

City Council Agenda Items
and
Contracts, Leases or Agreements

9/17/2013

City Council Meeting Date
Agenda Items Only

David Dayringer Fire Fire
Submitted By **Division** **Department**

Action Required:

The Fire Department requests approval of a resolution for the City Council to adopt the Administrative Operating Procedures (AOP) of the Fayetteville Fire Department.

Cost of this request	Category / Project Budget	Program Category / Project Name
Account Number	Funds Used to Date	Program / Project Category Name
Project Number	Remaining Balance	Fund Name

Budgeted Item Budget Adjustment Attached

Paul A. Potts 8-30-13 Previous Ordinance or Resolution # _____
Department Director Date

Original Contract Date: _____

Kevin 8-30-13 Original Contract Number: _____
City Attorney Date

Paul A. Becker 8-30-2013
Finance and Internal Services Director Date

Received in City 08-30-13 P01:40 RCVD
Clerk's Office *DMJ*

Alan Man 9-2-13
Chief of Staff Date

Received in Mayor's Office
ENTERED
8/30/13
PH

Donald Jordan 9/4/13
Mayor Date

Comments:

STAFF REVIEW MEMO

To: Mayor Lioneld Jordan and City Council

From: David Dayringer, Fire Chief / *CP*

Date: August 30, 2013

Subject: Adoption of the Fayetteville Fire Department Administrative Operating Procedures

PROPOSAL:

In accordance with A.C.A. §14-51-302. Departmental Rules:

“All employees in any fire or police department affected by this chapter shall be governed by rules and regulations set out by the chief of their respective police or fire departments after rules and regulations have been adopted by the governing bodies of their respective municipalities.”

RECOMMENDATION:

The Fire Department requests approval of a resolution for the City Council to adopt the Administrative Operating Procedures (AOP) of the Fayetteville Fire Department.

BUDGET IMPACT:

With the adoption of the Administrative Operating Procedures, the department will come into compliance with the National Fire Protection Association standards in uniforms and health and safety. The additional costs have been requested as target overruns in the 2014 Budget Preparations Process.

RESOLUTION NO. _____

**A RESOLUTION TO APPROVE AND ADOPT THE FAYETTEVILLE FIRE
DEPARTMENT ADMINISTRATIVE OPERATING PROCEDURES**

WHEREAS, the Fayetteville City Council has carefully considered and studied the proposed Fire Department Administrative Operating Procedures and determined these rules and procedures to be appropriate.

**NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE
CITY OF FAYETTEVILLE, ARKANSAS:**

Section 1: That the City Council of the City of Fayetteville, Arkansas hereby approves and adopts the Fayetteville Fire Department Administrative Operating Procedures and determines these rules and procedures to be appropriate pursuant to the City Council's power within A.C.A. § 14-51-302 **Departmental Rules** and directs all fire personnel to abide by and follows these rules and procedures.

PASSED and APPROVED this 17th day of September 2013.

APPROVED:

ATTEST:

By: _____
LIONELD JORDAN, Mayor

By: _____
SONDRA E. SMITH, City Clerk/Treasurer

Fayetteville Fire Department

Administrative Operating Procedures



MISSION STATEMENT

We protect life, property, and the environment with pride
and commitment

"Serving you with Honor and Courage"

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ADMINISTRATIVE OPERATING PROCEDURES	
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SECTION 100

GENERAL PROCEDURES AND INFORMATION

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ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 101 to 101.5

101 Prefix

- .1 The Fayetteville Fire Department (FFD) Administrative Operating Procedures (AOP), the City of Fayetteville Policies and Procedures and Standard Operating Procedures, the Rules and Regulations of the Civil Service Commission of the City of Fayetteville, and the FFD Emergency Operations Guidelines (EOG) are the official controlling documents and requirements of the Fayetteville Fire Department and as such, are intended for the general guidance of the Firefighters and members of the Fayetteville Fire Department and cannot cover every specific act of duty.
 - .11 Much is left to the zeal and discretion of the individual, and efficiency ratings as well as disciplinary actions will depend upon the manner in which the Firefighters and members conduct themselves in the performance of their duties. Strict compliance with the operating procedures and careful attention to the orders of department Officers is necessary to retain the respect and good will of the public which this department enjoys.
- .2 All Standard Operating Policies, rules, regulations and orders previously issued by the Fayetteville Fire Department which may conflict with the 2013 Fayetteville Fire Department Administration Operating Procedures are deemed repealed or revoked to the extent of such conflict.
- .3 Violations of any of the operating procedures, neglect or omission of any of the duties prescribed herein, are considered offenses, and any member found guilty will, at the discretion of the Fire Chief, be subject to reprimand, suspension, demotion, or dismissal from the department.
- .4 Operating Procedures that will govern every case cannot be predetermined and from time to time necessary Administrative Orders will be issued. Additions, deletions and modifications to this manual will be implemented as necessary in order to reconcile changing conditions, and to reflect revisions in policies and procedures.
- .5 Emergency Operations Guidelines of the Fayetteville Fire Department will contain more detailed information regarding fire ground and emergency scene organization, strategies, and tactics. The EOG document must remain flexible to ensure the ability to swiftly enact procedural updates and technological changes based on fire service industry standards. The EOG may be found at

ADMINISTRATIVE OPERATING PROCEDURES

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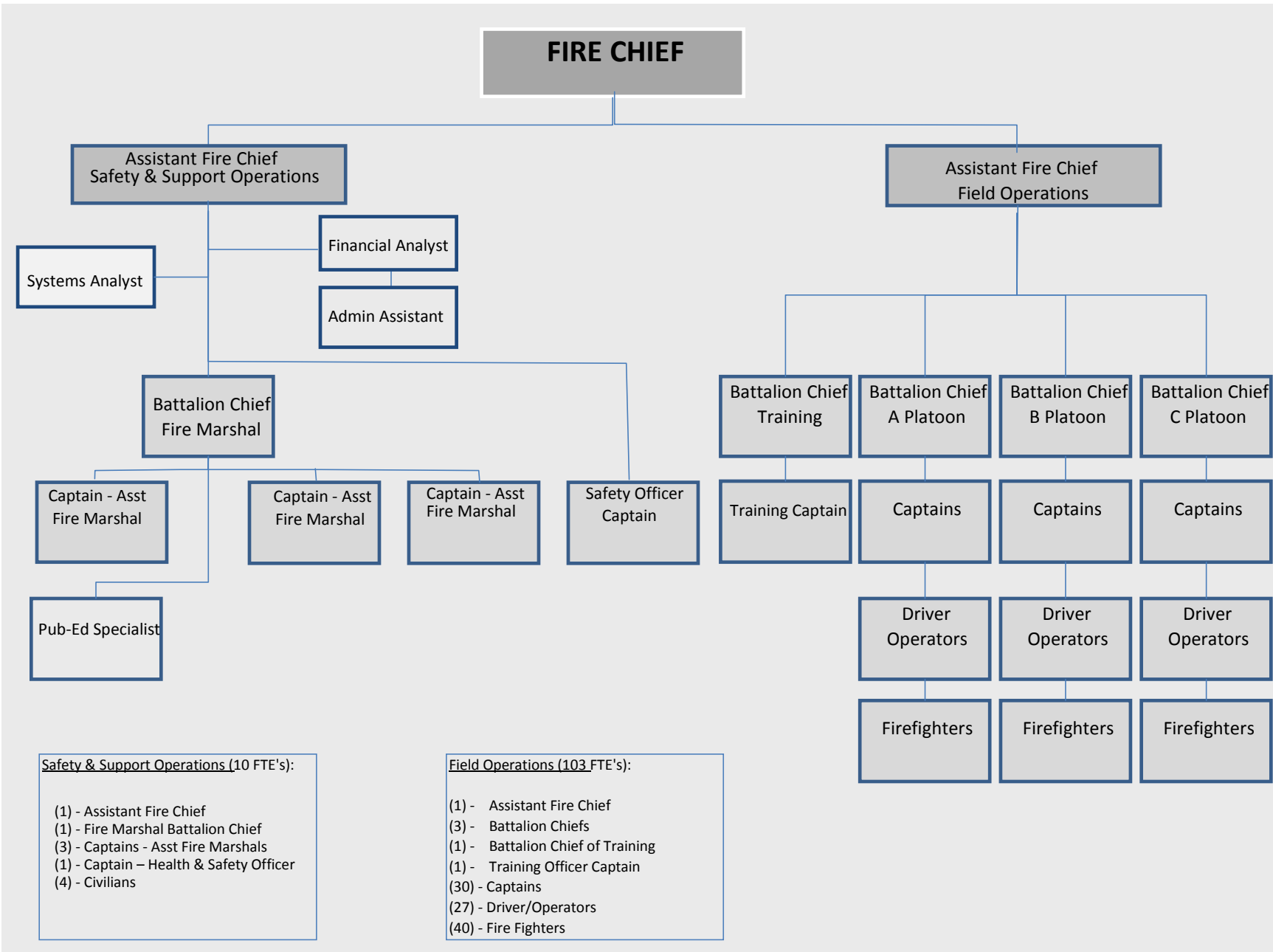
Section: 102 to 103.4

102 Department Rule and Discipline

- .1 Through careful attention to, and compliance with, the department's operating procedures, members will be accountable for the effective and efficient use of available resources toward accomplishing the department's mission.
- .11 When deemed necessary by the Fire Chief or his designee, the department's physical resources will be inspected to assure compliance with department policy and procedures.
- .2 Discipline
 - .21 Shall be administered in accordance with the Rules and Regulations of the Civil Service Commission and the City of Fayetteville Policy # HR-14, Disciplinary Action (Appendix A).
 - .22 Department Officers are understood to have a higher level of responsibility. Discipline will be commensurate with the level of responsibility.

103 General Conduct

- .1 Members of the Fayetteville Fire Department will conduct themselves in a self-disciplined manner that will reflect credit upon themselves and the department.
- .2 Members of the Fayetteville Fire Department are subject to and must obey all federal laws, state statutes and city ordinances. Violation of any of these laws constitutes a violation of Fire Department policy.
- .3 Members will be familiar with and obey the operating procedures of the department.
- .4 Members will maintain and complete comprehensive and accurate department records and reports as directed.



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Revised: 09-2013

Section: 105

105 Definitions

Acting Officer - anyone filling an Officer's position on a temporary basis.

Chain-of-command - the progression of rank from Firefighter to fire chief.

Chief Officer - a Battalion Chief, Assistant Chief and the Fire Chief.

Employee - anyone employed to work by the City of Fayetteville at the fire department.

Fire department Officer - a Captain, Battalion Chief, Assistant Chief and the Fire Chief.

House Captain – the Company Officer in charge of a Fire Station. Normally the senior ranking Captain or Acting Captain.

Officer – Personnel holding the rank of Captain. Also, Driver/Operators who temporarily are acting as the Captain, in their absence.

Subordinate - is considered to be anyone on the department of lesser rank.

Unity-of-command - considered as the "one Employee, one boss" principle.

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Section: 108

108 Civil Service Commission

- .1 The Rules and Regulations of the Civil Service Commission of the City of Fayetteville stand adopted as additional governing policies for Firefighters of the Fayetteville Fire Department.
- .2 A copy of the current Civil Service Rules & Regulations is available by accessing the City Of Fayetteville intranet web site at
<http://www.citynet.fay/view/doViewFile.cfm?ContentID=5C260577-9047-CE5F-504723B1F08BF3C9>

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SECTION 200

Safety and Health

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ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 201 to 203.45

201 Prefix

- .1 The most important asset of the Fayetteville Fire Department is its personnel. Protecting the health and safety of its members is vital to the accomplishment of the department's mission. The importance of safety cannot be overstated. The goal of this section is to provide criteria for conduct and procedures that will ensure the preservation and maintenance of acceptable standards in the area of safety and health.

202 General Policy

- .1 The greatest responsibility of any command officer is that of personnel safety. Officers are responsible for complying with the following safety precautions and directives, and for ensuring compliance by the members under their supervision.

203 Personal Safety

- .1 A large percentage of personnel injuries occur while Employees participate in routine activities. Most of these injuries could be prevented by observing proper safety practices and adopting a safety-conscious attitude.
- .2 Eye Protection: Personnel will use eye protection at all times when engaged in activities involving possible hazards to the eyes and face.
- .3 Hearing Protection: See AOP 213, Hearing Conservation Program.
- .4 Facilities, Grounds, and Station Safety
- .41 Efforts will be made to keep floors free from slippery substances and obstructions. Water, oil, hydraulic fluids, etc., will be removed when accumulations occur, especially on traffic areas. Traffic route areas, hallways, stairs, etc., will be kept clear of unnecessary obstacles and obstructions.
- .42 Safety precautions will be observed when using lawn equipment including mowers, trimmers, edgers, and similar devices.
- .43 The blade guard on power edgers and trimmers will be serviceable and in the proper position for the intended use before operating.
- .44 Eye, ear, and hand protection will be worn when operating any ground maintenance equipment.
- .45 Defective equipment of any type will not be utilized and will be repaired or replaced before use.

ADMINISTRATIVE OPERATING PROCEDURES

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Section: 203.5 to 204.34

.5 Lifting and Pulling Safety

- .51 Proper lifting/pulling techniques will be utilized when lifting or moving objects of moderate to heavy weight.
- .52 Use your legs to lift – bend your knees
- .53 Keep your back straight.
- .54 Avoid twisting your body while lifting.
- .55 Get your body as close to the object as possible.
- .56 Ideally, heavy objects should be stored approximately at waist level.
- .57 Before lifting or carrying more than you can easily handle, get help.

204 Safety Committee

- .1 The safety committee shall consist of the safety Officer from each shift, the fire department Health and Safety Officer, and one Chief Officer.
- .2 The goals of the Department Safety Committee are to:
 - .21 Reduce or prevent the number of accidents and injuries.
 - .22 Safe operation of departmental vehicles, best practices, department standard operating procedures and near-miss reporting and review shall be emphasized.
 - .23 Compliance with mandated federal, state, and local, health and safety regulations will be stressed by the committee.
- .3 Safety Committee Duties and Responsibilities
 - .31 The committee will meet quarterly. The Chair may call additional meetings as needed.
 - .32 All accident and injury forms since last meeting will be reviewed.
 - .33 Make recommendations for changes in safety rules, standard operating procedures, or work place safety to Fire Administration.
 - .34 Recommend programs to increase awareness of safety.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 204.35 to 208.211

.35 Recommend safety training for Employees.

.36 Review near-miss reports.

205 Vehicle Safety

- .1 All personnel shall drive in accordance with the Emergency Operating Guidelines (EOG).
- .2 All equipment in cab area of vehicles will be secured.
- .3 Apparatus drivers should always have at least one spotter when backing the apparatus. When personnel are not available, the driver shall perform a walk around the apparatus before backing.
- .4 All Employees shall use the headset units when provided.
- .5 Seat belts shall be used when the vehicle is in motion.
- .6 Exhaust removal systems shall be connected to the apparatus in the station
- .7 The vent shall be connected after the apparatus is parked or when idling inside the apparatus bay.

208 Reporting of Injuries and Accidents

- .1 It is the Employee's responsibility to report injuries to their immediate supervisor. All accidents or injuries, no matter how minor, should be reported to the Employee's supervisor immediately.
 - .11 It will be the supervisor's responsibility to ensure the necessary reports and forms are completed accurately and completely, within 24 hours of the time of the injury or accident.
- .2 Definitions
 - .21 Injuries
 - .211 Level 1 Injury – Injuries that require no medical evaluation.
 - Requires completion of workers compensation forms
 - Detailed report of injury from Employee
 - Detailed report from shift safety Officer.

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Section: 208.212 to 208.222

.212 Level 2 Injury- Injuries requiring medical attention.

- Investigated by shift safety Officer and/or the department safety Officer.
- Requires completion of workers compensation forms
- Detailed report of injury from Employee
- Detailed report from any person that witnessed the injury.

.213 Level 3 Injury – An injury requiring emergency transportation.

- Investigated by shift safety Officer, department safety Officer, and department internal review process.
- Requires completion of workers compensation forms
- Detailed report of injury from Employee
- Detailed report from any person that witnessed the injury.

.22 Accidents

.221 Level 1 Accident - Accidents resulting in damage of \$1,000 dollars or less, that does not include any other property damage.

- The driver operator is required to fill out a city accident report.

.222 Level 2 Accident - Accidents resulting in damage of over \$1,000 dollars, or other property damage.

- Requires the driver operator to fill out a city accident report and a detailed statement.
- A Police report is required.
- Requires a local Fire report and drug testing of the driver who will be accompanied by an Officer until the test is complete.
- The shift safety Officer and/or the department safety Officer shall report a detailed sequence of events that resulted in the accident.

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Section: 208.223 to 208.36

- .223 Level 3 Accident - Accidents resulting in any personal injury.
- Requires a local Fire report and drug testing of the driver who will be accompanied by an Officer until the test is complete.
 - A detailed investigation by the shift safety Officer, department Health and Safety Officer and/or internal review process must be completed.
 - A Police report is required.

.3 Procedures

- .31 All documentation must be completed by the Employee, Incident Safety Officer, and submitted through the chain of command to the Fire Department Safety Officer.
- .32 Proper documents will be forwarded to the Human Resources Division as identified in the current City of Fayetteville Policies and Procedures. The shift commander has copies of the appropriate forms.
- .33 If the injured Employee is unable to complete the required forms it will be the responsibility of his/her supervisor to ensure the Employee completes these forms as soon as they are able. In addition, the supervisor should promptly complete the supervisor forms. All forms should be submitted through the chain of command to the Fire Department Safety Officer.
- .34 Any accident occurrence shall be reported to the Employee's immediate supervisor immediately. All captains or acting captains shall report all accidents to the shift supervisor and the shift safety Officer.
- .35 Shift Safety Officers shall make a determination of what level of accident has occurred. This can be done thru interviews with the supervisor and/or the victim thru land lines, radio, or face to face communication.
- .36 Failure to comply with this directive may result in disciplinary action and/or the Employee being held responsible for any expenses related to the treatment. Workers Compensation sometimes refuses payment on claims due to being reported too late after the fact.

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Section: 208.4 to 207.32

.4 Possible outcomes resulting from failure to properly report Employee injuries:

.41 Delayed medical treatment

.42 Aggravating or making the injury worse by continuing to work

.43 Non-payment of medical treatment expenses

.44 Denial of the injured parties claim

.5 Required Injury Reporting Forms:

.51 Workers Compensation Information Packet on the Citynet website

.6 Required Accident Reporting Forms:

.61 Accident Reporting Form on the Citynet website

.62 Detailed statement of the accident from the Driver of the vehicle

207 Personal Protective Equipment (PPE)

.1 Purpose

The purpose of this Policy is to establish the inspection and replacement program for Fayetteville Fire Department Personal Protective Equipment (PPE). In an effort to allow better cleaning and care of your PPE, the Fayetteville Fire Department will allow an Employee to keep their older set of PPE as a back-up set under the following conditions when an Employee is issued a new set of PPE

.2 Definitions

- Main Set of Gear - Includes helmet, hood, coat, gloves, pants and boots.
- Back-up Set of Gear - Includes hood, coat, gloves, and pants
- SSO - Shift Safety Officer
- PPE - Personal Protective Equipment

.3 General Requirements

.31 Bunker gear issued by the City of Fayetteville Fire Department is to be used exclusively for Fayetteville Fire Department use only.

.32 Each person upon the receipt of their PPE shall check for proper fit and that issued equipment is in working condition. Safety Officer or Shift Safety Officer should also check bunker gear for fit and working condition upon issue to an Employee.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 207.33 to 208.1

- .33 Bunker gear should be cleaned according to manufacturer's recommendation using the extractor washing machine at Fire Station 1.
- .33 Back-up gear shall only be worn as a temporary measure and shall not be used for everyday use. This gear should only be used when your main set is in need of cleaning, repairs or when your main set has become wet from an emergency and needs to dry. No more than one shift, if possible.
- .34 Shift Commanders and Company Officers are responsible to assure that the back-up gear is properly inspected and safe to use.
- .4 Process
 - .41 At the end of the 2nd quarter administration will evaluate the budget and determine how many sets of gear can be purchased.
 - .42 In September of each year the SSO will evaluate everyone's gear using the PPE Inspection form.
 - .43 Coat and pant liners shall be detached from the outer shell for proper inspection. All parts of the form shall be filled out and legible. All failures and repairs shall be marked on the coat and pant diagram as well as on the form.
 - .44 Each set of gear will be rated on the following scale;
 - .441 U- Unsatisfactory - replace and destroy
 - .442 SR- Satisfactory and needs repaired, but can be used for back-up gear after repair
 - .443 S- Satisfactory, can be used as back-up gear, fairly good set with no repairs needed
 - .45 All gear designated U's will be replaced first, then SR, then S.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 208.1 to 208.5

208 Cascade Systems

- .1 Compressed air used in self-contained breathing apparatus (SCBA) must meet the requirements of the Compressed Gas Association.
- .2 The cascade system and storage receivers, used for filling SCBA cylinders must be tested at least every three months to assure compliance with air quality specifications.
- .3 Manufacturers' recommendations will be followed for hydrostatic testing of air cylinders.
- .4 Hydrostatic test date shall be checked before filling air cylinders.
- .5 Records shall be kept of all tests by the department safety Officer.

ADMINISTRATIVE OPERATING PROCEDURES

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Section: 209 to 209.43

209 Health and Wellness Program

- .1 The primary objective of the FFD Health and Wellness program is to ensure that all Fayetteville Fire Department Civil Service Employees are physically and mentally able to perform the basic/essential duties of firefighting.
- .2 This program includes the following:
 - .21 Annual physical examination
 - .22 Infection control program (AOP 211)
 - .23 Preventive immunizations and screenings (AOP 211.2)
 - .24 A physical ability test (PAT)
 - .25 Workout equipment within the workplace
 - .26 Workout time while on duty
 - .27 A confidential Employee Assistance Program (EAP)
- .3 The FFD strongly encourages all members to participate in a fitness program, individually or in groups
- .4 Fayetteville Fire Department Physical Ability Test
 - .41 All Fayetteville Fire Department Civil Service Employees are required to perform an annual physical ability test (PAT). This assessment shall commence in October of each year.
 - .42 Requests to not participate will be accompanied by a written explanation in FFD memo form from the person making the request through the appropriate chain of command to the Fire Chief. Requests and/or multiple requests may result in a fit for duty physical or, where appropriate, an Americans with Disabilities Act accommodation assessment as determined by the Fire Chief or his designee.
 - .43 Failure to complete any portion of the test as specified in this document will result in an Employee's withdrawal from the testing process. This will include stopping an evolution and walking away from the event without completion, and will be taken as a withdrawal from the entire test.

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Section: 209.44 to 209.54

- .44 If the member runs out of time, testing personnel will continue to time the participant to give her/ him an idea of how much improvement is needed.
- .45 Any member that fails to successfully complete the physical agility test may be referred to a Physical Therapist or Exercise Physiologist for an evaluation and rehabilitation program.
 - .451 This rehab program will be designed to prepare them to meet the PAT standard within three (3) months, when they will retake the PAT.
 - .452 If they remain unable to meet the goal time, the participant will continue to be tested every three (3) months until the goal is attained. Once the goal time has been established the participant will only be tested annually. Anyone failing to meet the goal time may be required to complete a fitness for duty evaluation as determined by the Fire Chief or his designee.
- .46 Personal data, physical condition, times, private health or medical information, etc. will remain confidential. At no time should such personal information be revealed outside of the FFD unless HIPAA and GINA compliant written permission is first obtained from the individual. Nor should it be shared internally except on a business related, need-to-know basis.
- .5 The tasks in this test will assess a Firefighter's strength, endurance, agility, ability to work at heights, and work in confined spaces. This assessment is also considered job specific training for the incumbent.
 - .51 There will be a Test Administrator who will have the final say regarding the success or failure of each participant in attaining the goal time for the Physical Ability Test.
 - .52 Firefighters may be granted a restart due to an unexpected equipment failure. Every precaution will be taken to prevent this situation. In the case of an equipment failure, the Firefighter may choose to start the test over immediately or they will be allowed to rest and restart their test after the other Firefighters have finished testing.
 - .53 Participants who fail will be given one more opportunity to try and pass the Test on another day during the same test cycle.
 - .54 Participants may walk only. No running or jogging is permitted when traveling between events.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 209.55 to 209.561

.55 Event 1 - Aerial Ladder Climb

.551 Equipment

Firefighters will wear the following safety equipment as provided.

- Helmet
- Gloves
- Rescue or Safety Harness

The Firefighter will climb to the top of a 75 foot ladder with the ladder positioned at a 75° angle. The Firefighter will perform this event while wearing a safety harness attached to a safety rope. The event will be completed when the Firefighter grabs the top rung, looks down, makes eye contact with the belay person and climbs down after confirmation of eye contact with the belay person. The belay person will signal by waving to the Firefighter when eye contact is made.

.552 This is not a timed task. This task is a pass or fail event. If the Firefighter fails this event, the test will be stopped and the Firefighter will not be allowed to participate in the rest of the test.

.553 The Firefighter will fail if they:

1. Refuse to complete the climb
2. Cannot or do not complete the climb

.554 Justification

Firefighters are often required to work above ground level on ladders.

.555 After completing the first event, Firefighters will have time, as required, to doff the safety harness and don knee pads and a blacked out SCBA mask for the next event.

.56 Event 2 – Blind Obstacle Maze

.561 Equipment

- a. • Helmet
- b. • Gloves
- c. • Knee pads (optional)
- d. • SCBA mask. Mask will be blacked out to simulate vision limited conditions

ADMINISTRATIVE OPERATING PROCEDURES

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Section: 209.562 to 209.575

.562 The Firefighter will crawl and maneuver through a forty (40) foot long obstacle maze consisting of a variety of confined space obstacles. The event will be considered completed when the Firefighter completely exits the maze as required. The allotted time to complete this event is three (3) minutes. This task is a pass or fail event. If the Firefighter fails this event, the test will be stopped and the Firefighter will not be allowed to participate in the rest of the test.

.563 The Firefighter will fail if they:

- a. At any time take off the blacked out mask
- b. Refuse to complete the crawl
- c. Refuse to enter the maze
- d. Must be rescued from the maze
- e. Take longer than three (3) minutes to complete the task

.564 Justification

Firefighters must be able to wear a mask for a Self Contained Breathing Apparatus (SCBA) and maneuver in confined spaces. SCBA is required to protect respiratory systems.

.57 Timed Events

.571 After event #2, the Firefighter will have 5 minutes to prepare for the timed events. The rest period begins when the Firefighter completely exits the maze.

.572 Events #3 through #8 will be timed and performed without stopping.

.573 The Firefighter will be allowed no more than two warnings per event for events #3 through #8.

.574 Firefighters may begin the timed events in less than 5 minutes if they choose. No extra consideration will be given if timed events are started early. If the Firefighter does not begin the timed events within the specified time, they will be withdrawn from the testing process.

.575 When the Firefighter has one minute of rest time remaining, testing personnel will notify the Firefighter.

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Section: 209.576 to 209.594

- .576 Firefighters must always walk from one event to another. Running between events is not allowed.
- .577 The “pass time” for the timed events will be 8 minutes and 30 seconds. If this time is not achieved the Firefighter will be required to participate again in three (3) months.
- .578 Time will start when the Firefighter begins Event #3. Time will stop when the Firefighter finishes Event #8 or signals that they are discontinuing the exam.
- .579 The Test Administrator may stop the test if it is believed the Firefighter is under severe physical distress that may require medical attention.
- .58 Equipment
- .581 For events #3 through #8, Firefighters will choose to wear and maintain **either of the following**:
- Fifty pound weight vest to simulate the average weight of a Firefighter’s protective ensemble.
 - Personal protective equipment, including a SCBA, to total at least 50 pounds over the participant’s weight without any gear (Any and all weight added to ensemble must be maintained for duration of test)
- .59 Event 3 – Stair Climb
- .591 Firefighter will ascend and descend one flight of stairs consisting of twelve steps eight times. The Firefighter must walk up and down the stairs and not skip any steps. Contact with the handrail will be required at all times, but pulling on the handrail is not allowed. A Firefighter may continue the test after a fall if they are able.
- .592 Warnings will be issued for the following:
- a. Skipping steps
 - b. Pulling on handrail
- .593 The Firefighter will fail the event if the Firefighter cannot complete the event.
- .594 Justification
- Firefighters must be able to climb and descend stairs while working in multi-story buildings.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 209.60 to 209.613

- .60 Event 4 – Rolled Hose Lift & Move
- .601 Firefighters will move 6 rolls of 2 ½ inch hose a distance of 14 feet. The rolls will be moved, one at a time, from the ground, and set upon a bench or table. When all six rolls are on the table, the Firefighter will step back from the table one step. Firefighters will then move the six rolls, one at a time, back to the starting position on the floor and place the rolls in stacks of two rolls as they found them. The Firefighter must stack the rolls evenly and neatly with each top roll not hanging over the edge of the bottom roll. Each must be set down without dropping or throwing the roll.
- .602 Warnings will be issued for the following:
- a. Dropping or throwing the hose rolls.
 - b. Failure to stack the rolls neatly
- .603 The Firefighter will fail the test if they cannot complete the event.
- .604 Justification
- Firefighters must be able to lift heavy equipment and place where needed.
- .61 Event 5 – Keiser Sled
- .611 The Firefighter will walk to the Keiser Sled, mount it and strike the weight from one end to the other as directed, with the hammer provided. At no time will the Firefighter's hands go above their head. Overhead swings are also not allowed. This is for your safety. The Firefighter shall not strike and pull or push on the weight in order to move the weight. An evaluator will notify the Firefighter when to stop and when the Firefighter may proceed to the next event.
- .612 Warnings will be issued for the following:
- a. Swinging the hammer in an overhead swing
 - b. Sliding hands on the handle
 - c. Pulls or pushes the weight with the hammer
- .613 The Firefighter will fail the test if the Firefighter cannot complete the event.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 209.614 to 209.631

.614 Justification

Firefighters are required to be able to use a variety of tools that are used to penetrate or strike an object.

.62 Event 6 – Hose Pull & Hydrant Hookup

.621 The Firefighter will walk to the Hose Pull & Hydrant Hookup. The Firefighter will enter the square painted on the concrete next to the fire hydrant. The Firefighter will pull 100 feet of 2 ½ inch hose, hand over hand and pile it in the square. The Firefighter cannot go outside of the square to perform the task. All hose must be within the square.

.622 The Firefighter will then remove a small cap from the fire hydrant with their hands. The Firefighter will then thread on a coupling from the hose onto the hydrant. The coupling will be threaded on until it cannot be turned by hand. The Firefighter will then remove the coupling by hand and replace it with the cap that was initially removed. The cap must be threaded completely on until it stops. When the Firefighter has completed the task, they will walk immediately to the beginning of Event 7.

.623 The Firefighter will fail the test if they cannot complete the task.

.624 Justification

Firefighters must have adequate upper body strength and endurance to pull hose, and possess ability to align hose fittings and similar connections.

.63 Event 7 – Dummy Drag

.631 Events 7 and 8 must be performed consecutively. The Firefighter must drag a rescue mannequin weighing 185 pounds with both hands. The Firefighter must drag the dummy 50 feet. There will be straps and a harness on the dummy that the Firefighter may use. The dummy must not be picked up and carried. The event will end when the feet of the dummy cross the line.

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Revised: 09-2013

Section: 209.632 to 209.7

.632 The Firefighter will be allowed to pause only once during this event if needed. If the Firefighter pauses for longer than 10 seconds, the evaluator will give a warning. The Firefighter will not fail if they fall down. However, they must get up on their own immediately and continue the event. If they are unable to get up in a timely manner this will be considered a pause and a warning will be issued. The Firefighter will fail the test if they cannot complete the event or pause a second time for more than 10 seconds.

.633 Justification

The primary duty of a Firefighter is to rescue people. A Firefighter must be able to move an unconscious adult size person.

.64 Event 8 – Charged Hose Advance

Upon completion of the dummy drag, the Firefighter will immediately pick up a nozzle connected to a charged 1 ¾ inch hose. The Firefighter will advance the line 50 feet. When the nozzle of the charged hand line crosses the finish line, timing for the timed events will stop. The Firefighter will not drop the nozzle. They will bend over or squat and lay the nozzle on the ground. The Firefighter will fail the test if they cannot complete the event.

.641 Justification

Firefighters must be able to advance a charged hose line in order to extinguish fires.

.65 Time for timed events will stop when the Firefighter completely crosses the finish line at the end of this event. Firefighters will have the opportunity to go to rehabilitation.

.7 Rehabilitation

After the final event the Firefighter will proceed to the rehabilitation area. The Firefighter will be allowed to cool down and recuperate from the assessment. Participants are encouraged to walk or otherwise keep moving while recovering.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 210 to 210.3

210 Pandemic Illness

.1 Policy

.11 The Fayetteville Fire Department will assist other local, state and federal authorities in the event of an outbreak or pandemic situation.

.12 If the Center for Disease Control declares a pandemic, fire department response protocols may be modified.

.121 Medical calls will be reprioritized due to the impact of the pandemic.

.122 Other response types may be reprioritized in order to reduce the exposure of our personnel to the flu.

.123 Response modifications will be enacted by a Chief Officer or senior Officer on duty.

.13 If our response protocols are modified, the senior Officer on duty or chief Officer will notify Central Dispatch Center of the changes and the time frame of those changes.

.131 All personnel will continue to operate under the direction of the Northwest Arkansas EMS Protocols.

.132 All personnel should take extra precautions to protect themselves and their crew members by adhering to the prevention suggestions listed in this document.

.2 The FFD strongly recommends each Firefighter takes the annual flu shot.

.21 In the event of a pandemic, the vaccination may be required by the Fire Chief.

.3 Additional Information

.31 Refer to the City of Fayetteville's Emergency Operations Plan and Washington County's Appendix A H-5 (Health and Medical) Influenza Pandemic document for further information.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 211 to 211.123

211 Infection Control Program

- .1 It is the intent of the infection control program to reduce the spread of infection between Fire Department members and the general public. The program will address immunization, personal protective clothing, decontamination, and waste disposal.
- .11 These guidelines have been developed from information provided by the Centers for Disease Control (CDC) and the National Department of Health. They comply with NFPA 1581, Standard on Fire Department Infection Control and OSHA Blood Borne Pathogen (29 CFR 1910.1030).
- .12 The following is a list of potentially life-threatening infectious diseases which emergency response Employees occupationally may be exposed
 - .121 Routinely transmitted by contact or body fluid
 - ❖ Anthrax, cutaneous
 - ❖ Hepatitis B
 - ❖ Hepatitis C
 - ❖ HIV, including Aids
 - ❖ Rabies
 - ❖ Vaccinia
 - ❖ Viral hemorrhagic fevers
 - .122 Routinely transmitted through aerosolized airborne
 - ❖ Measles
 - ❖ Tuberculosis
 - ❖ Varicella disease – chickenpox
 - .123 Routinely transmitted through aerosolized droplet
 - ❖ Diphtheria
 - ❖ Novel influenza A and other influenza strains with pandemic severity index greater than or equal to 3
 - ❖ Meningococcal disease - meningitidis
 - ❖ Mumps
 - ❖ Pertussis
 - ❖ Plague, pneumonic
 - ❖ Rubella
 - ❖ Severe acute respiratory syndrome (SARS-CoV)

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 211.124 to 211.41

- .124 Potentially used for bioterrorism or biological warfare
 - ❖ Smallpox
 - ❖ Select agents

- .2 Fire Department personnel shall be provided the following infectious disease immunizations and screenings in accordance with NFPA 1582 and CDC guidelines:
 - ❖ Tuberculosis (TB)
 - ❖ Hepatitis C virus screen (baseline and following occupational exposures)
 - ❖ Hepatitis B vaccinations and titers (CDC guidelines)
 - ❖ Tetanus/diphtheria vaccine (booster every 10 years)
 - ❖ Measles, mumps, rubella vaccine (MMR)
 - ❖ Polio vaccine
 - ❖ Hepatitis A vaccine
 - ❖ Varicella vaccine (to non-immune personnel)
 - ❖ Influenza vaccine (seasonal and novel)
 - ❖ HIV screening (available to all personnel)

- .21 A post-test examination to identify the status of the Hepatitis B Vaccine will be conducted at the time of the medical examination for a medical exposure.

- .3 When you are sick, stay home and avoid contact with other people.

- .4 Universal Precautions
 - .41 The following procedures may be referred to as Universal Precautions and will be used whenever exposed to blood, body fluid, or infectious waste containers.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 211.42 to 211.47

- .42 The Centers for Disease Control (CDC) have identified certain body fluids as being applicable to Universal Precautions. The following identified body fluids have the potential to carry the Human Immunodeficiency Virus (HIV) and the Hepatitis B Virus (HBV.)
- ❖ Blood
 - ❖ amniotic fluid
 - ❖ pericardial fluid
 - ❖ peritoneal fluid
 - ❖ pleural fluid
 - ❖ semen
 - ❖ vaginal secretions
 - ❖ cerebrospinal fluid
 - ❖ synovial fluid
 - ❖ any other fluid visibly contaminated with blood
- .43 Centers for Disease Control (CDC) have identified certain body fluids as not being applicable to Universal Precautions. The following fluids **do not** carry the Human Immunodeficiency Virus (HIV) nor do they carry the Hepatitis B Virus (HBV) unless they contain visible blood.
- ❖ feces
 - ❖ nasal secretions
 - ❖ sputum
 - ❖ sweat
 - ❖ tears
 - ❖ urine
 - ❖ vomitus
- .44 Disposable gloves will be worn whenever there is a chance that hands will come in contact with blood or other body fluids.
- .45 Fluid resistant clothing and eye protection will be worn whenever there is a chance of splashing of blood or body fluid. Protection may be offered by bunker clothes, helmet shield, goggles, or safety glasses.
- .46 Avoid eating, drinking, smoking, or applying skin care products while wearing gloves or before your hands are thoroughly washed with soap and water.
- .47 Take precautions against accidental needle sticks or other penetrations from sharp discarded items.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 211.48 to 211.53

- .48 Use a ventilation device (i.e., pocket masks, bag-mask-valve, demand valve) in preference to mouth-to-mouth resuscitation.
- .49 Wash hands with soap and water after having contact with blood, body fluid or infectious waste containers.
 - .491 If water is not available, wash your hands with an alcohol wipe or other skin-cleansing agent.
 - .492 Wash hands a second time with soap and water upon returning to the station.
 - .493 Hands should be washed vigorously for a minimum of 20 seconds and then rinsed with running water.
- .50 Uniforms soiled with blood or other body fluids will be handled with disposable rubber gloves and washed alone in a washing machine using warm water and mild laundry soap.
 - .501 Contaminated protective clothing should be cleaned in the extractor.
 - .502 The exposed Employee will take a shower and put on a clean uniform.
- .51 Clean and decontaminate all equipment (except bunker gear) by rinsing with running water and then thoroughly scrubbing with a 1:10 bleach-to-water solution or Clorox cleaning wipes.
- .52 Disposable gloves, oxygen masks and tubes, and other soiled waste contaminated with blood or other body fluids will be sealed in sturdy impervious bags at the incident scene to prevent leakage of the contained items.
- .53 Medical exposures will be reported in accordance with AOP Section 212.
- .5 Infectious Waste
 - .52 The Fayetteville Fire Department does not generate sharps and will not collect or dispose of any sharps. It will be the duty of the generating individual and/or entity to dispose of any generated sharps.
 - .53 Medical scene waste should be thrown away in the proper container in the ambulance.

ADMINISTRATIVE OPERATING PROCEDURES	
Revised: 09-2013	Section: 212 to 212.2

212 Exposure Reporting

- .1 The following procedures and guidelines will be used to report known and suspected exposures to medical, chemical, and/or radiological sources.
- .2 The following criteria will be used to identify the significance of the exposure:

<u>LEVEL DESCRIPTION</u>		<u>REQUIRED ACTION</u>
Level I Medical/Chemical/Radiological Merely in the presence of a chemical or radiological source. There was no contact with the source and the source was contained or otherwise under control.		Action A 1. No action required 2. Non - exposure report
Level II Medical Body fluids defined by CDC as NOT being applicable to Universal Precautions. Known or suspected contact with body fluids defined by the CDC as NOT being applicable to Universal Precautions (See AOP Section 211.43)		Action B 1. Decontamination 2. Exposure report required 3. Work comp forms
Level II Medical Body fluids as defined by CDC as being applicable to Universal Precautions (See AOP Section 211.42) Known or suspected skin contact with blood or other body fluid defined by Universal Precautions. Skin was intact and the source fluid did not make contact with the eyes, nose, or mouth.		Action B 1. Decontamination 2. Exposure report required 3. Work comp forms

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Level II Chemical/Radiological
 Known or suspected chemical or radiological contamination of clothing or equipment. There is no known inhalation, absorption, ingestion, or other actual source or exposure to the source.

Action B

1. Decontamination
2. Exposure report required

Level III Medical
 Known or suspected exposure to body fluids described by the CDC as applicable to Universal Precautions via non-intact skin or injuries to the eyes, nose, or mouth.

Action C

1. Decontamination
2. Immediate treatment
3. Medical evaluation of the exposure
4. Notify Health & Safety Officer
5. Exposure report required

Level III Chemical/Radiological
 Known or suspected exposure to chemical or radiological sources through inhalation, absorption, ingestion, injection, or other means of exposure

Action C

1. Decontamination
2. Immediate treatment of injuries
3. Medical evaluation of Exposure
4. Notify Health & Safety Officer
5. Exposure report required.

NOTE: This category includes smoke inhalation that creates difficulty breathing or other acute type of injury.

.3 Medical Exposure

.31 The exposed Employee's immediate supervisor will immediately notify the Fire Department Health & Safety Officer of any known or suspected Level II or III medical exposure.

.32 The Level III exposed Employee will report to the Arkansas Occupational Health Clinic during business hours for medical evaluation.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 212.33 to 212.48

- .33 After hours and on weekends, the exposed Employee will report to Washington Regional Medical Center for medical evaluation.
- .34 The exposed Employee will report all Level II and III medical exposures on the proper forms and submit the reports to the Fire Department Safety Officer.
- .4 Chemical and/or Radiological Exposures
 - .41 Following any Level II or III chemical or radiological exposure, the Employee will decontaminate any known or suspected contaminates from his/her clothing and/or person.
 - .42 Employees who have known or suspected injuries and/or acute medical ailments as a result of a known or suspected Level II or III exposure will receive immediate medical attention.
 - .43 The exposed Employee's immediate supervisor will immediately notify the Shift Commander and the Fire Department Health & Safety Officer (FDHSO) of any known or suspected chemical/radiological Level II or III exposures which result in a known or suspected injury.
 - .44 Chemical/Radiological Level II and III exposed Employees who receive a known or suspected injury will be transported to the appropriate medical facility.
 - .45 The exposed Employee will report all chemical and radiological exposures on the proper forms and submit the reports to FDHSO.
 - .46 The FDHSO will obtain available Material Safety Data Sheets (MSDS) and/or chemical inventory lists for all incidents of chemical exposure.
 - .48 In the event of an acute injury, the FDHSO will notify the Poison Control Center, or other similar entities to obtain guidance for medical treatment. Any and all information will be available for the attending physician and/or the exposed Employee.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 213 to 213.35

213 Hearing Program

.1 Purpose

.11 It is the intent of the Fayetteville Fire Department to develop a hearing conservation program which meets or exceeds the minimum requirements set forth in 29 Code of Federal Regulations 1910.95, Occupational Noise Exposure and the National Fire Protection Association 1500, Standard on Fire Department Occupational Safety and Health Program.

.2 Permissible Sound Levels

.21 Administrative and/or engineering controls will be used to reduce sound levels and subsequent exposure to high sound levels whenever feasibly possible. Hearing protection will be provided and used whenever administrative and engineering controls fail to adequately reduce sound levels.

.22 Hearing protection will be used whenever sound levels equal or exceed eighty-five (85) dbA.

.23 All Fire Department facilities, apparatus and equipment found to have high sound levels will be provided with a sign or label to identify the detected sound level.

.3 Personnel Monitoring

.31 All new Fire Department Employees will receive a baseline audiogram within thirty (30) days of employment.

.32 All Fire Department personnel who are exposed to an eight (8)-hour Time Weighted average equal to or above eighty-five (85) decibels will receive an annual audiogram.

.33 An additional audiogram may be requested if a Standard Threshold Shift hearing loss has been detected.

.34 Individuals will be informed of any known Standard Threshold Shift hearing loss.

.35 All personnel should avoid high sound levels for a minimum of fourteen (14) hours preceding any and all audiometric tests.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 213.4 to 213.54

.4 Training

- .41 All Fire Department personnel who are exposed to sound levels at or above eighty-five (85) dbA will receive annual training.
- .42 The training shall consist of:
 - .421 The effects of noise on hearing.
 - .422 The types, use, and maintenance of hearing protectors used by the Fayetteville Fire Department.
 - .423 The purpose of audiometric testing and a description of the testing process.
- .43 All Fire Department personnel, who have received a Standard Threshold Shift, or other significant hearing loss, will receive additional training on topics described in Section 213.42 of this program.

.5 Protective Equipment

- .51 Hearing protection (headsets and earplugs) will be provided by the Fire Department.
- .52 Hearing protection will be used whenever exposed to sound levels at or above eight-five (85) dbA.
 - .521 As a rule of thumb, hearing protectors should be worn if you must raise your voice to speak to other people.
- .53 Earplugs should not be used in atmospheres identified as immediately dangerous to life or health (i.e., interior structural fire fighting.)
- .54 Hearing protection, including earplugs, may be used while conducting exterior support operations such as operating pumps, fans, saws, generators, and other similar items.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 214 to 214.32

214 Temporary Light Duty

.1 Purpose

It is the purpose of this policy to establish the authority for temporary light-duty assignments and procedures for granting temporary light duty to eligible Firefighters and civilian personnel within the Fire Department.

.2 Policy

Temporary light-duty assignments, when already in existence within the Fire Department, are for Firefighters and other eligible personnel.

.21 For medical issues that are work related, if the Fire Department does not have light duty assignments available, the City's Human Resources Department will act as a clearinghouse in locating a temporary light duty assignment elsewhere in the City where the Fire Department Employee will receive his/her normal pay from the Fire Department while performing light duty in another City Department/Division.

.22 For medical issues that are not work related, if the Fire Department does not have light duty assignments available, the Employee will be off work and may utilize his/her accrued leave banks as needed.

.23 Use of temporary light duty can provide Employees with an opportunity to remain productive while convalescing as well as provide a work option for Employees who may otherwise risk their health and the safety of others by remaining on duty when physically or mentally unfit for their regular assignment.

.24 Therefore, it is the policy of this agency that eligible personnel are given a reasonable opportunity to work in temporary light-duty assignments where available and consistent with this policy.

.3 Definitions

.31 Eligible Personnel: For the purposes of this policy, any sworn or civilian member of this department suffering from medically certified illness, injury or disability requiring treatment of a licensed health-care provider and who, because of medical issues is temporarily unable to perform their regular assignment but is capable of performing alternative assignments.

.32 Family and Medical Leave Act (FMLA): Federal law providing for up to 12 weeks of job protected leave for workers. FMLA leave is a job protected legal status. It is not a type of paid leave. The question of whether a person receives pay while on FMLA status is determined by whether they have paid leave in their leave banks for their use. FMLA is used concurrently, not in addition to paid leave provided by this agency.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 214.321 to 214.47

.321 FMLA status is for introduction of a child into the home by birth, adoption, or foster care; the serious health condition of an Employee or his/her parent, child, or spouse; or certain situations where the Employee has a family member in the military.

.4 General Provisions

- .41 Temporary light-duty positions are limited in number and variety. Assignments may be changed at any time.
- .42 This policy in no way affects the privileges of Employees under provisions of the Family and Medical Leave Act, Fair Labor Standards Act, American with Disabilities Act, or other federal or state law.
- .43 Assignments to temporary light duty shall not affect an Employee's pay classification, pay increases, promotions, retirement benefits or other Employee benefits.
- .44 No specific position within this agency shall be established for use as a temporary light-duty assignment, nor shall any existing position be designated or utilized exclusively for personnel on temporary light duty.
- .45 Light-duty assignments are strictly temporary and will not continue past the time the Employee reaches a level of maximum medical improvement.
 - .451 At that time, an assessment will be made concerning whether the Employee can perform their essential job functions, with or without a reasonable accommodation. The assessment shall include input from the Employee, his/her treating physician(s), and management.
- .46 Firefighters on temporary light duty are prohibited from engaging in outside employment for which they have been determined physically or mentally unable to perform on behalf of this department and that form the basis for their temporary light-duty assignment.
- .47 Light-duty assignments shall not be made for disciplinary purposes.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2012

Section: 214.48 to 214.61

.48 If an Employee refuses a temporary light-duty assignment that is supported by and consistent with the recommendations of an attending physician or certified health-care provider, the Employee may (by operation of law) be denied workers compensation disability payments for work related medical issues, and in any event will be sent home and will normally need to utilize his/her accrued leave benefits in order to continue being paid.

.5 Temporary Light-Duty Assignments

.51 Temporary light-duty assignments may be drawn from a range of technical and administrative areas that include but are not limited to the following:

- ❖ Administrative functions
- ❖ Clerical Functions
- ❖ Desk Assignments
- ❖ Report Writing
- ❖ IT Assistance
- ❖ Communications

.52 In addition to other considerations included in this policy, decisions on temporary light-duty assignments shall be made based upon the availability of an appropriate assignment given the applicant's knowledge, skills and abilities; availability of light-duty assignments; and the physical limitations imposed on the Employee.

.53 Every effort shall be made to assign Firefighters to positions consistent with their rank and pay classifications. However, where appropriate, personnel may be assigned to positions designated for personnel of lower rank or pay classification. Firefighters thus assigned shall:

.531 Retain the privileges of their rank but shall answer to the supervisor of the unit to which they are assigned with regard to work responsibilities and performances; and

.532 Retain the pay classification and related benefits of the position held prior to their assignment to temporary light duty.

.6 Requests for and Assignment to Temporary Light Duty

.61 Requests for temporary light-duty assignments shall be submitted to the Employee's supervisor.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2012

Section: 214.611 to 214.71

- .611 Requests must be accompanied by a statement of medical certification by the treating physician or other licensed health-care provider.
- .612 The certificate must include an assessment of the nature and probable duration of the disability and any restrictions.
- .613 Such medical documents should be then forwarded by the department to Human Resources for filing in the Employee's secure medical file.
- .62 The request for temporary light duty and a copy of the physician's statement shall be forwarded through the chain of command to the Fire Chief.
- .63 Subject to applicable laws including workers compensation, HIPAA, and the Family and Medical Leave Act, this department may require the Employee to submit to an independent medical examination by a health provider.
- .64 All Employees with work related medical issues should be assessed for potential light duty assignments.
- .65 Any Employee who is off work on medical leave and has not requested temporary light duty may be recommended for such assignment by submission of a request from the Employee's immediate supervisor.
 - .651 Such a request must be accompanied by an evaluation of the Employee conducted by a competent medical authority expressing the need for temporary light duty or by a request/order for a medical or psychological fitness-for-duty examination after consultation with Human Resources.
 - .652 Notice shall be provided to the Employee of the proposed temporary light-duty assignment together with justification for the recommendation.
- .66 As a condition of continued assignment to temporary light duty, Firefighters shall be required to submit physical assessments of their condition as specified by a competent medical authority.
- .7 Pregnant Firefighters
 - .71 When a member of the department is diagnosed as pregnant, it is strongly advised that the member inform her supervisor. The Chief of Department will then find a temporary light duty position for the member.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2012

Section: 214.711 to 215.21

- .711 It is not mandatory that the pregnant Firefighter inform the supervisor or take a light duty position.
- .712 It is the position of the department that there is a high risk of causing damage to a developing fetus if it is exposed to the noxious chemicals encountered at a fire or hazardous materials incident, and possible exposure at a medical emergency.
- .72 Pregnant Firefighters are eligible for temporary light-duty assignments as available and as appropriate to their physical capabilities and well-being.
- .73 Where appropriate temporary light-duty assignments are unavailable, pregnant Firefighters may pursue other forms of medical, disability or family leave (FMLA) as provided by this agency, by the City's offered insurance benefits, and state or federal law.
- .74 Firefighters who have reported their pregnancy shall submit physician's medical certificates that document:
 - ❖ The Firefighter's physical ability to perform the present assigned duties,
 - ❖ The physician's appraisal that the type of work being performed will not injure the Firefighter or her expected child, and
 - ❖ Any recommended duty restrictions or modifications including temporary light duty.
- .75 Pregnant Firefighters shall be permitted to continue working on temporary light-duty assignments until such time as a physician recommends that work be curtailed.
- .76 Upon termination of the pregnancy the Firefighter will be returned to her previous assignment when medically authorized to do so.

215 Critical Stress, PTSD, Employee Assistance Program

.1 Critical Stress

Critical stress affects every firefighter. The effects vary in degree from Firefighter to Firefighter. Some people have an abnormally high tolerance to critical stress while others have a much lower tolerance.

.2 Post Traumatic Stress Disorder

.21 As emergency workers, firefighters are susceptible to stressful situations or events while responding to extreme situations each day. The job requires that we remain productive, often ignoring the stress that results from the traumatic events that we witness.

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Revised: 09-2012

Section: 215.22 to 215.31

- .22 Post Traumatic Stress Disorder (PTSD) is one of the common responses to stress experienced by emergency services personnel. Stress can appear immediately after witnessing or being involved in a stressful event or it can occur over a period of time.
- .23 Debriefing is one of the best practices to prevent and identify critical stress issues. Debriefing is especially important after calls involving a fatality, infant deaths, suicides, injury or death to another firefighter, or calls that are particularly gruesome.
- .231 The most effective debriefings occur immediately after the event when the fire companies get back to the fire house and talk about it among themselves.
- .24 Company Officers and Chiefs are to remind personnel to be aware of, and watch each other and themselves for signs of PTSD.
- .25 PTSD warning signs:
- ❖ Feelings of tension, anxiety, anger, irritability
 - ❖ Chronic fatigue
 - ❖ Chronic neck, back, or head aches
 - ❖ Change or swings in personality
 - ❖ Loss of appetite, overeating
 - ❖ Insomnia
 - ❖ Inability to concentrate
- .26 In addition, Company Officers and Chiefs are to remind personnel of the confidential counseling help they can get for free from the City's Employee Assistance Program.
- .3 Employee Assistance Program (EAP)
- .31 The following is copied from the City of Fayetteville Policy HR-19:
- The City of Fayetteville maintains for its Employees and their families a counseling and treatment program, referred to as the Employee Assistance Program, or EAP. This program, managed by a local health care provider, assists City Employees and their family members with a wide range of personal problems that may have a negative affect on their well being and/or job performance. The provider will furnish an assessment at no cost to the Employee or family member and make recommendations for future counseling or treatment as needed either at their facility or by making a referral to an appropriate agency.

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SECTION 300

Customer Relations - External

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ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 301 to 302.33

301 Customer Relations Program

- .1 Customer Relations is simply how we treat people. How we treat people is what determines how our customers think of us. The Fayetteville Fire Department is committed to maintaining the highest standard of customer care.
- .2 Internal customers are Fire Department personnel and other City Workers.
- .3 External customers are the citizens we encounter.
- .4 All customers will be treated with dignity and respect.

302 Visitors and Ride-along Policy

.1 Purpose

To provide a policy that allows for Public and Personal visitation at our stations without causing disruption to our operations and to establish a policy allowing visitors to ride along with the Fayetteville Fire Department emergency response units.

.2 General Visitation Rules

- .21 Visiting hours are normally 0800 to 2200 hours.
- .22 Officers are to enforce this policy at all stations for all visitors except those who have been approved for an overnight stay.
- .23 If the Fire Company goes on an emergency response, or leaves the station for any reason, visitors will also leave the fire station.

.3 Public Visitations - Station Tours & Public Education Demonstrations

- .31 Fire Station Tours are a prime opportunity for public education and interaction. Every effort will be made by all personnel to make the public feel welcome when visiting the Fire Stations, whether formal scheduled visits by large groups or drop-by visits by individuals or parents to entertain their children.
- .32 Group Station Tour requests will be coordinated by the Public Education Specialist in the Fire Marshal's Office through the Shift Commander, Safety Captain or House Captain.
- .33 Safety of the visiting public is paramount and one of the first issues discussed will be what will happen if the Fire Company receives an emergency response call (lights on, loudspeakers, alert tones, etc.)

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Revised: 09-2013

Section: 302.331 to 302.51

.331 Visitors will be advised that if the alert tone sounds, they should:

- ❖ Immediately line up along the back side of the apparatus bay
- ❖ Remain quiet
- ❖ Do not interfere with Firefighters who are donning their personal protective equipment, or while en-route to the Fire Truck
- ❖ After the Fire Truck has cleared the station, the visitors should leave the premises

.34 Public Education opportunities often occur when on-duty Fire Companies are shopping for groceries or when eating at restaurants. When approached by citizens with curiosity about the fire truck or equipment, Firefighters will provide on-the-spot fire truck tours and hand out fire safety information, badge stickers, helmets and gadgets, including smoke detectors, if available.

.4 Personal Visitations

.41 Personal station visits will be regulated using common courtesy and good judgment, keeping in mind that fire stations are simultaneously a work place, and a home.

.43 Personal visits will be authorized or terminated by the Company Officer.

.431 If the Company Officer is the source of the issue, the Shift Commander will be notified and will resolve the issue.

.44 Personnel having visitors should be considerate of other Employees' down time after business hours. Visits should not be extended into TV watching or recreation activities.

.45 Fire stations will not be used for settling family or other personal difficulties, disputes, etc.

.46 Visitors who cannot maintain a peaceful, cooperative demeanor will be asked to leave the premises.

.47 Visitors may come for meals, shift/family gatherings on holidays, etc. When the meal or gathering is concluded the visitors should then leave.

.5 Ride-Along Policy

.51 No visitor will be allowed to ride along until a Visitor Ride Along Waiver has been completed, signed and approved by the on-duty Battalion Chief.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 302.42 to 302.47

- .42 Visiting riders must comply with all current Fire Department policies and procedures.
- .43 Visiting riders must comply with all orders and directives given by the Company Officer of the unit the rider is assigned to.
- .44 Visiting riders will be limited to the following personnel:
 - .441 Central Dispatch Center Personnel
 - .442 Fayetteville Fire Department Explorers who have met the standard program rules & regulations.
 - .443 Fire Service Professionals from other departments.
- .45 All other riders will be required to request permission to ride along, through Fire Administration and will be screened on a case-by-case basis.
- .46 All persons riding on Fayetteville Fire Department emergency response units must comply with all safety regulations and must wear a seat belt while the apparatus is in motion.
- .47 No visiting rider will be allowed to ride in a vehicle without a Company Officer being assigned to the unit for the duration of the shift.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 303 to 303.316

303 Citizen Complaints

- .1 Citizen complaints will be promptly and thoroughly investigated by the Fire Chief or his designee.
- .2 A reply to the concerned citizen will be made as soon as possible after the facts have been discovered.
- .3 Complaints from any citizen against a member of the Fire Department will be processed in accordance with the Rules and Regulations of the Civil Service Commission of the City of Fayetteville.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 304 to 304.41

304 Incident Reporting

.1 Purpose

The purpose of this policy is to establish the minimum reporting requirements for information gathering at emergency incident scenes and data entry into various computer reporting systems.

.2 Policy

.21 All public safety incidents, regardless of duration or emergent status will be assigned an incident number and promptly reported in the Fire Department Management software.

.22 Public service functions, such as tours, equipment demonstrations, etc are not to be assigned an incident number as they are not a true incident.

.23 Incident numbers can only be assigned by Central Dispatch Center.

.3 General guidelines

.31 All incident reports shall be completed during the shift of occurrence unless extenuating circumstances are present.

.32 The company Officer or acting Officer is responsible for timely completion of the report. The Shift Commander should complete and/or inspect all reports submitted during their tour of duty.

.33 Structure fire reports and medical emergencies shall be completed on the shift of occurrence for citizen and medical control access.

.34 All incidents shall be reported using the designated reporting software. The report shall include all required fields in the software program as well as information obtained at the scene that is helpful in documenting the incident variables.

.4 Fire Incidents

.41 At fire incidents, incident commanders shall ensure that specific information relating to the origin, cause, and dollar loss is gathered. Nearly all fire incidents will cause property loss and damage, it is imperative that this information be collected in the NFIRS report. In addition to the casualty and damage-related data, the property owner and occupant information must be recorded.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 305 to 305.42

305 Knox Box Program

.1 Procedure

.11 The Knox Box key secure system requires each Employee to have a personal identification code (PIN.) This code is unique to each Employee and should not be shared with anyone.

.12 Keys stored in a Knox box should never be given to any person without prior approval and clearance.

.2 Knox keys should only be used in the following circumstances:

.21 Emergency response to gain access to a building participating in the Knox program.

.22 To place, replace, or remove existing keys at the request of the business owner/manager.

.23 Checking keys during prefire inspections.

.3 Tracking

.31 The Fire Department will maintain a database of Knox key inventory, personal identification codes, usage, and any other changes or improvements to the program.

.32 Knox keys may only be transferred to another unit with documented approval from fire administration.

.33 If a reserve unit that does not have the Knox system is in service, another company, shift commander, or fire marshal can be called to a scene for a Knox key.

.4 Responsibility

.41 It is the responsibility of each Employee to report any lost, broken or misplaced Knox key immediately. Damaged or broken keys must be turned in to fire administration with a documented chain of custody.

.42 Any deliberate misuse of a Knox key will result in disciplinary action.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 308 to 308.32

308 Fire Investigations

.1 Preface

.11 The following guidelines provide a basis for ensuring that a systematic approach using a scientific methodology is used while conducting fire investigations. Fire investigations will be conducted by the Fire Marshal's Office, which is a division of the Fayetteville Fire Department.

.12 The Fire Marshal's Office will show due regard and due diligence for the legal process and will conduct investigations accordingly.

.13 The Fire Marshal's Office may also receive requests for other types of investigations. These investigations will be conducted using the same systematic approach.

.2 Assignment

.21 The Fire Marshal's Office may be requested to conduct an investigation, interview, or for any other type of fact finding mission concerning an incident deemed necessary by an incident commander or Officer of the Fayetteville Fire Department. Other investigations types may be assigned to the Fire Marshal's Office at the request of a chief Officer.

.22 Notification of a Fire Marshal is typically done through Fayetteville's Central Dispatch Center (CDC), telephone/cell phone call, text message, or radio.

.23 When a Fire Marshal arrives on scene they will announce their arrival to CDC, and check in with incident command. Each investigation will be assigned a Fire Prevention Bureau report number.

.3 Investigations

.31 Once the investigator has arrived on scene and met with the Incident Commander, an investigation will proceed. The investigator will then take steps to secure the scene, utilizing Firefighters and fire companies when needed.

.32 The investigator will document proper entry into the scene of the investigation.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 308.321 to 308.403

- .321 In the event that Fayetteville Fire Department units have left the scene prior to the investigator's arrival, consent to search documentation must be obtained from the property owner or manager. The consent to search can be granted by the property owner or owner designee.
- .33 The investigator may interview fire department personnel and witnesses that are/were present on the scene to obtain information.
- .34 Scene documentation will consist of and not limited to; photographs, diagrams, video, voice recordings and witness statements.
- .35 Fire companies shall delay non-essential overhaul of the scene until the investigator has time to examine or photograph the area.
- .36 For fires involving a fatality or serious injury to a civilian or Firefighter, no less than two fire investigators shall investigate the incident.
- .37 For safety reasons, at no time shall any investigator be left on scene alone. Investigators should be accompanied by a second investigator, fire company, or Fire unit during the field work part of the investigation.
- .38 The structure must be deemed safe to enter before continuing the investigation of the scene. Prior to the start of any fire or explosion investigation, air monitoring and an evaluation of the general stability of the structure shall be conducted.
- .39 All personnel operating on the scene shall take care not to cross contaminate any part of the scene and cause spoliation of any potential evidence.
- .40 Evidence will be collected by the Fire Marshal's Office.
 - .401 In some cases, outside agencies may assist the Fire Marshal's Office with the collection of evidence.
 - .402 Chain of custody shall be maintained by the Fire Marshal's Office, including all signed chain of custody requests for the evidence.
 - .403 Evidence taken to the Arkansas State Crime Lab for analysis will be transported by a representative from the Fire Marshal's Office, or their designee.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 308.4 to 308.54

.4 Fire Marshal Notification

- .41 The intent of this guideline is to ensure incidents that need further investigation are relayed to the on-call fire marshal.
- .42 Fire Marshal must be notified when circumstances include any of the following:
 - .421 A Firefighter or civilian is injured or has died as a result of the fire.
 - .422 A fire involves a juvenile.
 - .423 When the origin and cause of the fire is unexplained or unknown.
 - .424 When there is evidence of an explosion.
 - .425 A fire involving City of Fayetteville property.
 - .426 Fires in a target hazard facility such as a hospital, school, church, etc.

.5 Documentation

- .51 All investigations will be documented thoroughly and in a timely manner.
- .52 Information gathered during the investigation (interviews, pictures, sketches, evidence, etc.) will become a part of the official report.
- .53 Investigation reports will be completed in a timely manner, and maintained in a secure file at the Fire Prevention Bureau.
- .54 Requests for investigative reports will be reviewed and authorized by the Fire Marshal or his/her designee before they are distributed.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 307

307 Service Gap Analysis

This is an analysis that assesses the performance of the current configuration of fire station and fire company locations and staffing levels within the City. It will compare the service provided by the FFD to industry standards and benchmark goals. When completed, this will be a tool that will identify any gaps in the service provided to the population, and accurately predict the need and location for new fire stations and fire companies within the City of Fayetteville.

This section is currently under development.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 308 to 308.38

308 Safe Place Program

.1 Preface

In the effort to ensure that the citizens of the community are cared for in every facet of public safety, the Fayetteville Fire Department participates in the Safe Place Program.

.2 Definition

.21 All fire stations are a Safe Place for persons that find themselves in a difficult or compromising situation.

.22 Once they have entered into the station they will be attended to until the proper caregivers have arrived from Youth Bridge or law enforcement.

.3 Procedure

.31 A person enters station seeking help.

.32 Two personnel are to remain with the person at all times.

.33 Company Officer is notified.

.34 Officer contacts Central Dispatch and advises that the company will be out of service.

.341 Central Dispatch will log time and notify Fire/fire marshal of situation.

.342 Central Dispatch will assign a run number.

.35 Officer contacts Shift Commander and relays information about the situation.

.36 Remaining station personnel are made aware of a "Safe Place" incident at their station.

.37 Medical attention if needed.

.371 If the person requires medical attention the company will initiate emergency medical care.

.372 The Officer will contact Central Dispatch and request Central E.M.S.

.38 The station is to be locked and secured. Visitors at the station will be asked to leave and no unauthorized personnel will be allowed into the station.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 308.39 to 308.43

- .39 If unauthorized personnel ask or attempt to gain entry into the station the Officer will notify Central Dispatch.
 - .391 Police Officer/Fire Marshal will be dispatched to the station.
 - .310 The person should be removed to a secured location out of public view (i.e. lounge, dining room, office)
 - .3101 Sleeping quarters are off limits
 - .311 The person should be reassured that they will be safe.
 - .312 Inform the person that a call will be made to Youth Bridge and a caregiver will come and talk with them.
 - .313 Pertinent information is obtained from the person.
 - Name
 - Age
 - Address
 - What is wrong
 - .314 If it involves a young person, the Officer should contact Youth Bridge (521-1532) and relay information about the young person.
 - .3141 Youth Bridge will give name and identification number of the caregiver who will pick up the young person.
 - .31411 Male for male and female for female
 - .315 Officer notifies Central Dispatch that Youth Bridge has been contacted. Central Dispatch will log the time.
 - .316 The person will be made comfortable (food, drink, TV.)
- .4 Combative/Wanting to Flee
- .41 If the person becomes combative or shows signs of wanting to flee, the Officer will notify Central Dispatch of situation.
 - .42 Personnel will not try to physically restrain the person - only verbal discouragement will be used.
 - .43 Central Dispatch will log the time.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 308.5 to 308.651

- .5 When care giver from Youth Bridge arrives
 - .51 The correct name and identification number must be shown in order to release the young person to the care giver.
 - .52 If name and/or identification are not correct; the Officer will contact Youth Bridge to verify the care giver's credentials.
 - .53 Officer then notifies Central Dispatch that the care giver from Youth Bridge has arrived.
 - .531 Central Dispatch will log the time.
- .6 After the young person has been secured
 - .61 The Officer will notify Central Dispatch that the care giver has custody of young person and company is in service.
 - .62 Central Dispatch will notify the police Officer/fire marshal and log time.
 - .63 Company Officer contacts Shift Commander and relays information.
 - .65 The company Officer will make a full incident report.
 - .651 Company Officer will complete the FFD "Safe Place" Worksheet (next page) and attach it to the run report.

**FAYETTEVILLE FIRE DEPARTMENT
"SAFE PLACE"
WORKSHEET**

DATE: _____ STATION: _____ REPORT #: _____
TIME OF CONTACT: _____
NAME: _____
AGE: _____
SEX: _____
ADDRESS: _____
PROBLEM: _____

INITIAL CONTACT PERSON: _____

- COMPANY OFFICER NOTIFIED
- C.D.C. CONTACTED AND COMPANY PUT OUT OF SERVICE
- C.D.C. ADVISED POLICE/FIRE MARSHAL OF SITUATION
- BATTALION ONE ADVISED OF SITUATION
- NOTIFY REMAINING STATION PERSONNEL
- MEDICAL ATTENTION GIVEN
- TRANSPORTED BY CENTRAL E.M.S. (CREW: _____)
- C.D.C. ADVISED AND POLICE DEPARTMENT NOTIFIED (OFFICER: _____)
- LOCK AND SECURE STATION
- YOUTH MOVED TO SECURE LOCATION
- REASSURE YOUTH AND EXPLAIN PROCEDURE
- OFFICER CONTACTS YOUTH BRIDGE AND RELAYS INFORMATION

NAME OF CONTACT AT YOUTH BRIDGE: _____
TIME OF CONTACT: _____
NAME OF CARE GIVER RESPONDING: _____
ID. NUMBER OF CARE GIVER: _____
TIME OF ARRIVAL OF CARE GIVER: _____

- C.D.C. CONTACTED ABOUT NOTIFICATION OF YOUTH BRIDGE
- YOUNG PERSON BECOMES COMBATIVE - C.D.C. CONTACTED
- YOUTH BRIDGE CARE GIVER ARRIVES. C.D.C. CONTACTED
- NAME AND ID. NUMBER ARE CORRECT
- NAME AND ID. NUMBER ARE INCORRECT
- NAME OF CARE GIVER: _____
- ID. NUMBER OF CARE GIVER: _____
- NAME OF CONTACT AT YOUTH BRIDGE: _____
- CARE GIVER VALIDATED
- CARE GIVER NOT VALIDATED
- YOUNG PERSON SECURED BY CARE GIVER FROM YOUTH BRIDGE. C.D.C. CONTACTED
- OFFICER CONTACTS BATTALION ONE AND RELAYS INFORMATION
- OTHER PEOPLE/SITUATIONS OCCURRED (SEE NARRATIVE)

OFFICER: _____ PERSONNEL: _____

ATTACH TO RUN REPORT

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 309 to 309.44

309 Legal Inquiries

.1 Policy

.11 Due to an increasing occurrence of legal inquiries concerning the service provided by the department, it has become necessary to establish a procedure for handling requests by attorneys.

.2 Information Requests

.21 Attorney informational requests by phone, email or in person shall be referred to Fire Administration.

.22 Fire Administration will then determine the appropriate avenue to provide the requested information.

.3 Meeting Requests

.31 All meeting requests by attorneys with fire department personnel (excluding the Fire Marshals Office) will be scheduled through Fire Administration.

.32 Meetings requiring the presence of shift personnel will be scheduled for the day that member is on duty.

.33 A supervisor will be in attendance to assist the Employee during the interview.

.4 Interviews

.41 It is important for all personnel to keep in mind that the interview is to acquire information to use in legal proceedings. Personnel should not speculate on any items.

.42 Only facts that can be substantiated by a written report should be provided.

.43 If you do not know the answer to any question, it is proper to just state your lack of knowledge to the question.

.44 If the inquiry is related to a call for service, personnel interviewed should review the NFIRS report and narrative in order to prepare for questioning.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 309.5 to 309.52

.5 Consultations with City Attorney's Office

- .51 Fire Department employees should not provide information to, meet with, or agree to interview with an outside attorney concerning anything related to the Fire Department Employee's job, duties, or fire incident until approved by the Fire Administration or Fire Marshal after consultation with the City Attorney's Office.
- .52 All fire department personnel who receive subpoenas or other official legal process (summonses, court orders to appear, etc.), related to official fire department duties, shall immediately notify Fire Administration, who will consult with the City Attorney's office regarding any and all appropriate response.

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ADMINISTRATIVE OPERATING PROCEDURES	
Revised: 09-2013 (Reverse Blank)	Section: 400
Subject: Customer Relations - Internal	

SECTION 400

Customer Relations - Internal

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ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 401 to 401.34

401 Labor Management Team

.1 Preface

The reason for the Labor/Management Team (LMT) process is to promote cooperative decision making between Management and Labor in an effort to make the Fayetteville Fire Department (FFD) more effective as an organization. The focus of our efforts is the total commitment to the members of the FFD and the public we serve. The members of the Fire Department are internal customers. The people who receive FFD services are external customers. Every decision, at every level of the LMT process must consider the customer first. The labor/management process assists in planning policy and procedures as well as resolving a variety of challenges that arise.

.2 Purpose

The purpose of the Labor/Management Team process is to improve the workplace. It is a tool used by labor and management to investigate, study and discuss possible solutions to mutual problems affecting labor/management relations.

.21 The LMT consists of labor leaders and managers meeting periodically to discover, discuss, and resolve issues or problems that develop.

.22 Long-standing problems may not generally be solved by quick or easy solutions. However, the LMT provides a forum to tackle these problems.

.23 The Union leaders and management must be committed to the success of the LMT.

.24 The increased communications between the parties will lead to a better Labor/Management relationship.

.25 The LMT process will be invaluable in reaching solutions to mutual problems.

.3 The basic formula for success:

.31 Willingness to recognize that problems may exist

.32 Desire to improve the current situation

.33 Commitment to allocate resources (time and energy)

.34 Expectations realistic in nature

ADMINISTRATIVE OPERATING PROCEDURES

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Section: 401.4 to 401.572

- .4 The Labor/Management Team consists of
 - .41 The number of representatives on the team is made up equally of representatives from labor and management.
 - .42 The Labor members should include the local union leadership, stewards, and representatives of each shift and/or members appointed by the Union President
 - .43 Management members must include Chief Officers and/or other members appointed by the Fire Chief
 - .44 Additional members can be included as required
- .5 LMT meetings and procedures
 - .51 The LMT will establish the frequency, dates, location, and duration of the meetings
 - .52 Monthly meetings are normally scheduled, but special meetings may be agreed upon mutually
 - .53 Meetings will normally be limited to one and a half hours.
 - .531 All meeting times provided will be strictly adhered to and not extended unless a consensus to extend a meeting is agreed on.
 - .54 The LMT will utilize a consensus as a benchmark for issues brought to the committee
 - .55 The LMT will be co-chaired by the Fire Chief and Union President or their designees.
 - .56 A recording secretary will be appointed to take minutes of the meetings
 - .57 Accurate minutes will be maintained and posted for review by all Employees
 - .58 An agenda of topics will be used for items brought to the committee for discussion.
 - .581 Items for the agenda must be submitted five days prior to the established meeting date.
 - .582 Topics not on the agenda will not be discussed unless a consensus to amend the agenda is reached.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 401.6 to 401.73

- .6 General guidelines
- .61 It is recognized that recommendations growing out of these meetings are not binding
 - .62 No grievances shall be discussed and no bargaining shall take place
 - .63 Topics that could lead to grievances may be discussed
 - .63 Each person wishing to speak shall be recognized by the Chair before speaking
 - .64 The Chair shall recognize a motion from either party to table a topic for further study
 - .65 Either party may initiate a request to the Federal Mediation and Conciliation Service for assistance
 - .66 Each topic shall be discussed fully and action reached before proceeding to another topic.
 - .661 Topics requiring further study may be tabled
 - .67 Resolutions to issues are based on:
 - Accurate perceptions
 - Clear communication
 - Appropriate emotions
 - Clear sense of purpose
 - .68 Our standards that will be used to grade resolutions to issues are:
 - Cost
 - Agreeable
 - Workable
 - Cause & Effect (won't cause other problems)
- .7 General ground rules for the LMT
- .71 Titles will be left at the door, no dress code
 - .72 Cell phones and pagers will be turned off or placed on silent
 - .73 Meetings shall start on time and end on time unless otherwise approved by both parties

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 401.74 to 401.90

- .74 Discussions shall be centered on the issue
- .75 Items not on the agenda shall not be discussed unless approved by both parties
- .76 Minutes shall not identify individuals and should concentrate on the discussion between the parties and the decisions the group made
 - .761 Minutes should identify whether a management or union representative made the statement only when necessary
- .77 After the meeting, before the minutes are distributed, they shall be reviewed by the Chairs.
- .78 The party submitting an agenda item for discussion at a meeting shall attach a short description of the issue to be discussed
- .79 Cancelled meetings will be rescheduled by consensus
- .80 Personalities shall not be a part of any discussion
- .82 LMT meetings will be held every third Friday of the month from 0900 until 1030 unless changed by consensus
- .83 Agenda items will be submitted in writing to the recording secretary no later than 1530 on the Monday prior to the scheduled meeting
- .84 Last minute agenda items may be discussed at the meeting with the consensus of the LMT
- .85 The meetings will be co-chaired by the Union President and the Fire Chief or their designee
- .86 Nothing stated in the meeting can be used by either party in a grievance hearing or any other legal proceeding
- .87 Attendance at LMT is voluntary and will not be compensated, however on-duty participants will be provided for
- .88 No personal attacks
- .89 There will be one and only one conversation at a time
- .90 A consensus reached cannot be changed by disagreement of someone absent at the meeting in which a consensus was reached

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 402 to 402.23

402 Daily Staffing

.1 Purpose

.11 To define procedures for calling back additional personnel to meet staffing requirements and identifying different types of staffing/callback situations.

.12 All leave types are defined by city policy and can be found in City policies including:

- HR-09 Hours of Work, Timekeeping, & Payroll Deductions
- HR-13 Professional Development Leave
- HR-21 Vacation Policy
- HR-22 Paid Sick hour Banks
- HR-23 Bereavement Leave
- HR-24 Military Leave
- HR-27 Family & Medical Leave
- HR-37 Attendance Policy
- HR-38 Paid Absence Policy

.2 Definitions

.21 Minimum Staffing – 3 persons on each front line apparatus and 2 persons on Battalion 1.

.22 Position for Position – Once the minimum staffing level has been reached and all personnel have been moved accordingly to fill vacancies.

.221 The next vacant position that temporarily requires additional personnel to be called back to duty should be filled by a person of the rank that corresponds to the open position.

.222 If such a person is unavailable, people will be called from those among the next lower rank (based on seniority). If no one in that rank is available, the process is repeated in the next lower rank until the position is filled. If that fails to fill the position, then forced staffing is invoked (see 402.25).

.223 Example - if a Firefighter is scheduled to move up to a Driver/Operator position but takes sick leave, the open position is for a Driver/Operator and a Driver/Operator will be called in, if possible.

.23 Voluntary Staffing – The staffing that is filled with overtime due to vacancies created by scheduled leave and sick leave.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 402.24 to 402.292

- .24 Emergency Staffing – Positions that are filled with overtime when a life safety situation presents itself and/or additional personnel are needed immediately.
 - .241 Example - A major incident that requires more resources than are currently on duty or a person leaving in the middle of a shift which takes a unit out of service.
- .25 Forced Staffing – When vacant positions cannot be filled voluntarily, personnel may be required to report to duty immediately (see 402.222).
- .26 Special Event/Holiday Staffing – Holiday staffing and that which requires additional personnel beyond normal operational levels
 - .261 Example - Razorback football games, BB & BBQ, inclement weather (preemptive), Christmas, Thanksgiving, etc.
- .27 Mandatory/On-Call Staffing – Two additional personnel per shift are scheduled to be ‘on-call’ to fill immediate staffing needs with overtime if needed by the Shift Commander.
- .28 Callback Book – The Callback book will have a list of all personnel, divided by rank, and will include no more that two (2) contact numbers for each person.
 - .281 It is used to track shifts worked by each individual, beyond his/her normal assignment.
 - .282 A record of attempts to hire.
 - .283 A means of offering fair opportunity of working additional shifts to all personnel.
- .29 Working/Scheduled to Work

An individual is considered Working/Scheduled to Work if he/she is on duty for any reason.

 - .291 If your name is on the staffing roster that corresponds to the shift for which the additional staffing is being hired, you are considered “working/scheduled to work”.
 - .292 If a person is on training leave, that is authorized by the Fayetteville Fire Department, (training, travel/training or PDL),

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Section: 402.292 to 402.3221

- .2921 They are responsible for notifying their Shift Commander, in writing, and request to have his/her name placed on the staffing roster for all of the shifts that will be affected by the leave
- .2922 If a "B" shifter is on training leave for three consecutive shifts, it may be noted on the staffing rosters for "A" and "C" shifts. He/she will be considered "working/scheduled to work" for these shifts.
- .30 Responsible Parties – The Shift Commander will be responsible for maintaining Minimum Staffing levels on his/her shift.
 - .301 The Shift Commander and/or his/her designated Captain will be responsible for hiring additional staffing for the day immediately following in order to compensate for scheduled leave and/or sick leave.
 - .3011 Example - A shift hires for B shift, B hires for C shift, C shift hires for A shift.
 - .302 In the case of Emergency Staffing or Forced Staffing, the Responsible Party will be the person who is assigned to call back personnel to fill the positions required.
- .3 Procedures
 - .31 Voluntary Staffing Hiring Procedures
 - .311 Voluntary Staffing will be hired by the shift that is on duty the day before the additional personnel are required. Procedures to follow when using the Callback Book are outlined at the end of this policy.
 - .32 Emergency Staffing Hiring Procedures
 - .321 Emergency Staffing caused by a life-safety incident may be recalled by a designee of the Shift Commander or any Chief Officer.
 - .322 The Voluntary Staffing procedures may be suspended in order to expedite the arrival of additional personnel.
 - .3221 In this event, the Responsible Party will notify the Shift Commander and the Assistant Chief of Operations, in writing, of the incident and reasons for circumventing the Voluntary Staffing Policy.

ADMINISTRATIVE OPERATING PROCEDURES

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Section: 402.33 to 402.44

- .33 Forced Staffing Hiring Procedures
 - .331 When efforts to fill a vacant position have proved unsuccessful using the Callback Book, the Responsible Party will contact the person with the least seniority, in the rank needed, who is currently on-duty and require them to remain on shift to fill the vacant position.
 - .3311 If the situation occurs in the middle of a shift, the Shift Commander will contact the person with the least seniority in the rank needed that is not working, and require them to return to work immediately unless extenuating circumstances prevent person from returning (i.e. sick, out of town, excused leave, etc.).
 - .332 In the event an on-duty Employee has reached the end of his/her shift and the person who is scheduled to relieve them has not arrived, it will be necessary for him/her to remain on duty until such time as he/she is relieved.
 - .333 Forced Staffing Hiring Procedures are not be confused with the Mandatory/On-Call Staffing Policy.
- .34 Special Event/Holiday Hiring Procedures
 - .341 Hiring additional staffing for Special Events may be done several days in advance of the event if deemed necessary by the Responsible Party.
 - .342 Unit staffing may be adjusted by the Shift Commander to best outfit units with the appropriate personnel.
- .4 Callback Book Procedures
 - .41 Only Shift Commanders or a designated Captain (Responsible Party) will hire overtime from the Callback Book.
 - .42 It is the responsibility of all personnel who use the Callback Book to read and understand the policy concerning use.
 - .43 All personnel have a page which will be placed in the Callback Book according to rank.
 - .44 Each person will have at least one (1), but not more than two (2) contact numbers listed on his/her page.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 402.45 to 402.48

- .45 Persons who are on vacation leave or extended sick leave may request that he/she not be called for overtime during the extent of their leave.
- .451 Their page will be left in the book and in the rotation.
- .452 It will be the responsibility of the individual to notify the Shift Commander when they are eligible to be called for additional staffing requests.
- .46 Persons may request to have their page removed from the book, thereby conceding that they do not wish to be called for additional staffing requests.
- .461 This privilege does not apply to Emergency Staffing or Forced Staffing.
- .462 It will be the responsibility of the individual to request that his/her page be replaced in the book at any given time.
- .463 When returned to the Callback Book, his/her page will be inserted into the back of the appropriate section according to the individual's rank.
- .47 Begin with the first page (front) of the appropriate rank that is needed.
- .471 If the individual is Working/Scheduled to Work, the page is noted with
- Date
 - Time
 - Unit
 - W (working)
 - numbers of hours offered
 - caller's initials
- .472 The page is then left at the front of the book.
- .48 After calling both numbers with no contact made, the page is noted with
- date
 - time
 - unit
 - NC (no contact)
 - number of hours offered
 - caller's initials.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 402.481 to 402.52

- .481 The page is then moved to the back of the book.
- .49 If contact is made and the Voluntary Staffing opportunity is refused, the page is noted with
- date
 - time
 - unit
 - R (refused)
 - number of hours offered
 - caller's initials.
- .491 The page is then moved to the back of the book.
- .50 If contact is made and the caller accepts the Voluntary Staffing opportunity, the page is noted with
- date
 - time
 - unit
 - A (accepted)
 - number of hours offered
 - caller's initials.
- .501 The page is then moved to the back of the book.
- .51 It may be necessary to staff additional personnel for periods of time less than a full 24 hour shift.
- .511 If the staffing opportunity is for 12 hours or less and refused the page is moved to the back of the book.
- .512 If the staffing opportunity is for 12 hours or less and accepted the page remains in place at the front of the book.
- .513 Personnel accepting opportunities less than 24 hours will have preference if an opportunity for more time presents itself in the same shift.
- .5131 If the greater time is refused, the person's page is moved to the back of the book.
- .52 There will be an additional page, for each rank, in the Callback Book to document all instances that require Forced Staffing.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 402.521 to 402.52

.521 When an individual is forced to work, the page will be noted with

- date
- time
- unit
- F (forced)
- number of hours worked
- caller's initials

.522 This is done to lessen the chance that any one individual will be forced more than once before all other persons in the same rank have also been forced.

.5 Discrepancies

- .51 Any discrepancies or grievances concerning the use of the Callback Book, Staffing Policy, or personnel assigned to administer call-back staffing, must be noted in writing to their Shift Commander and to the Assistant Chief of Operations.
- .52 Only the Assistant Chief of Operations or his designee will have the responsibility of changing the order of personnel in the book and resolving discrepancies.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 403 to 403.7

403 Seniority Bidding Process

.1 Seniority Bid Process

Only positions that are vacated or newly created positions will be subject to bid. Causes for the position vacancies are for promotion, demotion, retirement, transfer, and/or separation from the Fayetteville Fire Department for any reason.

.2 Positions shall be awarded based on seniority.

.21 Seniority shall be calculated using the date of appointment to each rank.

.22 If for some reason two bidders are promoted the same day, the winning bid will be determined by the position on the promotional list, or position on the entry level list (for Firefighters).

.3 This bid policy will be effective in all Divisions.

.31 Inter-Division bidding between Training, Fire Prevention, and Field Operations will be considered special circumstances.

.32 In order to maintain division effectiveness and continuity, such instances shall be approved by Fire Administration.

.33 The City nepotism policy shall be considered before any personnel are assigned.

.4 Bidders will have to hold the appropriate rank required for the open position.

.5 A person accepting a bid position shall be required to remain in that slot for at least two consecutive calendar years.

.6 Vacated positions will be posted as they occur on all station bulletin boards and on the fire department universal calendar in GroupWise.

.61 E-mail notification will be made by the shift commander with the vacancy to all members.

.62 The day the e-mail notification has been sent will serve as the beginning of the three (3) calendar days.

.63 A request transfer form shall be submitted through the chain-of-command to Fire Administration within three (3) calendar days.

.7 Fire Administration shall retain the right to re-assign personnel to maintain effective and efficient fire department operations.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 403.71 to 404.321

- .71 Only administrative assignments will void the two (2) year no-bid clause.
- .8 Transfers will be effective as soon as possible after the bidding process is completed.
- .9 The bidding process will continue until all positions are filled.
- .10 This process is for non promotional use only.
- .11 Previously scheduled annual leave shifts will go with the winning bidder.

404 Uniform Policy

.1 Purpose

- .11 The Fayetteville Fire Department adheres to a paramilitary style organization. This includes command structures and uniform standards. The uniform of the fire department is a representation of how the department is operated. If a Firefighter or Officer is not in a clean and organized uniform then this reflects how the department operates.
- .12 To build pride and professionalism you must look the part. This starts with the mindset that you care how you look when others look at you. If you look like you are competent in your job and can affirm this in your actions then the respect for you and your department grows.

.2 Scope

To specifically identify what steps will be taken to ensure that each member has the same guidelines to follow when deciding what uniform to wear and how to properly set up each uniform classification. This procedure will apply to all department members and will be used for all applications to which the Fayetteville Fire Department is involved.

.3 General Definitions

.31 Public Contact Duties

- .311 When leaving the station for the purpose of direct public contact like: pre-fire plans, inspections, public education, meetings and any function deemed necessary by the company Officer.

.32 Uniform

- .321 Dress of a distinctive design or fashion worn by members of a particular group and serving as a means of identification.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 404.4 to 404.51

.4 Uniform Classification Definitions

.41 "Class A" uniform

.411 A dress uniform for formal occasions.

.42 "Class B" uniform

.421 A uniform that is a business uniform that will include wearing a "button front" style uniform shirt and issued brass. This uniform, depending on the weather conditions and time of year, could include a short sleeve shirt with no tie or a long sleeve shirt with/or without a tie, as determined by the senior Officer attending the event. This Uniform is worn when conditions are business like in nature and/or business contact with the public is anticipated.

.43 "Class C" uniform

.431 Uniform is a daily duty wear uniform, which provides for a casual type atmosphere, while still maintaining a uniform appearance of all personnel during casual public contact or during emergency response.

.432 The expected "uniform of the day" will be determined and monitored by the Company Officer and/or Shift Commander (Operations).

.433 Administrative Staff Personnel have the option to wear, in place of the "Class C" uniform, civilian clothing while on duty with the permission of their supervisor.

.5 General Requirements

.51 All shift personnel, while engaged in public contact duties, shall wear the same type of uniform at the same time. (i.e., all members wearing the regulation dress shirt and appropriate trousers, not just the company Officer). Company Officers will assure that all members are appropriately dressed for the specific activity.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 404.52 to 404.71

- .52 All members shall be issued uniforms and safety footwear. The appropriate uniform and safety footwear shall be worn while on duty. This rule may not apply to the Fire Chief, Assistant Fire Chief, selected administrative personnel and non-uniform personnel.
- .53 Department issued uniforms and/or footwear shall not be worn off-duty, except as provided for in this policy.
- .54 Uniformed members of the department shall be ready for duty in the prescribed uniform.
- .55 Only uniforms and safety footwear issued and /or approved by the department shall be worn while on duty or at other times as identified in this policy.
- .56 No part of a uniform shall be worn with non-uniform garments, nor shall non-uniform items be worn with the uniform; except as noted in this policy.
- .57 Uniforms shall be kept clean, neat and in a proper state of repair. Extremely faded, frayed, and worn-out items shall not be worn but shall be turned in to the quarter master or his designee for proper disposal.
- .58 Shoes and boots shall be kept clean and/or polished at all times.
- .59 Employees should immediately report any loss of uniforms, badges, insignia, identification cards, fobs, or any other city property entrusted to them.
 - .591 A memo reporting the loss should be sent to the quarter master through the chain of command.
- .6 Responsibility
 - .61 Every member of the Department will be accountable to use and maintain their uniform to the standards set forth in this policy. This policy is established to allow personnel to use common sense to look and act in a professional manner.
 - .62 In the event of disagreement of a concise meaning for any section of this policy, Officers, in order of the chain of command, will be the interpreters who define what this policy is intended to communicate.
- .7 Issued Brass
 - .71 All badges and accessories will be Blackington quality or better.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 404.72 to 404.7341

.72 Firefighter

.721 Badge

.7211 Rhodium (Silver)

- Line1 – Title
- Line2 – FAYETTEVILLE. AR.
- Center – Scramble
- Line3 – Fire
- Line4 – Designated Number

.722 Name Plate and Service Bar

.7221 Rhodium (Silver) with black lettering

.723 Collar Brass

.7231 Rhodium (Silver) F.F.D

.724 Hat Badge

.7241 Rhodium (Silver) Maltese Cross

.73 Driver/Operator

.731 Badge

.7311 Rhodium (Silver)

- Line1 – Title
- Line2 – FAYETTEVILLE. AR.
- Center – 1 Bugle
- Line3 – Fire
- Line4 – Designated Number

.732 Name Plate and Service Bar

.7321 Rhodium (Silver) with black lettering

.733 Collar Brass

.7331 Rhodium (Silver) 1 Bugle

.734 Hat Badge

.7341 Rhodium (Silver) 1 Bugle

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 404.74 to 404.7541

.74 Captain

.741 Badge

.7411 Gold

- Line1 – Title
- Line2 – FAYETTEVILLE. AR.
- Center – 2 Bugles
- Line3 – Fire
- Line4 – Designated Number

.742 Name Plate and Service Bar

.7421 Gold with black lettering

.743 Collar Brass

.7431 Gold 2 Bugles

.744 Hat Badge

.7441 Gold 2 Bugles

.75 Battalion Chief

.751 Badge

.7511 Gold

- Line1 – Title
- Line2 – FAYETTEVILLE. AR.
- Center – 3 Bugles
- Line3 – Fire
- Line4 – Designated Number

.752 Name Plate and Service Bar

.7521 Gold with black lettering

.753 Collar Brass

.7531 Gold 3 Bugles

.754 Hat Badge

.7541 Gold 3 Bugles

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 404.76 to 404.7741

.76 Assistant Chief

.761 Badge

.7611 Gold

- Line1 – Title
- Line2 – FAYETTEVILLE. AR.
- Center – 4 Bugles
- Line3 – Fire
- Line4 – Designated Number

.762 Name Plate and Service Bar

.7621 Gold with black lettering

.763 Collar Brass

.7631 Gold 4 Bugles

.764 Hat Badge

.7641 Gold 4 Bugles

.77 Chief

.771 Badge

.7711 Gold

- Line1 – Title
- Line2 – FAYETTEVILLE. AR.
- Center – 5 Bugles
- Line3 – Fire
- Line4 – Designated Number

.772 Name Plate and Service Bar

.7721 Gold with black lettering

.773 Collar Brass

.7731 Gold 5 Bugles

.774 Hat Badge

.7741 Gold 5 Bugles

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 404.8 to 404..8241

.8 Appearance

.81 Uniform Appearance

.811 Uniforms should be kept in clean and in good repair. Fading, holes, stains, tears or other defects in the garment will render the garment unworthy of use and is not to be worn as a part of the uniform.

.82 Personal Appearance

.821 Personal hygiene

.8211 Employees are expected to be clean and well groomed when they report for duty.

.822 Hair

.8221 Hair will be clean, well-groomed and safe. Any hairstyle considered unsafe shall be trimmed accordingly or bound to eliminate the hazard.

.8222 Sideburns can extend to the bottom of the ear lobe. Sideburns and allowable facial hair will be trimmed and well-groomed.

.8223 Any hairstyle that significantly distracts from the uniform appearance of the members will not be allowed.

.8224 Any facial hair considered to be unsafe *that could cause the failure of a "fit test" must be trimmed/shaved*. According to OSHA 1910.134 (g) (l) (i) (A), facial hair shall be trimmed/shaved to eliminate the hazard.

.8225 All hair styles will comply with the existing city policy concerning hair styles.

.823 Fragrance

.8231 Colognes, after shaves, and perfumes are to be worn in moderation.

.824 Tattoos

.8241 While on duty, tattoos will only be displayed on the arms and legs while in uniform. No other visible tattoos are authorized.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 404.8242 to 404.9131

.8242 The display of ANY unprofessional or offensive tattoo or brand (nudity or violence, sexually explicit or vulgar art, words, phrases; profane language, symbols to incite negative reactions, initials or acronyms that represent criminal or oppressive organizations) regardless of its location, while members are in uniform, is prohibited.

.825 Jewelry

.8251 Members may wear jewelry of a conservative style at their discretion so long as it does not present a safety concern.

.8252 Members are prohibited from wearing any jewelry that is considered inappropriate, disruptive, or offensive to any individual or group.

.8253 No earrings will be worn

.8254 Piercing of visible body parts other than those written in this policy are prohibited

.9 Uniform Specifications and Details

.91 Class A Dress Uniform

.911 Shirt

.9111 The shirt shall be a white long sleeve button front shirt with a collar that accommodates the standard straight tie.

.9112 The Fayetteville Fire Department shoulder patch will be worn on the left shoulder approximately 1 inch below the shoulder seam.

.9113 The shirt will have all appropriate brass insignias, badge, and name plate.

.912 Trousers

.9121 The trousers shall be black with straight legs, and no pleats, they shall fasten and sit above the members hip bones, and shall fall to between the second and third lace of the dress shoes.

.913 Jacket

.9131 The jacket shall be black with double breasted flap

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 404.9132 to 404.9152

- .9132 Firefighters and Driver/Operators shall have silver buttons.
- .9133 Captains and above shall have gold buttons.
- .9134 The Fayetteville Fire Department shoulder patch will be worn on the left shoulder approximately 1 inch below the shoulder seam.
- .9135 The badge will be worn on the left chest centered between the point of the lapel and the jacket sleeve seam. The bottom of the badge shall be even with the top of the pocket and in the provided badge sling.
- .9136 Lapel brass (rank insignia) round disks with the insignia of the rank will be worn on the upper collar lapel.
- .9137 Jackets shall have the appropriate sleeve braid applied above the wrists to their jacket.
 - ❖ Firefighter – none
 - ❖ Driver/Operator – 1 half inch silver braid
 - ❖ Captain – 2 half inch gold braids
 - ❖ Battalion Chief – 3 half inch gold braids
 - ❖ Assistant Chief – 4 half inch gold braids
 - ❖ Fire Chief – 5 half inch gold braids
- .9138 Maltese crosses can be applied to the left sleeve above the top braid or one inch from the bottom of the cuff for Firefighters.
- .9139 Each Maltese cross signifies 5 years of fire or emergency service. Maltese Crosses may be upgraded during the year of each 5th year of service.
- .914 The tie shall be a black straight tie with a four-in-one-hand knot or similar and the knot shall be centered at the closure to the shirt. A fire service related tie bar or tie-tack may be worn, as long as it does not appear above the collar formed by the jacket.
- .915 Belt
 - .9151 The belt shall be uniform style black leather belt.
 - .9152 Appropriate gold or silver buckle shall be worn.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 404.916 to 404.9221

- .916 Footwear
 - .9161 A lace up black dress shoe shall be worn. Shoes shall be kept shined. Black socks will be worn when wearing a low-quarter shoe that does not rise above the ankle.
 - .9162 Black wellington style boots may be worn with the Class A uniform.
- .917 Cap
 - .9171 The uniform cap shall be worn sitting horizontal on the head creating a parallel look to the ground.
 - .9172 Captains and below shall wear a black cover, while Chiefs shall wear white.
 - .9173 Driver/Operators shall wear a silver braid band, while Captains and above shall wear a gold braid band.
 - .9174 The uniform cap shall have the appropriate gold or silver button hat badge affixed in the provided post hole of the cap.
- .92 Class B, Staff Personnel
 - .921 Shirt
 - .9211 The shirt shall be a white long or short sleeve button front shirt with a collar that accommodates the standard straight tie.
 - .9212 The Fayetteville Fire Department shoulder patch will be worn on the left shoulder approximately 1 inch below the shoulder seam.
 - .9213 The shirt will have all appropriate brass insignias, badge, and name plate.
 - .922 Trousers
 - .9221 The trousers shall be black with straight legs, and no pleats, they shall fasten and sit above the members hip bones, and shall fall to between the second and third lace of the dress shoes.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 404.923 to 404.101

.923 Footwear

.9231 A black low-quarter dress shoe that does not rise above the ankle or black wellington style boots shall be worn. They will be kept shined.

.924 Belt

.9241 The belt shall be uniform style black leather with appropriate gold or silver buckle.

.925 Tie

.9251 The black tie shall be a straight tie with a four-in-one-hand knot, and the knot shall be centered at the closure to the shirt.

.9252 A fire service related tie bar or tie-tack may be worn, as long as it is placed between the third and fourth button from the bottom of the shirt.

.9253 The black tie can be worn at chief's discretion with the short sleeve shirt. The tie shall be worn with the long sleeve shirt unless otherwise dictated by the chief.

.926 Cap (Optional)

.9261 The uniform cap shall be worn sitting horizontal on the head creating a parallel look to the ground.

.9262 Captains and below shall wear a black cover, while Chiefs shall wear white.

.9263 Officers shall wear a gold braid band, while Firefighters and Driver/Operators shall wear silver.

.9264 The uniform cap shall have the appropriate gold or silver button hat badge affixed in the provided post hole of the cap.

.927 Cap

.9271 The approved and issued Fayetteville Fire department ball cap can be worn with this uniform during the normal performance of duties.

.10 Field Operations

.101 Class B, Shift Personnel

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 404.1011 to 404.1022

.1011 Shirt

The shirt shall be long or short sleeve navy blue Nomex with the appropriate brass for rank of wearer. The Fayetteville Fire Department shoulder patch will be worn on the left shoulder of the shirt approximately 1 inch below the shoulder seam. The job shirt may be worn due to weather concerns.

.1012 Trousers

The trousers shall be navy blue Nomex with straight legs, and no pleats, they shall fasten and sit above the members hip bones, and shall fall to between the second and third lace of the dress shoes.

.1013 Belt

The belt shall be uniform style black leather with appropriate gold or silver buckle.

.1014 Footwear

Black dress shoes or black duty boot shall be worn. Black socks will be worn when wearing a low-quarter show, a shoe that does not rise above the ankle. On any boot / shoe that raise a minimum of eight inches above the ground white socks may be worn.

.1015 Cap

The approved Fayetteville Fire Department ball cap can be worn with this uniform during the normal performance of their duties.

.1016 Accessories

Fire personnel may wear glove pouch or knife holder on their belt during the normal performance of their duties. A radio sling can also be worn over the shoulder during the normal performance of their duties.

.102 Class C, Shift Personnel

.1021 Shirt

The shirt shall be a Fayetteville Fire Department t-shirt or job shirt.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 404.1022 to 404.111

.1022 Trousers

The trousers shall be navy blue Nomex with straight legs, and no pleats, they shall fasten and sit above the members hip bones, and shall fall to between the second and third lace of the dress shoes.

.1023 Footwear

The shoes shall be black duty boots or all black (no colored markings) athletic shoes that are polishable. Navy, black or white socks can be worn with any low profile or standard rise duty footwear.

.1024 Belt

The belt shall be uniform style black leather with appropriate gold or silver buckle.

.1025 Cap

The approved Fayetteville Fire department ball cap can be worn with this uniform

.103 Physical Fitness clothing

.1031 Dark blue uniform T-shirt, or
Dark blue uniform sweatshirt,
Dark blue uniform shorts (athletic or BDU) or
Dark blue uniform sweat pants and Athletic shoes.

.1032 When to wear

Station wear after 5 PM or when actively engaged in physical fitness activities. If a call is received while working out, shorts must be either covered with bunker pants or duty pants.

.104 If unexpected visitors are present, a minimum Class C uniform must be worn.

.11 Seasonal Clothing

.111 Coat

Employees are allowed to wear their department issued coats whenever the Employee deems it necessary to maintain their comfort level.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 404.112 to 404.1223

.112 Stocking hat

Stocking hats are issued by the department as a means to keep the Employees head warm during cold weather and not as a fashion statement. Stocking hats are permitted whenever the weather is reasonably cold enough to justify the wearing of stocking hats.

.113 Shorts

.1131 Issued BDU shorts may be worn with Class B or C uniforms during hot weather.

.1132 Shorts are NOT to be worn on emergency scenes unless covered by bunker pants or wildland firefighting PPE. Medical emergencies may be an exception, using discretion and keeping personnel safety as the main concern.

.114 Pull-over work-shirt

The pull-over sweatshirt type jackets that are issued by the department are to be worn as part of the Class B and Class C uniforms. They can be worn whenever the Employee deems it necessary to maintain their comfort level.

.12 Uniform acquisition, replacement and disposal

.121 Acquisitions and replacement

.1211 Newly adopted uniform items do not require a uniform request when first issued.

.1212 Uniform requests must be in writing.

.1213 New personnel are not required to complete a uniform request.

.1214 Uniform items turned in for replacement will be subject to inspection by the assigned quartermaster

.1215 A used or damaged uniform item must be turned in to get a replacement.

.122 Disposal

.1221 Uniforms are the property of the City of Fayetteville.

.1222 Damaged uniform items must be turned in to the Assistant Chief of Safety and Support, or his designee.

.1223 Uniform items that cannot be reissued will be disposed of.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 404.123 to 405.33

- .123 Upon separation of employment with the City of Fayetteville, issued uniform items must be turned in to the Assistant Chief of Safety and Support, or his designee.
- .1231 Personnel retiring with 20 or more years of honorable service shall be eligible to retain their Class A Dress uniform, badges, collar insignia, and fire helmet.
- .124 Additional Info
 - .1241 Mourning Bands
 - Mourning bands will be worn over the center of the badge during any Firefighter memorial / funeral service.
 - If the deceased person is an active member of this organization mourning bands will be worn for 30 days from the time of the death.
 - If the deceased person is a retired member or a member of another organization, mourning bands will be worn from the time of death, until interment.

405 Vacation Policy

- .1 Purpose
 - .11 To set forth uniform guidelines pertaining to arrangement of vacation leave for uniformed personnel.
- .2 Accrual
 - .21 Vacation accrual will be In accordance with Fayetteville City Policy HR-21.
- .3 Civil Service Fire Department Day Personnel
 - .31 All fire day Employees who have completed one (1) year of employment shall be entitled to 15 days (120 hours) vacation leave with pay and 15 days for each subsequent year completed thereafter through 19 years of employment.
 - .32 All fire day Employees who have completed twenty (20) years of employment shall be entitled to 18 days (144 hours) vacation leave with pay and 18 days for each subsequent year of employment completed hereafter.
 - .33 All fire day Employees who have completed twenty-five (25) years of employment shall be entitled to 24 days (192 hours) vacation leave with pay and 24 days for each subsequent year of employment completed hereafter.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 405.34 to 405.6

- .34 All fire day Employees who have completed thirty (30) years of employment shall be entitled to 26 days (208 hours) vacation leave with pay and 26 days for each subsequent year of employment completed hereafter.
 - .35 All fire day Employees who have completed thirty (30) years of employment shall be entitled to 26 days (208 hours) vacation leave with pay and 26 days for each subsequent year of employment completed hereafter
 - .36 Employees with thirty (30) years or more of employment may annually, at their discretion, request payment in lieu of time off for 5 days (40 hours) of accrued vacation time. Each qualified Employee will be provided an election form. Checks for pay in lieu of vacation will be processed with Payroll No. 25.
 - .37 Employees covered in this section may accumulate vacation to a maximum equal to two (2) years accrual at their current accrual rate.
- .4 Civil Service Shift Firefighters
- .41 All Firefighters who have been employed by the City one (1) year shall be entitled to 8 shifts (192 hours) vacation leave with pay and 8 shifts vacation leave with pay for subsequent year completed thereafter through ten (10) completed years of employment.
 - .42 All Firefighters who have been employed with the City eleven (11) years shall be entitled to 9 shifts (216 hours) vacation leave with pay and 9 shifts vacation leave with pay for each subsequent year completed thereafter through 20 completed years of employment.
 - .43 All Firefighters completing twenty-one (21) years of employment shall be entitled to 10 shifts (240 hours) vacation leave with pay and 10 shifts vacation leave with pay for each subsequent year of employment completed thereafter.
 - .44 Employees covered under this section may accumulate vacation to a maximum equal to two years accrual at their current rate.
- .5 A minimum of 10% of the assigned number of personnel per shift will be allowed to utilize vacation leave each day. Also in accordance with City Policy HR-21, the Fire Chief (Department Director) will be responsible for administering a vacation leave scheduling policy that will insure adequate staffing.
- .6 Previously scheduled annual leave shifts will be kept by personnel being reassigned. Seniority is kept in regards to vacation dropped days.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 406 to 407.13

406 Nepotism

- .1 The term nepotism refers to the practice of showing preferential treatment to immediate family members in the area of employment. Currently, the Fayetteville Fire Department recognizes the following rules in relationship to the practice of nepotism for permanent assignments.
 - .11 No two or more immediate family members shall be permanently assigned to the same Fayetteville Fire Department unit, on the same shift at the same time.
 - .12 Immediate family is defined as spouse, child, mother, father, sister, brother, guardian, grandparent, or grandchild.
 - .121 Other relatives, including relatives by marriage also fall under the definition of "Immediate Family Member" if the two reside or have resided in the past in the same household.
 - .13 A member normally shall not directly supervise an immediate family member.
 - .14 During the hiring or promotional process, no Fire Department Employee shall interview or review an immediate family member.
 - .15 Immediate family members may not directly or indirectly influence the hiring decisions, disciplinary actions, job performance evaluations, promotions, transfers, scheduling, or any other job or job performance related determinations of other immediate family members.

407 Vehicle Use Policy

- .1 Purpose
 - .11 Accomplishment of the Department's mission requires expeditious off-duty response of support personnel to emergency incidents. This response is critical to the effective and efficient implementation of the Fayetteville Fire Department's Incident Command System.
 - .12 The Incident Command System (ICS) is the emergency management system required by the Federal Government for controlling personnel, facilities, equipment and communications from the time an incident occurs until the requirement for management of emergency operations no longer exists.
 - .13 When used at a major incident, the ICS will require staffing of Functions including, but not limited to, Command, Operations, Planning, Logistics, and Finance.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 407.3 to 407.71

- .3 Personnel assigned department vehicles in both General Staff and Command Staffs are subject to call after their regular duty hours to respond to multiple alarms and other emergency and non-emergency situations.
 - .31 These members are extended overnight use of their vehicles provided that their residence is located within a reasonable responding distance from the City limits of Fayetteville.
 - .32 Overnight use of a department vehicle is not a right, and is subject to revocation upon failure to comply with this regulation, excessive vehicle accidents, or vehicle abuse.
 - .33 The use of Fire Department vehicles may be revoked by the Fire Chief at any time.
 - .34 Exceptions to the Vehicle Use Policy will require authorization from the Fire Chief.
- .4 Department vehicles are to be used for official business only. Department vehicles will be operated only by City Employees. Transport of non-City Employees in assigned vehicles will be allowed as required for City related duties.
 - .41 The transport of immediate family members or other individuals not related to job duties is prohibited if it requires major route deviation and at any time without approval of the member's Assistant Chief or the Fire Chief.
- .5 Take home vehicles will be parked off street and locked at all times. All unattached department equipment will be removed or secured in the vehicle trunk during off duty hours.
- .6 Members assigned department vehicles will be responsible for the general maintenance and cleanliness (i.e., oil change, wash & wax) of their assigned vehicles.
 - .61 Each Assistant Chief will conduct inspections, at their discretion, of department vehicles assigned to members within their command.
 - .611 Such inspections will be conducted not less than once per month. Inspections may include, but are not limited to, the exterior, interior, trunk and glove box area.
- .7 Fire Department personnel will monitor their assigned radio frequency at all times while operating a department vehicle.
 - .71 Whether assigned or self-initiated, off duty personnel will be expected to provide assistance to any and all persons in need, including motorist assistance.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 407.72 to 408.22

- .72 Fire Department personnel are required to respond to any department major emergency occurring while they are operating department vehicles when off duty.
- .73 While utilizing department vehicles, members' dress will conform to the requirements of the Fayetteville Fire Department Uniform and Appearance Section of the AOP.
- .8 The following equipment will be carried in the assigned department vehicle and maintained in proper condition at all times:
 - Protective clothing and equipment
 - Department of Transportation Emergency Response Guidebook
 - 10-pound ABC Multipurpose Dry Chemical Extinguisher
 - Medical Gloves
 - CPR pocket mask
 - First aid kit
 - Flashlight
 - Traffic Safety Vest
 - Other items as assigned
- .9 When vacation or authorized leave in excess of four (4) working days is taken, the assigned department vehicle will be left at the appropriate work site and made available for department use.
- .10 Deviations from normal daily use of department vehicles will be recorded in the Vehicle Use Log including location, date, time, mileage and other pertinent information.

408 Time and Attendance

.1 Preface

The City of Fayetteville currently uses NOVAtime software to record time and attendance data for the purpose of payroll, accounting and budgeting. This section will identify the roles and responsibilities within the Fire Department for recording time and attendance hours via the NOVAtime system.

.2 Employee Responsibilities

- .21 All Employees must clock in/out using the NOVAtime system at the beginning and end of each work period.
- .22 All Employees must request appropriate leave for work hours missed during a normally scheduled shift.

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- .23 All Employees must review their time sheet in NOVAtime on a regular basis and report any errors or necessary corrections to their supervisor or time keeper.
- .24 All Employees must review and submit their time sheet in NOVAtime at the end of their last scheduled shift of the pay period.
- .25 All personnel are expected to render aid to the public at any time while on duty and will not clock out for meals or breaks.
- .26 Shift Trades
 - .261 Shift trading is a widely recognized standard practice in the Fire Service that began in the early 1800's when Firefighters were required to be at the fire house for 24 hours per day, 365 days a year.
 - .262 It constitutes a private arrangement to trade working hours between Employees that is approved by the supervisor. The City claims no responsibility for any hours worked or off work as a result of shift trading or any out-of-balance situation that may arise between Employees.
 - .263 All shift personnel are responsible for completing the necessary steps in the NOVAtime system to designate their respective role when a shift trade occurs.
 - .264 The Employee off work must request shift trade hours or add shift trade hours to the time sheet along with a note indicating the Employee working for them.
 - .265 The Employee working must ensure that the Employee they are working for is designated in the drop down box labeled "FD Sft Trade" on their NOVAtime time sheet.
- .27 Employees are responsible for accurately allocating overtime hours by utilizing the time distribution codes in NOVAtime
- .3 Travel and Training
 - .31 All shift personnel participating in applicable travel and training events are required to accurately complete the process in place for recording travel and training hours.
 - .311 Submit travel and training requests in NOVAtime for normally scheduled shift hours.
 - .312 Actual work, travel, and training hours are to be documented on a standard Employee time sheet for the entire pay period.

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- .313 The standard Employee time sheet should be reconciled with NOVAtime at the end of the pay period.
- .314 Any applicable overtime hours earned above and beyond the Employee's regularly scheduled hours should be submitted using a travel and training request in NOVAtime.

.4 Supervisor Responsibilities

- .41 Supervisors are expected to review the time sheets of their direct reports and make any necessary corrections on a regular basis.
- .42 Supervisors are expected to approve/deny pending leave requests on a regular basis.
- .43 Supervisors are required to review and approve time sheets for their direct reports at the end of the last scheduled shift of each pay period.
- .44

409 On Call

.1 Purpose

- .11 The purpose of this policy is to establish an "on call" procedure for the Fire Department.
- .12 In an effort to maintain staffing for emergency response, the Fire Department routinely designates "on call" Employees who remain prepared for duty for the duration of the "on call" period.
 - .121 Prepared for duty is defined to mean that the working abilities of the Employee are not impaired by illness, drugs, or any other controlled substance.
 - .1211 Absolutely no alcoholic beverages may be consumed by the Employee while in an "on call" status.

.2 All Fire Department Employees are subject to being called to work if their presence is required to respond to an emergency situation.

- .21 These Employees who are merely subject to be called in to work are not designated to be in an "on call" status and are not eligible for call duty compensation.

.3 Designated "on call" Employees shall respond in a timely manner when notified by their immediate supervisor, Division Head, Department Director, Central Dispatch or other authorized individual or entity.

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Section: 409.4 to 409.58

- .4 Employees who are assigned on call duty will be compensated a flat dollar amount of pay for each day of on call duty.
- .41 The per day amount will be equivalent to the hourly rate of pay for the market median point pay range half way between the Step A Firefighter and Step J Battalion Chief.
- .5 Procedure
- .51 The Fire Chief or his/her designee is responsible for determining periods when Employees are needed for "on call" status.
- .52 The shift commander on duty or his/her designee is responsible for assigning "on call" duties to Employees on a rotating basis and documenting on the daily shift report "on call" status.
- .521 The Fire Marshal is responsible for his/her Division Employees in the same manner.
- .53 An "on call" response is defined as one that occurs on the Employee's personal time, whether at home or otherwise away from his or her place of work.
- .54 The Department of Labor defines "on call" as the following: 29 CFR § 785.17 *On-call time: An Employee who is not required to remain on the employer's premises but is merely required to leave word at his home or with company officials where he may be reached is not working while on call.*
- .55 Employees who are designated as "on call" must:
- ❖ Answer 100% of the calls directed to them
 - ❖ Respond to the call in proper call duty attire as defined by the Division Head
 - ❖ Be prepared and ready to work and be in a "fit for duty" condition as defined in this policy
- .56 Any "on call" Employee who fails to answer or respond to any call back will be subject to disciplinary action up to and including termination.
- .57 Any "on call" Employees who are called out must check in with the shift commander on duty, incident commander, or station watchman.
- .58 An Employee who is absent from work for his/her entire regularly scheduled shift is not eligible to be "on call" and receive call duty pay, unless otherwise approved by the Division Head.

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Section: 409.59 to 410

- .59 Division Heads or their designee are to complete and maintain a file of current "on call" status Memorandum of Understanding with each Employee subject to "on call" duty.
- .60 For an Employee who responds to a call while on "on call" duty ,overtime pay starts when the Employee begins traveling or performing other work in preparation to respond to the call and ends when the job is completed or when they have been released by a supervisor and they return to the point of origin or their home.

410 Social Media Policy

Social Media is a category of Internet-based resources that enable the user to generate content and encourage other user participation. This includes, but is not limited to, social networking sites such as Facebook, MySpace, Twitter, YouTube, Wikipedia, blogs, and other sites.

This section is currently under development.

ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 411 to 411.316

411 Internal Complaints and Investigations

.1 Prefix

The Fayetteville Fire Department follows the Civil Service Commission Rules and Regulations and City of Fayetteville policy HR-14 Discipline. These documents can be found on the CityNet intranet site. If you have questions or trouble finding these documents, consult you supervisor.

.2 The purpose of having a complaints and investigations procedure is to insure fairness and provide direction for personnel in order to maintain consistency and a thorough review process. Personnel have the option to go directly to H.R.

.21 The Labor/Management Team has adopted by consensus, the following information, flow chart and Internal Control Form that will be used to guide personnel through any complaint related issue:

.3 Complaints and Investigations

.31 Complaint(s) should be submitted via written or verbally. The following questions should be answered before any action is taken.

.311 Communication is paramount – has it been discussed in an appropriate manner?

.312 Has an attempt been made to address the complaint/issue at lowest level?

.313 Has there been an attempt to rectify the situation?

.314 Does the complaint/issue warrant in investigation?

.315 Is it legitimate?

- Yes – next element
- No – end process. Warn personnel and Officer(s) about this (document)

.316 Is the complaint/issue within Fire Department's scope?

- Yes – next element
- No - document and forward to HR/PD

ADMINISTRATIVE OPERATING PROCEDURES

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Section: 411.32 to 411.35

.32 Process

.321 Gather written statement(s) with signature(s) from parties involved and witnesses.

.322 Only discuss with other personnel if:

- ❖ You need to as part of doing your job AND
- ❖ The other person needs to know as part of doing their job.
- ❖ No exceptions.

.323 Advise person(s) of charges/allegations

.324 Investigation assignments (3 Personnel)

- Two Battalion Chiefs (not involved)
 - A Captain can be substituted if needed to fill a slot due to involvement
- Person of equal rank/responsibilities/assignments

.33 Interview(s)

.331 Persons Involved Contact Control Form

- Complainant(s)
- Defendants
- Witnesses – Order witnesses to keep matter confidential. No exceptions.

.332 Document pertinent information

- Timeline(s)
- Run Report(s)
- Recorded interviews
 - Make sure all parties understand that the interview is being recorded.
- Photos
- Videos

.333 Requests for Union representation will be granted.

Personnel may request Union representation for interviews and/or hearings

.34 Assemble facts and findings

.35 Develop report for Fire Administration

ADMINISTRATIVE OPERATING PROCEDURES

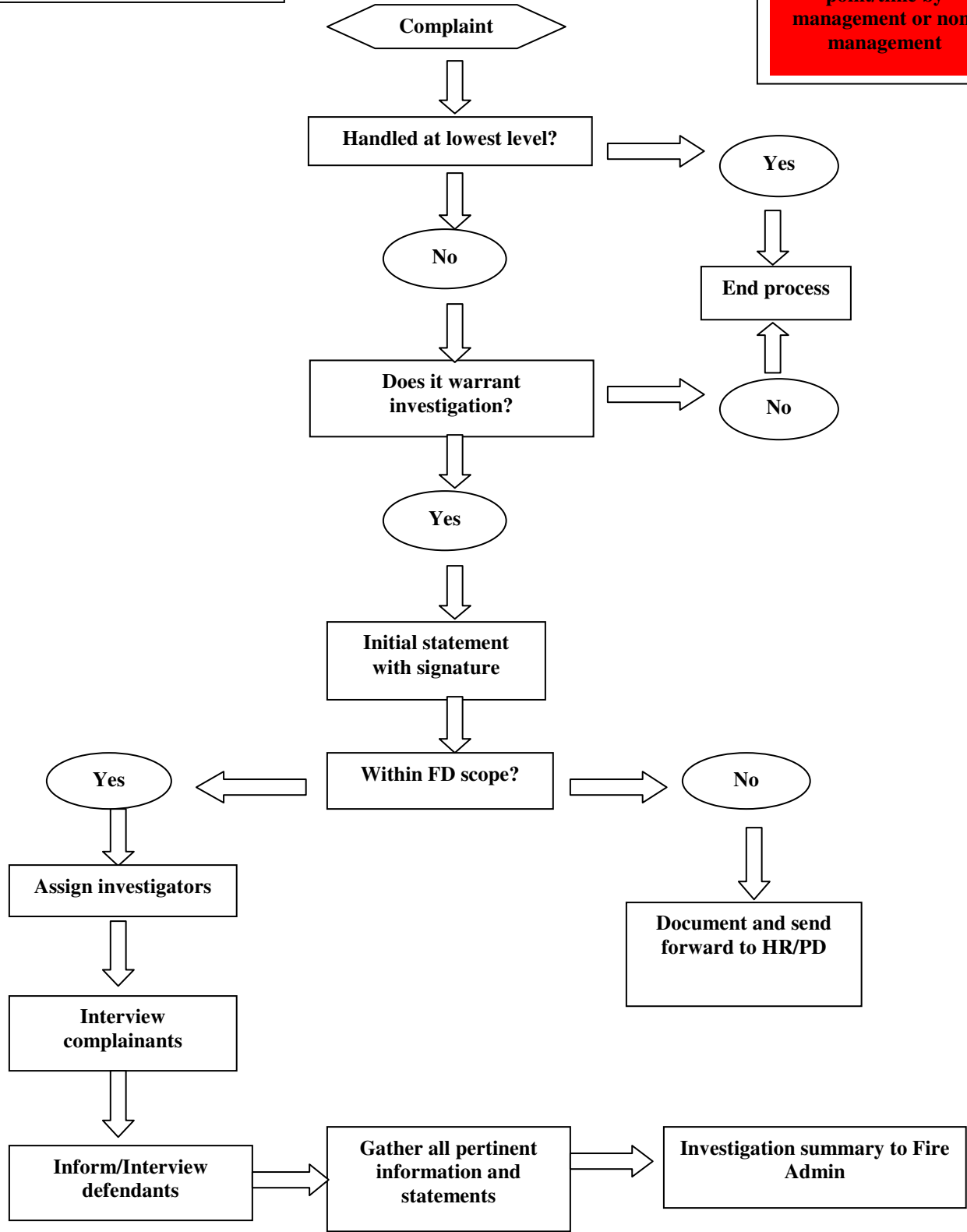
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Section: 411.4 to 411.6

- .4 Findings will be categorized in the following manner:
- Sustained – Evidence shows that person(s) are guilty of charges/allegations
 - Exonerated – Evidence shows that person(s) are not guilty of charges/allegations
 - Unfounded – Evidence is not conclusive either way
 - Malicious – Complainant(s) have made charges/allegations in a malicious manner.
 - This finding may result in a documentation and/or disciplinary actions against these personnel
- .5 Additional Notes
- .51 Personnel (management or non-management) can take the complaint to Human Resources (HR) as an investigation resource.
- .52 If it becomes apparent that the complaint (due to the nature) is out of the scope of the Fire Department – it will need to be forwarded to HR or PD
- .53 If the integrity of the investigation becomes compromised – Fire Administration shall be notified immediately.
- .6 Flow Chart and Internal Control Form
- Next two pages

Internal Complaints and Investigations flow chart

**** Complaint can be taken to HR at any point/time by management or non-management**





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THE CITY OF FAYETTEVILLE, ARKANSAS



FIRE DEPARTMENT
 101 West Center Street
 Fayetteville, AR 72701
 P 479/575-8365 F 479/575-0471

Persons Involved Contact Control Form

Case No. _____

Code	Code	Person To Contact	Code	Code	Person To Contact

Persons Involved Code (List in Following Order When Possible)

1. Complainant(s)
2. Witness(es) provided by the complainant(s)
3. Non-agency witness(es)
4. Agency employee witness(es)
5. Involved agency employee(s)
6. Accused agency employee(s)

Contact Codes

- A. Person contacted, interviewed, taped, transcribes
- B. Person contacted, interviewed, taped, but not transcribed
- C. Person contacted, interviewed, not taped nor transcribed (explain in notes)
- D. Person contacted, not interviewed (explain in notes)

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SECTION 500

Mutual and Automatic Aid

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ADMINISTRATIVE OPERATING PROCEDURES

Revised: 09-2013

Section: 501 to 502.312

501 Mutual Aid

.1 General Policy

- .11 The Fayetteville Fire Department will render and receive mutual aid and automatic mutual aid with emergency services agencies in order to provide the optimal life safety services for our citizens.
 - .111 Mutual aid agreements are written agreements between two or more jurisdictions to render assistance and resources to the other jurisdiction when requested.
 - .112 Automatic aid agreements are mutual aid agreements which include automatic dispatch of fire units to specific agreed to adjoining areas.
- .12 The FFD will participate in the Statewide Mutual Aid Plan of the Arkansas Association of Fire Chiefs.
- .13 The FFD will respond to mutual aid requests from local, county, state and national governments and emergency services agencies in accordance with Fayetteville Code of Ordinances and this policy.
- .14 Requests for mutual aid will be denied when the deployment of FFD resources outside the City would severely compromise the safety of Fayetteville citizens.

502 Automatic Aid Agreements

- .1 The City of Fayetteville Fire Department, and the _____ Fire Department, agree to enter into an Automatic Aid partnership for emergency response to structure fires. Each department will have a designated area (of the automatic aid partner's jurisdiction) in which they will be automatically dispatched as part of the initial structure fire response.
- .2 The City of Fayetteville Fire Department will respond to an automatic aid dispatch with one Engine Company and one command unit. The _____ Fire Department will respond to an automatic aid dispatch with an engine company, staffed with three personnel.
- .3 Automatic Aid Procedures:
 - .31 Dispatch
 - .311 When the City of Fayetteville Fire Department provides automatic aid, units will be dispatched through a coordinated effort from the City of Fayetteville Central Dispatch Center (CDC) and Washington County FIRECOM, or CDC the and the City of Springdale Dispatch Center.

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- .312 Fayetteville units will advise both dispatch centers of initial response and scene arrival. Once on the scene, Fayetteville units will operate on the appropriate radio and on the specified channel.
- .313 When automatic aid is provided in the City of Fayetteville, units will be dispatched through a coordinated effort from the City of Fayetteville Central Dispatch Center (CDC) and Washington County FIRECOM, or CDC the and the City of Springdale Dispatch Center .
 - .3131 Automatic aid partners will notify their respective dispatch and then change to the “interoperability” channel on their radio.

.32 Response

- .321 If a jurisdiction is unable to render automatic aid, due to other emergency response requirements or lack of adequate resources, it will contact the appropriate dispatch centers and advise of the situation.
- .322 No personal vehicles will respond on automatic aid incidents.
- .323 Automatic aid partners can request additional or specific equipment, after the initial dispatch has been made.
- .324 The department head, or their designee, will make the decision on the request and notify the appropriate dispatch centers.

.4 Automatic Aid Fire Departments

- .42 An Automatic Aid Agreement containing the above provisions will be kept on file with the City Clerk.
- .43 Current Automatic Aid Fire Departments are:
 - ❖ Springdale September 28, 2004
 - ❖ Wedington June 2008
 - ❖ Farmington July 1, 2008
 - ❖ Round Mountain July 1, 2008
 - ❖ Goshen July 1, 2007
 - ❖ Wheeler July 1, 2008
 - ❖ Johnson July 29, 2013

ADMINISTRATIVE OPERATING PROCEDURES

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Section: 503 to 504

503 Hazardous Materials Response System

- .1 The City of Fayetteville has entered into an Interlocal Cooperation Agreement with other cities and Washington County in order to provide a Hazardous Materials Response System.
 - .11 The Hazardous Materials Response Service will be provided by a Hazmat Response Team (HRT) from the combined and coordinated resources of the fire departments of Fayetteville and Springdale
 - .12 The HRT will respond with their designated Haz-Mat Units to incident scenes outside Fayetteville and Springdale upon request from another jurisdiction or Washington County Department of Emergency Management (DEM).
 - .13 The Combined Haz-Mat team will be supported with additional resources from Fayetteville and Springdale when required.
- .2 Fayetteville Code of Ordinances, Title III, Chapter 33, Article V, Section 33.050 will be followed with regards to the FFD responding to hazardous materials incidents, including rates, reimbursements, collections and records.

504 NWA Urban Search and Rescue (USAR) Task Force

- .1 The Fayetteville Fire Department will participate in the Northwest Arkansas Urban Search and Rescue (USAR) Task Force with other Fire Departments and Washington County DEM.
- .2 Personnel will be trained and equipped to deploy with the USAR Task Force to disasters within and outside Fayetteville city limits.
- .3 The FFD will outfit and supply designated personnel to be self sustained for a time period of up to 72 hours during active deployments.
- .4 Personnel deployed with the NWA USAR will follow the travel and operational direction from the Washington County Department of Emergency Management and the USAR Manual.

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