to quarters then \$6.00 per hour will be paid for dispatch time.

FOREST LAKES FIRE DEPARTMENT

Job Descriptions:

Special additional duties will be assigned to members of the crew for completion. These duties will include:

1. Administrative Duties:

- Preparation and Submission of paperwork.
- Assist with Billing as required.
- Monthly run reporting to the Base Hospital.
- Entering Data into the computer.

2. Supply and Inventory:

- Weekly supply checks.
- Ordering of Disposable Medical Supplies.
- Organization of Disposable Medical Supplies.

3. Medical Training Officer:

- Arrange for Agency Continuing Education.
- Report Agency Training to Base Hospital.
- Report Personnel Training to proper location for recording in personnel files.
- Perform Quality Control and Assurance Form to PRMS.
- Arrange for Hosting Base Hospital Run Reviews.
- Arrange for Community Education and Events.

4. Maintenance:

- Perform or arrange for the performance of regular, scheduled, and preventive maintenance to both Medical and Fire Apparatus.
- Record and keep record of regular scheduled and preventative maintenance performed on Agency apparatus.
- Perform or arrange for the performance of Facility Maintenance.
- Record maintenance performed on the Facility.

Crews that are signed up on the schedule will also:

- Arrange for preventative maintenance for Fire Apparatus.
- Weekly cleaning of Fire Apparatus.
- Perform community education, including but not limited to Fire Safety.
- Inspection of Self Contained Breathing Apparatus to ensure operational readiness.

FOREST LAKES FIRE DEPARTMENT

Job Description

Certified Emergency Paramedic:

Certified Emergency Paramedics employed by Forest Lakes Fire Department will perform the following:

- Pre-hospital emergency care of the sick and injured, in accordance to scope of practice guidelines established by the Arizona Department of Health Services and within the realm of Medical Direction through Payson Regional Medical Center.
- Act as Medical Incident Commander at Mass Casualty Incidents.
- Perform or arrange for schedules and preventive maintenance for all ambulances.
- Ensure that Advanced Life Support and Advanced Cardiac Life Support equipment is in stock, in supply, and readily available on all Ambulances.
- Perform Community Education, including, but not limited to, Healthcare Provider CPR classes.
- Additional duties may be assigned depending on education/certifications permitted.
- Adhere to Forest Lakes Fire Department SOG's
- Other (Task Book completion Training

Certified Emergency Paramedic's employed by Forest Lakes Fire Department will also perform daily duties, to include:

- Ensuring facility cleanliness, to include EMS and Fire Bays.
- Answering phone calls, receiving messages for personnel not present.
- Daily Seal Checks of Drug Boxes.
- Weekly Inventory of Drug Boxes and monthly check for expired drugs.
- Weekly Ambulance Inspection and Inventory.
- Cleaning of Ambulances as needed
- Bi-Weekly Sterilization of Ambulances as needed
- Perform or arrange for preventive maintenance of Ambulances.
- Monthly Report for Arizona Department of Health Services.
- Monthly report for Payson Regional Medical Center.

FOREST LAKES FIRE DEPARTMENT

Job Descriptions

Emergency Medical Technician – Basic

- Pre-hospital emergency care of the sick and injured, in accordance to scope of practice guidelines established by the Arizona Department of Health Services and within the realm of Medical Direction through Payson Regional Medical Center.
- Perform or arrange for scheduled and preventive maintenance for all Ambulances.
- Ensure that Basic Life support equipment is in stock, in supply and readily available on all ambulances.
- Perform Community Education, including, but not limited to Healthcare Provider CPR classes.
- Additional duties may be assigned dependent on education/certification.
- Adhere to Forest Lakes Fire Department SOG's
- Other (Task Book Completion Training)

Emergency Medical Technician – Basics employed by Forest Lakes Fire Department will also perform normal duties to include:

- Ensuring facility cleanliness, to include EMS and Fire Bays.
- Answering phone calls, receiving messages for personnel no present
- Weekly Ambulance Inspection and Inventory
- Cleaning of Ambulances as needed
- Bi-Weekly sterilization of Ambulances as needed
- Perform or arrange for preventive maintenance of Ambulances.
- Additional duties may be assigned as needed

FOREST LAKES FIRE DEPARTMENT

Job Description

Training Officer:

- Conducts continuing reviews of department service training, educational opportunities, new techniques in fire fighting and EMS related matters with recommendations for revised or new training
- Responsible for or arranging fire and EMS training Schedule
- Recommends to Fire Chief, EMS and Fire heads enhanced training, equipment and guidelines
- Performs specific duties as assigned

Knowledge, Skills and Abilities:

- Comprehensive knowledge of departmental practices, regulations, methods, and equipment used in fire and EMS
- Ability to lead, motivate, train, coordinate and delegate
- Good knowledge of fire district geography, streets and water supply locations
- Ability to function effectively in emergency situations
- Combination of experience and or equivalent training which provides the required knowledge, skills and abilities demanded by this Fire District to perform the principal duties and responsibilities of the position

FOREST LAKES FIRE DEPARTMENT

Job Description

Support Officer:

- In Charge of SCBA's and Mako Air Compressor and training on these units to other support personnel.
- In Charge of Radio's and Communications to include Dispatcher training.
- Train support personnel on equipment needed (generators, lights, filling SCBA bottles, radios).
- Staff Fire Station as needed.
- Stock supplies as needed or submit purchase order to obtain items from local stores.
- Contact Auxiliary for available help if needed.
- See that refreshments and food are transported to the scene of an emergency as needed.
- Have Support personnel help clean hoses and equipment upon apparatus returning to station.

Fire / EMS or Rescue Incident:

- Staff station as needed.
- Transport equipment to scene and setup if needed (Generator, lights, SCBA bottles).
- Transport refreshments or any additional equipment required.
- Transport extra medical supplies to EMS scenes.

FOREST LAKES FIRE DEPARTMENT

Job Description

Driver/Operator/Engineer:

Under general supervision of the Department Officer, the Engineer is responsible for the maintenance, inventory, certification testing, repair and operation of fire apparatus, tools and equipment. On the fire ground, operates the pumper and maintains hose line pressures in accordance with the principals of hydraulics and directions from superior officers. The Engineer will operate the apparatus safely and efficiently at emergency scenes and maintain logs and records of equipment and apparatus status and performance. Participates in all activities and functions. Cleans or supervises cleaning of the apparatus and equipment.

Principal Duties:

- Drives and operates motor-driven vehicles designed for firefighting or other emergency service, such as pumpers or engines or rescue trucks.
- Responsible for response of department vehicles to the proper location over the shortest and safest speed governed by the condition of the road, visibility, and amount of traffic.
- Assume fire fighting and rescue duties as assigned.
- Conducts periodic inspections and tests of apparatus and equipment.
- Fills out and submits repair request forms as necessary.
- Attends training and classes as required.
- Before returning from the emergency scene they will make an inspection for missing equipment, and upon return of apparatus to quarters they shall make a careful survey to note any defects or missing equipment and shall report the results of their survey to their immediate supervisor without delay.
- Make sure all equipment is cleaned, checked and returned to a ready condition.
- During an all-call response Engineers should respond to the station to stand-by with the remaining apparatus, until released by the officer in charge.
- Familiarize themselves with fundamental hydraulics and become adept in the proper operation of the apparatus pumps.
- Remain with the pumping apparatus at fires and alarms for fires, unless it is necessary for them to assist with lines, ladders, or other equipment, and then only under orders from an officer.
- Complete necessary paperwork and documentation as required on calls for service.

FOREST LAKES FIRE DEPARTMENT

Job Description

Fuels Manager:

Works in conjunction with Grants Manager, position presently funded by WWUIG (Western Wildland/Urban Interface Grant) through June 15, 2004

Supervisor: Fire Chief.

POSITION OBJECTIVES:

- Educate Fire Department members in wildland/urban interface operations.
- Educate property owners in fuel reduction methods and fire prevention using standards propounded by Firewise, USFS, and the Institute for Business and Home Safety.
- Between 9/1/03 and 6/15/04, reduction of wildland fuels on up to 100 additional acres within Forest Lakes to Firewise standards.
- Assist Grants Manager in obtaining grants to continue the program for additional acreage.

POSITION RESPONSIBILITIES:

- Continuing education in WUI problems, solutions and programs.
- Personal contacts with Forest Lakes homeowners and businesses to encourage participation in fuel reduction program.
- Conduct monthly Firewise classes for homeowners and fire department members as needed.
- Assist Training Officer in WUI training for fire department members.
- Assist property owners in marking of fuels for removal by owners or contractors.
- Administer cost-sharing program with property owners, contractors, administration, inspections, funding and record keeping.
- Liaison with USFS and neighboring fire departments re: fuels reduction projects such as Little Springs WUI Analysis around Forest Lakes.
- Maintain inventory of pamphlets, brochures and video library.
- Report to Fire Chief / Fire Board on progress of WWUIG.

FOREST LAKES FIRE DEPARTMENT

Job Description

Firefighter:

Under the general supervision of the Crew Chief, or other fire officer, the Firefighter is responsible for public safety work involving the protection of life and property. The Firefighter also responds to alarms and participates in combating, extinguishing and preventing fires, along with answering rescue calls and other related work as required.

Principal Duties:

- Responds to fire, rescue, EMS emergencies and public service activities.
- Perform as a firefighter to include advance hose lines, extinguish fires, climbs and positions ladders, ventilates burning buildings and protects property from water, smoke and heat damage.
- Performs extrication to remove persons from danger.
- Attend and participate in all required training courses, including training, lectures, critiques, CE's and other official activities.
- Relay information, instructions and other orders from dispatch.
- Complete necessary paperwork and documentation as required on calls for service.

FOREST LAKES FIRE DEPARTMENT

Job Description

Ambulance Drivers:

Responsible for driving ambulance to scene of EMS incident and provide safe transport of patients and EMS crew to hospital facility. Must have knowledge of Emergency Driving Principles and laws. Responsible for attending continuing education classes and EMS training classes. Good knowledge of response area.

Requirements for Ambulance Drivers:

- 21 years or older.
- Driver's age 65 and older, must obtain last three years driving record from the ADOT, have Doctor complete the Department Physical Questionnaire and have Department Chief approve your Driving record and Physical.
- Attend VFIS driving class when available.
- Knowledge of equipment used and where it is located on Ambulances.

Duties:

- Look up location of call.
- Know where maps are located on units.
- Know how to operate GPS unit .
- Know guidelines for Landing Zones.
- Knowledge of radio Channels.
- Knowledge of equipment and its location on units.
- Clean unit while at Emergency Department.
- Make sure unit is ready for next call upon returning to quarters.
- Make sure batteries are shut down and plug unit into electrical power.

**FOREST LAKES FIRE DEPARTMENT
SOG's**

#34 – Oct 2004

EQUIPMENT & BUILDING REPAIR & MAINTENANCE:

The purpose of the SOG is to establish a process for reporting needed repairs on the station and equipment. This guide will also provide a means for identifying completed work orders. All equipment fire apparatus and ambulance check sheets shall be placed in one of the designated boxes identified below.

There is a three-slot, wall mounted file holder and identified in the following manner:

- Weekly Inspections Sheets.
- Maintenance / Repairs needed.
- Maintenance / Repairs completed.

Weekly Inspections:

- If no repairs or maintenance are required, place completed check-off sheet in the box labeled Weekly Inspections.

Maintenance / Repairs Needed – Maintenance Officer is to be notified.

- On the bottom of the inspection form in the “comments” section, document what the specific problem is and the repair requested.
- At the bottom of the fuel log-sheet in the “comments” section make the following entry: (Example) – fan belt is cracked, needs replaced, date and by whom requested.
- Place weekly inspection sheet in the box labeled maintenance needed / repair needed.
- Upon verbal contact/request by the reporting party the maintenance officer will schedule a date & time for the repairs to be done. This documentation will be left in the box to serve as verification to personnel that the repairs are scheduled.

Maintenance / Repairs Completed

- Upon completion of repairs the maintenance officer will place a notification of the date repairs were completed in the box labeled “Repairs Completed”.
- Personnel are to check this box as necessary in order to stay apprised on the status of repairs.
- Completed repairs are to be entered in the fuel log-sheet “comments” section below the original entry requesting the initial repair (ie.,: fan belt replaced,date, whom requested).

Emergency Repairs:

- The maintenance officer shall be contacted immediately via radio or telephone.
- The maintenance officer has the authority and responsibility to authorize emergency repairs, which are deemed necessary to maintain safe operation of equipment and services.

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#01-Oct 2004	STANDARD OPERATING GUIDELINES
#02-Oct 2004	PERSONNEL
#03-Oct 2004	DISCIPLINARY MEASURES AND DISMISSALS
#04-Oct 2004	RECRUITING AND HIRING
#05-Oct 2004	NEW HIRES
#06-Oct 2004	SEXUAL HARASSMENT
#07-Oct 2004	DRUGS AND ALCOHOL
#08-Oct 2004	TRAINING SESSIONS
#09-Oct 2004	WHEN YOU GET A CALL
#10-Oct 2004	PERSONNEL / APPARATUS RESPONSE
#11-Oct 2004	HYDRANT OPERATIONS
#12-Oct 2004	STRUCTURE FIRE (NO HYDRANTS)
#13-Oct 2004	WILDLAND FIRE (WITHIN THE SUBDIVISION)
#14-Oct 2004	WILDLAND FIRE (OUTSIDE SUBDIVISION)
#15-Oct 2004	VEHICLE FIRE
#16-Oct 2004	HAZARDOUS MATERIAL INCIDENTS
#17-Oct 2004	DISASTER RESCUE
#18-Oct 2004	EMERGENCY MEDICAL SERVICES
#19-Oct 2004	DOMESTIC VIOLENCE
#20-Oct 2004	OBVIOUS DEATH
#21-Oct 2004	MASS CASUALTY INCIDENT
#22-Oct 2004	SEARCH AND RESCUE
#23-Oct 2004	SUPPORT SERVICES
#24-Oct 2004	EDUCATION AND TRAINING
#25-Oct 2004	FAILURE / WITHDRAWL FROM TRAINING CLASSES
#26-Oct 2004	INFECTION CONTROL PROGRAM
#27-Oct 2004	PUBLIC INFORMATION
#28-Oct 2004	MEDICAL LEAVE
#29-Oct 2004	GRIEVANCE PROCEDURE
#30-Oct 2004	ISSUED EQUIPMENT
#31-Oct 2004	PERSONNEL RECORDS
#32-Oct 2004	HIPAA REGULATIONS
#33-Oct 2004	STAFFING PRACTICES
#34-Oct 2004	STATION DUTIES / TASKS
#35-Oct 2004	EQUIPMENT & BUILDING REPAIR & MAINTENANCE
#36-Nov 2006	ACCRUAL and USE Of SICK LEAVE
#37-Nov 2006	VACATION ACCRUAL and USAGE
#38-Nov 2006	PURCHASE ORDERS
#39-Nov 2006	PURCHASING – BIDS – RFP
#40-Nov 2006	USE OF FIRE DEPARTMENT VEHICLES
	PAY SCALE
	OFFICER ASSIGNMENTS
	JOB DESCRIPTIONS

FOREST LAKES FIRE DEPARTMENT

Pay Scale

Certified Emergency Paramedic:

Requirements: Arizona State Certified Emergency Paramedic, ACLS.PALS, PHTLS, CPR Health care Provider. Medical Direction must be maintained with Payson Regional Medical Center.

Base Hourly Rate: \$10.50

With Operational HazMat	Change: \$.50
With Firefighter I & II	\$1.00
With CPR Instructor	\$.35
With Basic Firefighter	\$.25

Upgraded Hourly Rate Total: \$12.60

Emergency Medical Technician – Intermediate:

Requirements: Arizona State Certified Emergency Medical Technician – Intermediate, PHTLS, and CPR Health Care Provider. Medical Direction must be maintained with Payson Regional Medical Center.

Base Hourly Rate: \$9.50

With Operational HazMat	Change \$.50
With Firefighter I & II	\$1.00
With CPR Instructor	\$.35
With Basic Firefighter	\$.25

Upgraded Hourly Rate Total \$10.10

F/F I & II Requirements: Must be Arizona State Certified F/F I & II

Basic Hourly Rate: \$7.00

With Operational HazMat	Change \$.50
With CPR Health Care Provider	\$.25

Pay Scale (cont)

Upgraded Hourly Rate \$7.75

Engineers, Firefighters, Ambulance Drivers, Support Personnel:

Basic Hourly Rate: \$6.00

With Operational HazMat	Change \$.50
With CPR Health Care Provider	\$.25

Upgraded Hourly Rate: \$6.75

Sign Up Pay:

EMS / Fire	12 Hour	\$ 5.00
	24 Hour	\$10.00

Training Sessions:

EMS / Fire		\$10.00
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**EMS / Fire Calls
Canceled Calls**

Minimum

**Hourly Rate
Hourly Rate**

All call pay will be hourly when call is complete and everything has been done pertaining to that call.

Work done at the station **while signed up for a shift** will be your hourly pay rates.

FOREST LAKES FIRE DEPARTMENT

Pay Scale (con't)

Dispatchers:

Requirements: Fire Department Member and In House Dispatcher Training

Shift Pay \$4.00 per 8 hr. Shift

Alarm Pay \$6.00

If alarm warrants more time than the initial call and returning of apparatus to quarters then \$6.00 per hour will be paid for dispatch time.

**FOREST LAKES FIRE DEPARTMENT
SOG's**

**Accrual and Use of Sick leave
2006**

#36 – Nov

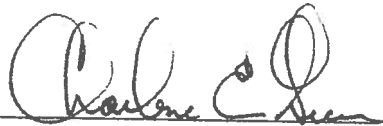
Sick leave will be accrued in accordance with the contract for a full time district employee. Any district employee, working fulltime that does not have a contract, will accrue according to management agreements, signed and placed in their files.

Usage shall be hour for hour or part thereof, in quarter hour segments.

Sick leave is deemed to have been earned at the end of each month. It is available for usage on the first of the month following the month earned. For partial months of employment, accrual will be divided by the number of workdays in the month. This factor is used to determine the correct amount of leave for the partial month.

Sick leave is not payable upon termination whether voluntary or otherwise.

There are no maximum accrual limits for affected district employees. Any maximum limits previously placed on personnel are modified by this SOG.



Charlene E. Green, Fire Chief
Forest Lakes Fire District

**FOREST LAKES FIRE DEPARTMENT
SOG's**

**Vacation Accrual and Usage
2006**

#37 – Oct

Vacation will accrue for each month of employment. For full months of employment, it is not necessary to factor the days. The full amount earned, will be posted.

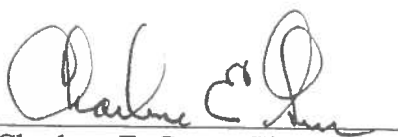
For partial months, the accrual amount is divided by the number of workdays in the month. This factor is used to determine the amount of vacation posted for the month.

For the Fire Chief, vacation is accrued on an annual basis. The amount of accrual is determined by the current contract. Hours are posted, available for use on January 1 of each year.

For other fulltime district employees, hours of accrual are negotiable on an annual basis. The agreement, signed by management, is placed in the employees' file.

Vacation hours may be saved and carried over from one year to the next. There are no limits to the number of hours that may be accrued.

Upon termination, whether voluntary or otherwise, the full amount of credited vacation hours are to be paid at the last pay rate of the employee.



Charlene E. Green, Fire Chief
Forest Lakes Fire District

**FOREST LAKES FIRE DEPARTMENT
SOG's**

**Purchase Orders
2006**

#38 – Nov

Purchase orders, shall be used for any district purchase of equipment that exceeds \$50.00.

The purchase order form is completed as directed by the office manager.

The form is submitted to the approval authority for review and signature.

The purchase order: number, date, initials of person entering information and brief description of the purchase, are recorded in the purchase order log. The copy of the purchase order shall be filed as well.

Secure the final invoice and any interim invoices to the purchase order for processing.



Charlene E. Green, Fire Chief
Forest Lakes Fire District

FOREST LAKES FIRE DEPARTMENT
SOG's

Purchasing/General

#39-Nov 2006

The Fire Chief is authorized to make or approve purchases up to the amount of \$500.00.

In addition: as approved in the budget document passed by the Fire Board; for emergency purposes that will be approved by the Fire Board in the next regularly scheduled meeting; as approved by motions or resolutions passed by the Fire Board; as provided for in grants approved by the Fire Board and for payments to contractors or on contracts authorized by the Fire Board.

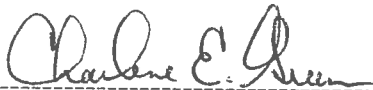
Bids and Bidding

Bids may be accepted, although are not required, for goods and services up to the amount Of \$50,000.00 for the Fire District. For amounts in excess of \$50,000.00 and whenever The Fire Chief or Fire Board feels it prudent, a minimum of two bids will be solicited.

RFP

(Request For Proposal)

RFPs will be in the form and as approved by the Fire Board for individual projects.



Charlene E. Green, Fire Chief
Forest Lakes Fire District

**FOREST LAKES FIRE DEPARTMENT
SOG's**

Use of Fire Department Vehicles

#40 – Nov 2006

Whoever is in charge of the district for operational purposes, may be required to commute in the employer's vehicles as a condition of employment. Other district personnel may be required to use the vehicles as well.

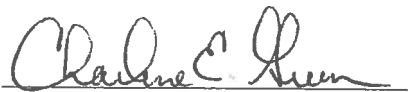
The use may be for 24 hour, on-call duty or for other legitimate business reasons.

The use of the employer's vehicles for personal commute is for the convenience of the employer. Other personal uses of the employer's vehicles are prohibited.

This written policy restricts the employee's uses of the vehicles. The vehicles may be driven to and from home and work, including infrequent, de minimus, or emergency conditions.

The vehicles are clearly marked fire and or ambulance vehicles as defined in Income Tax Regulations, section 1.274-5T(k)(3).

Compliance is tracked through the use of fuel receipts as well as mileage.


Charlene E. Green, Fire Chief
Forest Lakes Fire District

FOREST LAKES FIRE DEPARTMENT

Job Descriptions:

Special additional duties will be assigned to members of the crew for completion. These duties will include:

1. Administrative Duties:

- Preparation and Submission of paperwork.
- Assist with Billing as required.
- Monthly run reporting to the Base Hospital.
- Entering Data into the computer.

2. Supply and Inventory:

- Weekly supply checks.
- Ordering of Disposable Medical Supplies.
- Organization of Disposable Medical Supplies.

3. Medical Training Officer:

- Arrange for Agency Continuing Education.
- Report Agency Training to Base Hospital.
- Report Personnel Training to proper location for recording in personnel files.
- Perform Quality Control and Assurance Form to PRMS.
- Arrange for Hosting Base Hospital Run Reviews.
- Arrange for Community Education and Events.

4. Maintenance:

- Perform or arrange for the performance of regular, scheduled, and preventive maintenance to both Medical and Fire Apparatus.
- Record and keep record of regular scheduled and preventative maintenance performed on Agency apparatus.
- Perform or arrange for the performance of Facility Maintenance.
- Record maintenance performed on the Facility.

Crews that are signed up on the schedule will also:

- Arrange for preventative maintenance for Fire Apparatus.
- Weekly cleaning of Fire Apparatus.
- Perform community education, including but not limited to Fire Safety.
- Inspection of Self Contained Breathing Apparatus to ensure operational readiness.

FOREST LAKES FIRE DEPARTMENT

Job Description

Certified Emergency Paramedic:

Certified Emergency Paramedics employed by Forest Lakes Fire Department will perform the following:

- Pre-hospital emergency care of the sick and injured, in accordance to scope of practice guidelines established by the Arizona Department of Health Services and within the realm of Medical Direction through Payson Regional Medical Center.
- Act as Medical Incident Commander at Mass Casualty Incidents.
- Perform or arrange for schedules and preventive maintenance for all ambulances.
- Ensure that Advanced Life Support and Advanced Cardiac Life Support equipment is in stock, in supply, and readily available on all Ambulances.
- Perform Community Education, including, but not limited to, Healthcare Provider CPR classes.
- Additional duties may be assigned depending on education/certifications permitted.
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- Other (Task Book completion Training

Certified Emergency Paramedic's employed by Forest Lakes Fire Department will also perform daily duties, to include:

- Ensuring facility cleanliness, to include EMS and Fire Bays.
- Answering phone calls, receiving messages for personnel not present.
- Daily Seal Checks of Drug Boxes.
- Weekly Inventory of Drug Boxes and monthly check for expired drugs.
- Weekly Ambulance Inspection and Inventory.
- Cleaning of Ambulances as needed
- Bi-Weekly Sterilization of Ambulances as needed
- Perform or arrange for preventive maintenance of Ambulances.
- Monthly Report for Arizona Department of Health Services.
- Monthly report for Payson Regional Medical Center.

FOREST LAKES FIRE DEPARTMENT

Job Descriptions

Emergency Medical Technician – Basic

- Pre-hospital emergency care of the sick and injured, in accordance to scope of practice guidelines established by the Arizona Department of Health Services and within the realm of Medical Direction through Payson Regional Medical Center.
- Perform or arrange for scheduled and preventive maintenance for all Ambulances.
- Ensure that Basic Life support equipment is in stock, in supply and readily available on all ambulances.
- Perform Community Education, including, but not limited to Healthcare Provider CPR classes.
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Emergency Medical Technician – Basics employed by Forest Lakes Fire Department will also perform normal duties to include:

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- Weekly Ambulance Inspection and Inventory
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- Bi-Weekly sterilization of Ambulances as needed
- Perform or arrange for preventive maintenance of Ambulances.
- Additional duties may be assigned as needed

FOREST LAKES FIRE DEPARTMENT

Job Description

Training Officer:

- Conducts continuing reviews of department service training, educational opportunities, new techniques in fire fighting and EMS related matters with recommendations for revised or new training
- Responsible for or arranging fire and EMS training Schedule
- Recommends to Fire Chief, EMS and Fire heads enhanced training, equipment and guidelines
- Performs specific duties as assigned

Knowledge, Skills and Abilities:

- Comprehensive knowledge of departmental practices, regulations, methods, and equipment used in fire and EMS
- Ability to lead, motivate, train, coordinate and delegate
- Good knowledge of fire district geography, streets and water supply locations
- Ability to function effectively in emergency situations
- Combination of experience and or equivalent training which provides the required knowledge, skills and abilities demanded by this Fire District to perform the principal duties and responsibilities of the position

FOREST LAKES FIRE DEPARTMENT

Job Description

Support Officer:

- In Charge of SCBA's and Mako Air Compressor and training on these units to other support personnel.
- In Charge of Radio's and Communications to include Dispatcher training.
- Train support personnel on equipment needed (generators, lights, filling SCBA bottles, radios).
- Staff Fire Station as needed.
- Stock supplies as needed or submit purchase order to obtain items from local stores.
- Contact Auxiliary for available help if needed.
- See that refreshments and food are transported to the scene of an emergency as needed.
- Have Support personnel help clean hoses and equipment upon apparatus returning to station.

Fire / EMS or Rescue Incident:

- Staff station as needed.
- Transport equipment to scene and setup if needed (Generator, lights, SCBA bottles).
- Transport refreshments or any additional equipment required.
- Transport extra medical supplies to EMS scenes.

FOREST LAKES FIRE DEPARTMENT

Job Description

Driver/Operator/Engineer:

Under general supervision of the Department Officer, the Engineer is responsible for the maintenance, inventory, certification testing, repair and operation of fire apparatus, tools and equipment. On the fire ground, operates the pumper and maintains hose line pressures in accordance with the principals of hydraulics and directions from superior officers. The Engineer will operate the apparatus safely and efficiently at emergency scenes and maintain logs and records of equipment and apparatus status and performance. Participates in all activities and functions. Cleans or supervises cleaning of the apparatus and equipment.

Principal Duties:

- Drives and operates motor-driven vehicles designed for firefighting or other emergency service, such as pumpers or engines or rescue trucks.
- Responsible for response of department vehicles to the proper location over the shortest and safest speed governed by the condition of the road, visibility, and amount of traffic.
- Assume fire fighting and rescue duties as assigned.
- Conducts periodic inspections and tests of apparatus and equipment.
- Fills out and submits repair request forms as necessary.
- Attends training and classes as required.
- Before returning from the emergency scene they will make an inspection for missing equipment, and upon return of apparatus to quarters they shall make a careful survey to note any defects or missing equipment and shall report the results of their survey to their immediate supervisor without delay.
- Make sure all equipment is cleaned, checked and returned to a ready condition.
- During an all-call response Engineers should respond to the station to stand-by with the remaining apparatus, until released by the officer in charge.
- Familiarize themselves with fundamental hydraulics and become adept in the proper operation of the apparatus pumps.
- Remain with the pumping apparatus at fires and alarms for fires, unless it is necessary for them to assist with lines, ladders, or other equipment, and then only under orders from an officer.
- Complete necessary paperwork and documentation as required on calls for service.

FOREST LAKES FIRE DEPARTMENT

Job Description

Fuels Manager:

Works in conjunction with Grants Manager, position presently funded by WWUIG (Western Wildland/Urban Interface Grant) through June 15, 2004

Supervisor: Fire Chief.

POSITION OBJECTIVES:

- Educate Fire Department members in wildland/urban interface operations.
- Educate property owners in fuel reduction methods and fire prevention using standards propounded by Firewise, USFS, and the Institute for Business and Home Safety.
- Between 9/1/03 and 6/15/04, reduction of wildland fuels on up to 100 additional acres within Forest Lakes to Firewise standards.
- Assist Grants Manager in obtaining grants to continue the program for additional acreage.

POSITION RESPONSIBILITIES:

- Continuing education in WUI problems, solutions and programs.
- Personal contacts with Forest Lakes homeowners and businesses to encourage participation in fuel reduction program.
- Conduct monthly Firewise classes for homeowners and fire department members as needed.
- Assist Training Officer in WUI training for fire department members.
- Assist property owners in marking of fuels for removal by owners or contractors.
- Administer cost-sharing program with property owners, contractors, administration, inspections, funding and record keeping.
- Liaison with USFS and neighboring fire departments re: fuels reduction projects such as Little Springs WUI Analysis around Forest Lakes.
- Maintain inventory of pamphlets, brochures and video library.
- Report to Fire Chief / Fire Board on progress of WWUIG.

FOREST LAKES FIRE DEPARTMENT

Job Description

Firefighter:

Under the general supervision of the Crew Chief, or other fire officer, the Firefighter is responsible for public safety work involving the protection of life and property. The Firefighter also responds to alarms and participates in combating, extinguishing and preventing fires, along with answering rescue calls and other related work as required.

Principal Duties:

- Responds to fire, rescue, EMS emergencies and public service activities.
- Perform as a firefighter to include advance hose lines, extinguish fires, climbs and positions ladders, ventilates burning buildings and protects property from water, smoke and heat damage.
- Performs extrication to remove persons from danger.
- Attend and participate in all required training courses, including training, lectures, critiques, CE's and other official activities.
- Relay information, instructions and other orders from dispatch.
- Complete necessary paperwork and documentation as required on calls for service.

FOREST LAKES FIRE DEPARTMENT

Job Description

Ambulance Drivers:

Responsible for driving ambulance to scene of EMS incident and provide safe transport of patients and EMS crew to hospital facility. Must have knowledge of Emergency Driving Principles and laws. Responsible for attending continuing education classes and EMS training classes. Good knowledge of response area.

Requirements for Ambulance Drivers:

- 21 years or older.
- Driver's age 65 and older, must obtain last three years driving record from the ADOT, have Doctor complete the Department Physical Questionnaire and have Department Chief approve your Driving record and Physical.
- Attend VFIS driving class when available.
- Knowledge of equipment used and where it is located on Ambulances.

Duties:

- Look up location of call.
- Know where maps are located on units.
- Know how to operate GPS unit .
- Know guidelines for Landing Zones.
- Knowledge of radio Channels.
- Knowledge of equipment and its location on units.
- Clean unit while at Emergency Department.
- Make sure unit is ready for next call upon returning to quarters.
- Make sure batteries are shut down and plug unit into electrical power.