

**100.00 Mission Statement**

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**SUNRISE FIRE-RESCUE**  
**MISSION STATEMENT**

Anticipate and meet the needs of the community while providing the highest level of fire-rescue services.



## **OPERATIONS AND POLICIES MANUAL**

### **INTRODUCTION**

This Sunrise Fire Rescue Department (SFRD) Operations and Policy Manual (OPM), has been promulgated to assure delivery of Department goals set forth in the Mission Statement. As such, it has been approved by the Fire Chief. The OPM's are reviewed quarterly for updates or deletions in accordance with the joint Management and Labor Committee with the understanding The Fire Chief shall have the right, subject to review by the City Manager, to issue, amend, revoke or make special exception to this OPM and any General Orders or Administrative Bulletins.

The Operations and Policy Manual, revisions or amendments to the OPM, as well as new or revised General Orders, Administrative Bulletins and/or other City work rules or policies will be made available on the City of Sunrise intranet to all members of the Sunrise Fire Rescue Department and will be maintained electronically. Changes to OPM's will be reviewed by employees with a receipt that must be signed by each employee, which may be by electronic form, acknowledging his/her receipt and understanding of the document.

It shall be the responsibility of all Fire Department employees to thoroughly familiarize themselves with the OPM, General Orders, Administrative Bulletins, and City work rules and policies, and to conform with and abide by them. In the event of improper action, or breach of discipline, it will be presumed that each Fire Department employee was familiar with the requirements of the OPM, General Orders, Administrative Bulletins, and City work rules and policies.

### **INTERPRETATION**

This manual sets forth official procedures for the guidance of all SFRD members, and is intended to address duties and responsibilities in a general manner.

Division members shall exercise their best judgement in extraordinary situations not covered by the OPM. The OPM shall be adhered to in most circumstances, but not to inhibit initiative based on prudent judgement for unusual incidents, particularly in emergency situations.

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### **GUIDELINE**

This manual follows an organized numerical format. Appropriate Table of Content revisions will accompany future alterations of this manual. Quick reference to a particular section's Table of Contents will provide subject location as well as the most recent date of section alteration(s).

General Orders will be issued, as needed, to modify or promulgate Department policy. These orders will be retained for one year. Once issued, General Orders shall be incorporated into the OPM at least once a year.

The content of this Operations and Procedures manual is purposely stated in a broad format. Interpretation and application by department members should bear in mind the Department's goals as set forth in our mission statement.



## **FIRE LIFE SAFETY CAPTAIN**

### **NATURE OF WORK**

This is a non-shift position within the Fire Life Safety Bureau of the Administrative Division. Candidates serving in this position have successfully met all of the criteria of Fire Captain as set forth in OPM 200.06 and reports directly to the Fire Marshal.

### **PURPOSE**

Work involves supervising Fire Life Safety Inspectors working within the bureau. Work may also include the ability to serve as the Plan Review Captain or act as the Fire Marshal in his or her absence. From time to time this person may be required to conduct Fire Safety inspections.

### **DUTIES AND RESPONSIBILITIES**

- Directs and supervises the daily scheduling of annual fire inspections and re-inspections, monitor and schedule various specific tests (hood, alarm, smoke, sprinkler, ect.).
- Recommends measures to eliminate fire hazards.
- Provides technical assistance to fire company officers.
- Records and reports any violations of codes or ordinances and ensures all violations are corrected before construction is performed.
- Insures notices of correction.
- Administers direction, guidance and assistance to the Fire Inspectors when necessary
- Performs annual evaluations on Fire Inspectors
- Performs other related duties as assigned



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## EMPLOYEE PERFORMANCE EVALUATION PROGRAM

### **SECTION 1 - OVERVIEW**

Employee performance evaluation systems provide a valid basis for personnel decisions such as compensation, promotion, training, retention, and performance-related disciplinary action. Increasing employee productivity, improving organizational effectiveness, and achieving better human resource utilization are also enhanced by an effective performance evaluation system. The purpose of this manual is to familiarize employees with the SFRD performance evaluation system and to assist supervisors in evaluating the performance of employees. Any questions supervisors may have should be directed to the Administrative Officer.

It is important that supervisors do the very best job when evaluating employees. In doing so, management will have the ability to identify superior performance, as well as productivity and training requirements. It will allow the employees to get a "pat on the back" when deserved, to know what is expected of them, and to know whether they measure up to their supervisor's expectations.

The knowledge derived from performance evaluations benefits the employees, their supervisors, and the organization as a whole.

Employee benefits include:

- \* Feedback on performance
- \* Understanding of performance expectations
- \* Participation in goal-setting
- \* Identification of training and development needs

Supervisor benefits include:

- \* Increased managerial effectiveness
- \* Documentation of employee performance

Organization benefits include:

- \* Increased organizational effectiveness
- \* Basis for determining applicable merit-based pay increase

## 202.01 Overview

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An employee performance evaluation form should be completed for each Firefighter I, II and Fire Lieutenant prior to their evaluation anniversary date. The rating forms will be sent to the appropriate officer approximately two weeks prior to the expected date of completion.

Performance evaluations are sometimes erroneously viewed as a waste of time at best, and destructive to the supervisor/employee relationship at worst. It is important that each supervisor understands that an effective performance appraisal system may well be a time-consuming, difficult, and sometimes discomforting task. As a rater, the supervisor will do a disservice to the employee if the supervisor does a "hurried" job and/or is late in returning the completed form. However, by carefully reading this manual and following the guidelines, each supervisor can play a key role in improving the productivity of the SFRD work force, and enhance each supervisor's effectiveness. Each supervisor should also remember, that his/her effectiveness as a rater will be considered by his/her supervisor in his/her own rating.



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## EMPLOYEE PERFORMANCE EVALUATION PROGRAM

<b>SECTION 2 – RATING</b>
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A rater's personal point of view, values, and preferences can distort what the rater sees and believe to be true. There is no such thing as a totally objective observation.

It is important for each supervisor/rater to recognize and control any biases in order to make observations as objective as possible. There are four common biases at work during performance management: "Haloing," "Stereotyping," "Just Like me," and "Projection."

The positive or negative general reactions supervisors have to others (or ourselves) can affect how he/she interprets what happens in specific situations. This is called the "halo effect." Sometimes it is a kind of "mental glare" that is extremely negative (sometimes referred to as the "horn" effect), letting the observer see only faults and mistakes. Sometimes it is extremely positive, filtering out any negatives or problem areas.

Few people are always good or bad. If the supervisor finds him/herself thinking about someone only in extremely positive or negative terms, he/she should stop and do something about any distortions or biases that may be obvious.

Stereotyping comes from each person's early value programming and experiences. People make judgments about physical appearances, age, sex, race, and many other judgmental criteria. Stereotyping occurs when a supervisor uses this type of information to categorize and judge an employee's performance. Performance management must be based on observed behavior and results, not on some set of artificial judgments brought about by stereotyping.

People often select and attract other people who make a good "match" for the organization. People who share similar organizational values, style and philosophy with the evaluator do not, based on this alone, necessarily deserve a favorable evaluation. We must be careful not to succumb to a positive halo effect just because an employee's philosophy and values may be similar to our own or that of the organization.

## 202.02 Rating Bias

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On the other hand, supervisors may be tempted to put negative halos on people who may be "different". The "just like me" or the "not like me" observations should be set aside in performance management.

When assumptions are made about the reasons an individual behaves the way they do, we are projecting. It is projection when the reasons come from the observer and not the person being evaluated. When a supervisor attempts to project or "read-in" attitudes and motives for other's behavior, the conclusions often say more about the observer's behavior than that of the person being evaluated. Projection does not have a place in performance management.

Additional biases that should be avoided include:

Recency: Giving too much weight to recent events.

Initial Impression: Distorting subsequent information based only on initial impression.

Leniency: Grading everyone higher than deserved.

Contrasting: Evaluating an employee relative to the last person graded.

Central Tendency: Placing everyone in the middle of the scale.

Attribution: Taking credit vs. blaming. Providing an evaluation based on feedback from previous personal encounters with the person being evaluated.





## EMPLOYEE PERFORMANCE EVALUATION PROGRAM

### *SECTION 3 – DEFINITION OF RATING TERMS*

The following definitions will help a supervisor/rater determine what level of competency the employees being evaluated have achieved and should be used to select the appropriate rating.

#### **UNSATISFACTORY**

This is the lowest performance category rating. It includes that performance obviously below what is required. This category describes a level of performance that should significantly improve within a relatively short period of time if the individual is to remain in the position. An employee whose job performance is "Unsatisfactory" will be periodically re-evaluated. If an employee's job performance improves to "Satisfactory" or above during the re-evaluation period, the employee shall be granted his/her merit increase on a delayed (without retroactivity) basis.

#### **NEEDS IMPROVEMENT**

This is the performance category rating just below that of satisfactory or acceptable performance. The individual may be near the level of competent performance; however, the performance leaves something to be desired and the need for further developmental effort is recognized. The individual may still be in the trial-and-error phase of learning but shows definite promise of becoming satisfactory within a reasonable, expected period of time. It may also include those whose performance may meet standards in some areas but not in others. As when rated in the "Unsatisfactory" category, an employee whose job performance "Needs Improvement" will be periodically re-evaluated. If an employee's job performance improves to satisfactory or above during the re-evaluation period, the employee shall be granted his/her merit increase on a delayed (without retroactivity) basis.

## 202.03 Definitions of Rating Terms

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### **SATISFACTORY**

A rating of satisfactory should be assigned to those employees who have demonstrated consistently competent work. This standard of work performance is attainable most of the time by a majority of fully qualified employees. This is the level of performance for consistently acceptable performance on the job. The individual is doing a satisfactory quantity of work in a reasonable and expected manner. It is consistently solid performance that meets or may slightly exceed that which is required for the position.

### **ABOVE AVERAGE**

This is the level of performance that is noticeably above satisfactory. It means that the individual is consistently performing in a manner well beyond the normal, expected performance of a satisfactory employee, often exceeding standards in several critical areas.

### **EXCELLENT**

Performance of this kind is exceedingly rare and is generally reserved for the truly exceptional employee. A distinguished individual who consistently performs in an excellent manner and gets the best possible results even under the most difficult of circumstances. The performance of such an individual is easily recognized by all as truly distinguished.



## EMPLOYEE PERFORMANCE EVALUATION PROGRAM

### *SECTION 4 – ESTABLISHING PERFORMANCE STANDARDS & COMPLETING THE RATING FORM*

In this section, the performance standards are addressed. Performance standards are the knowledge, skills, ability, and attitudes on which employees are rated.

Every employee in the City of Sunrise Fire-Rescue Department works within a broad job classification. Job class specifications describe the knowledge, skills, experience and education requirements of an individual suited to perform a job within the classification. Each position within a classification has a purpose and scope, duties and responsibilities. It is essential to identify and convey these specific expectations that are expressed here as job performance standards. Caution must be exercised to not rely on or evaluate only one or two components of an employee's responsibility.

The employee performing the job must clearly understand the job standards and the conditions that will exist when the job is successfully done. These performance standards should be discussed with the employee. Employee performance evaluation is an ongoing process and may need to be modified as requirements and situations change. It is therefore most advantageous when the employee knows in advance what is generally expected and the criteria which the evaluator will be using in the appraisal process.

The following are the elements found in PART II of the performance evaluation form. The examples of performance standards shown here are for satisfactory employees. By carefully reviewing these examples of what constitutes satisfactory performance, it should be apparent that when work performance is less than that portrayed in the examples, such an individual would be rated less than satisfactory. Thus, performance that is clearly more than that necessary for a satisfactory performance would be rated higher.



**RATING FACTORS - *Section A of the rating form***

**KNOWLEDGE OF PRINCIPLES AND PRACTICES INVOLVED IN WORK**

Depth of knowledge and application of job skills necessary for performing assignments are possessed. Enhances depth of knowledge and skills related to current duties and responsibilities through training and development. Possesses knowledge of applicable resources and uses them effectively (e.g. Reference Materials). Performance of assigned projects and duties is consistent with currently accepted techniques, standards and procedures. Conclusions and recommendations reached through application of job skills are substantiated and documented where necessary. Equipment and tools are used correctly as applicable.

**Communication Skills**

Ability to express thoughts and disseminate information clearly both verbally and in writing. Ability to clearly understand information received verbally and in writing. Information is communicated to appropriate parties as necessary. Written reports, records, memos, etc., are clear, concise and rarely contain errors. Run Reports (fire, patient, state, etc.) are completed in a concise and timely manner and forwarded appropriately. Oral reports and presentations are clear, well organized and accurate. Verbal communication (face-to-face, radio, and/or telephone) is clear and accurate. Demonstrates a clear understanding of information through effective listening and reading skills. Few and only minor problems occur because of lack of effective communication. All work-related accidents are reported to supervisor upon occurrence.

**Punctuality/Attendance**

Regularity of attendance and punctuality. Leave time is used responsibly as authorized. Sick leave is accumulated or usage is verified as applicable/required. Sick leave concerns are identified and resolved in a timely manner. Supervisor is given proper notice of absences. Conforms to established work schedules. Arrives to work allowing adequate time to prepare for duty. No unnecessary delays in starting work at specified time. No abuse of meal periods, breaks, quitting time, or other absences. Works any necessary overtime to fulfill responsibilities of position and performs without complaint. Arrives on time and prepared for daily scheduled events (training classes, details, etc).



**Amount and Quality of Work**

Acceptable amount and quality of work. Demonstrates ability to complete a large volume of work while maintaining high quality. Completes projects expeditiously. Meets deadlines. NOTE - Further examples of employee output in terms of both the amount of work performed and the quality of work completed necessitates very job-specific statements. For example, performing acceptable work for a firefighter may include satisfactory compliance when asked to perform a specific duty either on the fire scene or in an emergency medical situation. All work is completed with a high regard for safety, regardless of the situation.

**Safety**

Understands the importance of a safe working environment. Fire and rescue skills are completed in a safe manner with all due regard for the firefighter, other members of the team, and any potential victim. Follows strict safety criteria when working with fire and medical equipment. Wears all necessary protective clothing and equipment. High regard for infectious disease criteria. Has a consistently safe driving record and routinely obeys all necessary traffic laws.

**Planning and Organizing Work**

Ability to organize work and resources, sets goals and attainable objectives, uses time and resources effectively. Takes an active role in goal setting, project planning and internal affairs of the department/division and achievement of the work group. Problems or deviations arising in established plans, schedules and work activities are handled promptly and correctly; obtains supervisor's approval as appropriate. When not performing required assignments, time is utilized for the job-related benefit of the individual and the department/division. Personal matters, non-work related activities, visitors, telephone calls, etc. do not interrupt work performance. Determines and assigns resources required to reach objectives. Economy is exercised in the use of available resources (i.e. supplies, equipment, tools, etc.). Work is organized in a logical and efficient manner.



**Working Without Direct or Detailed Supervision**

Exhibits initiative, motivation, self-reliance. Demonstrates creativity and originality. Demonstrates ability and desire for advancement (i.e. potential). Actively pursues advanced training and development. Innovative ideas are advanced and encouraged in solving problems and improving the effectiveness of the work group. Potential improvements in fire rescue operations are identified and recommended. Readily accepts responsibility and follows through to completion as necessary. Suggestions are made in the proper manner and readily tried to improve work methods. Demonstrates self-reliance by completing work independently. Performs duties without prompting and close supervision.

**Working With Others**

Has a good working relationship with peers, supervisors and subordinates, contributes to an atmosphere of positive morale in the work place. Demonstrates professional conduct in working relationships. Conflicts or problems in the work group are usually resolved without intercession of another authority. Accepts and supports administrative decisions. Works with supervisor and other members of the work group in building an effective team. Accepts suggestions and supervision without complaint. Assists co-workers as needed and does not disrupt their work. Problems in working relationships are resolved without disruption of work.

**Acceptance of Change**

Ability to solve novel and/or crisis situations; ability to adjust to change, and take appropriate action to effect change in the organization. Displays willingness to learn new and/or different methods and techniques. Accepts and adjusts to changing work situations and/or assignments. Demonstrates ability to improvise under atypical situations. Takes appropriate action to resolve a crisis situation. Demonstrates ability to handle extraordinary emergency situations. Composure is maintained under stress.

**Initiative**

Exhibits inner motivation and self reliance. Demonstrates ability and desire for advancement. Actively pursues advanced training and development. Innovative ideas are



offered. Readily accepts responsibility and follows through to completion as necessary. Demonstrates self-reliance by completing work independently.

**Judgment**

Ability to use discretion and make proper decisions. Demonstrates the ability to foresee the possible outcome of a chosen course of action and decide accordingly. Scope of knowledge or authority is not exceeded in handling work situations. Appropriate decisions are made independently whenever possible or with the supervisor's assistance if the situation dictates.

**Technical Proficiency**

Demonstrates an appropriate degree of proficiency in the technical aspects of the job, staying abreast of changes and developments in the field. Takes additional steps to attain additional skills and training to improve performance, stays up-to-date. Work products and outcomes utilize current professional standards and techniques. Designs and implements new operating procedures, when necessary, using new and appropriate knowledge and skills. Follows up on suggestions for changes or improvements in procedures or practices.

**Public Contact**

Demonstrates good working relations with citizens, internal and external agencies, and the community. Promotes a positive public image for the City. Demonstrates tact and courtesy in meeting with the public. Problems and complaints from the public are handled in a positive, helpful manner. The employee should not have sustained complaints made against him/her by members of the public, and by the same token, commendation/appreciation letters should be duly noted.

**Appearance**

The employee is well groomed and professional appearing. Projects a good public image. Good personal hygiene is apparent. Uniforms are neat appearing, clean, and worn according to departmental policy. Good grooming and appearance is consistent and applies on calls, at training sessions, or at other times while on duty and particularly when dealing with the public.



**ADDITIONAL RATING FACTORS FOR ALL SUPERVISORS** - *Section B of the rating form*

**Utilization of Resources**

Demonstrates consistent and systematic methods of managing programs, developing and implementing policies, and the ability to interface with management support systems. Successfully encourages new employees to become an asset to the department/division. Tasks are assigned in a fair manner and work is evenly distributed among employees. Upper level managers are advised of programs, plans, etc. on a timely basis. Anticipates and appropriately handles actions which may impact other work units. Sees the "whole picture" and takes necessary factors into account. Exercises management responsibility for implementing cost reduction programs. Understands the process involved with utilizing various fire rescue resources and does not hesitate to request assistance when necessary.

**Administrative Decision Making**

Makes sound, logical, decisions based on thorough analysis of all relevant facts. Decisions are in accordance with departmental and City policies and rules. Decisions are consistent with the nature and scope of the work performed. Decisions are made in the interest of fairness and without bias. Uses discretion in performance of duties (i.e. considers proper time, place, and circumstances). Demonstrates ability to anticipate the effect of decisions. Anticipates unexpected or unusual circumstances in order to make appropriate decisions. Is able to render important decisions in a timely manner while on the scene of an emergency.

**Accomplishing Objectives**

Determines and assigns resources required to meet objectives. Motivates employees to be productive and reach full potential. Assignments are made in a fair and impartial manner considering the needs of the department/division and the capabilities of the employee. Assures the effective accomplishment of objectives through establishing standards, measuring results, and taking corrective action. Demonstrates ability to effectively interface, vertically and laterally, within the organization as well as with management support systems.





**EMPLOYEE DEVELOPMENT** - *Part III on the rating form*

This section is to be completed for all employees. It allows supervisors to identify training needs, solicit employee views, and to facilitate communication. This section also is used to identify employee awards and commendations provided during the evaluation period. The evaluator shall include recommendations for improving subsequent performance.

**ANNUAL PERFORMANCE CERTIFICATION** - *Part IV on the rating form*

This is the "overall" performance rating for the employee during a particular rating period, and that which determines the merit increase. This part is to be completed for each employee. The rater will then affix his/her signature and title, date the form, and forward the entire performance evaluation form to his/her supervisor. A rating of "Unsatisfactory" or "Needs Improvement" cannot be balanced by any other rating. Therefore, in order to receive an overall rating of Satisfactory, an employee must be rated Satisfactory or better in all categories. A rating of Unsatisfactory, Needs Improvement or Excellent should be explained in "General Comments" (Part III, (4)).

**SUPERVISOR REVIEW** - *Part V on the rating form*

This area is to be initialed and dated by the evaluator's supervisor and by the Fire Chief before review of the evaluation by the employee. The Fire Chief will check the appropriate box for approval or disapproval of the merit increase.

**EMPLOYEE REVIEW/REMARKS** - *Part VI on the rating form*

This part of the performance evaluation form is provided for the employee to make any written comments concerning the evaluation. The employee is asked to sign the form with name, title and date included.



## EMPLOYEE PERFORMANCE EVALUATION PROGRAM

### **SECTION 5 - THE PERFORMANCE EVALUATION INTERVIEW**

Planned frequent communication and feedback on job performance throughout the year helps overcome apprehension during the actual evaluation interview. However performance evaluations do not always go smoothly and tension may still exist. The guidelines listed below are designed to assist the evaluator in reducing tension and conducting a positive, meaningful evaluation.

1. Have the "tools" which you need for the meeting.
  - A quiet, private location with no interruptions
  - Relevant work records for discussion
  - The completed Performance Appraisal Form
2. Start the appraisal with a warm-up period.
  - Take the time to develop rapport and discuss the appraisal process including the need for action and commitment
  - Review the information on hand that was used to measure the employee's performance
3. Be candid and be specific. Candidly get to the point in discussing the employee's job performance. The quality and effectiveness of the entire performance evaluation will hinge on the ability of the supervisor to be direct and candid in discussing what was expected and how well the job has been done.
4. Build on the employee's strengths. This approach enables the employee to work toward his/her greatest potential. The employee must use his/her strengths to accomplish a job, he/she cannot use weaknesses.
5. Be a positive listener. Non-verbal communication often says more than words.
6. At the conclusion of the interview, the evaluator should have answered these four questions for the employee:
  - How am I doing?
  - Where do I go from here?

## 202.05 Performance Evaluation Interview

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- What are my major skills and abilities?
- What areas of my performance need improvement?



## EMPLOYEE PERFORMANCE EVALUATION PROGRAM

### ***SECTION 6 - CHECKLIST FOR PROCESSING THE PERFORMANCE***

1. Have you reviewed the Performance Evaluation Instruction Manual?
2. If the employee has been supervised by others (or worked with others) during the appraisal period, have you received input from those individuals?
3. Have you reviewed the employee's personnel file?
4. Have you requested the input of the Battalion Chief or other appropriate supervisor?
5. Have you rated all applicable performance standards?
6. Have you provided justification statements for all ratings of "Unsatisfactory", "Needs Improvement" or "Excellent"?
7. Have you signed and dated the form prior to issuance to the employee?
8. Has the evaluation been reviewed and signed by the evaluator's supervisor and the Fire Chief?
9. If the performance evaluation is rated as "Unsatisfactory," or "Needs Improvement", have you advised the employee that he or she will be receiving a follow-up evaluation?
10. Make sure that the employee signs and dates the form and has had an opportunity to review all attachments.

## 300.01 Chain of Command

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# CHAIN OF COMMAND

The Sunrise Fire-Rescue Department is a paramilitary organization, utilizing a specific rank structure to maintain appropriate command and control of operations and personnel. A predetermined Chain of Command is established to facilitate effective communications during both emergency and routine situations.

Personnel are expected to utilize the Chain of Command appropriately, at all times, when communicating with peers, subordinates and superiors. It is expected, under normal situations, that personnel address matters at the appropriate level. Personnel are discouraged from breaching the Chain of Command without permission or acknowledgment of the direct superior. There will be at times, situations dictating a breach in the process, however, the most effective method of communication within the organization will be accomplished by properly utilizing the Chain of Command.

The Chain of Command is further outlined in the Organizational Chart.



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## **PERSONAL APPEARANCE**

### **I. STATEMENT OF POLICY**

- A. The grooming of individual members of this Department must be consistent with the conditions under which they are employed. It is the goal of the Sunrise Fire-Rescue Department to comply with acceptable safety standards.
- B. Safety standards for personal grooming and procedures for implementation are hereby established with the following guidelines. The responsibility for compliance, at all times, shall be with the individual employee performing Fire-Rescue duties.
- C. Company Officers and Battalion Chiefs are responsible for the enforcement of this policy. Violations will be documented to file. Personnel in violation will be given 72 hours to comply with this policy (eight hours for day personnel). Violations may result in disciplinary action.
- D. When violations are detected and an investigation reveals that a subordinate officer has tolerated violations of these standards or has been selective in the enforcement of these standards, disciplinary action may be taken against that officer for the failure to properly supervise.
- E. This directive establishes policy for grooming standards of the Sunrise Fire-Rescue Department. Public confidence in firefighting and emergency medical services personnel is related to personal appearance. Our goal is to create and maintain a standard that expresses a positive image and a high level of professionalism for the Sunrise Fire-Rescue Department.

### **II. STANDARDS**

#### **A. Hair**

The hair and sideburns will be maintained neat and well-groomed, so as to present a professional image. No ragged or unkempt hairstyles, style extremes, or unnatural hair coloring is permitted.

## 300.03 Personal Appearance

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1. The front of the hair may not extend below the eyebrows when naturally combed.
2. The side hair may cover only that portion at the ear above the center line of the ear canal.
3. The back of the hair will not extend over the bottom of the collar of the buttoned uniform shirt when in a standing position looking forward. The hair may be worn "up" to satisfy the intent of this standard.
4. Excessive grease or oils are prohibited. Mousse (non-alcohol-based) may be applied for neatness.

### B. Beards

1. Beards or facial hair shall be prohibited for members required to use self-contained breathing apparatus (SCBA).
2. All lip-beards and goatees are prohibited.
3. The face is to be clean-shaven, except for an acceptable mustache.

### C. Mustaches

1. Mustaches must be neatly trimmed.
2. Mustaches may be worn but shall not extend into the seal of the self-contained breathing apparatus.
3. Handlebar-type mustaches are allowed as long as they are neatly trimmed, not excessive, and do not connect with the sideburns.

### D. Sideburns

1. Sideburns shall be kept neatly trimmed and close to the face to avoid any possibility of a defective mask face-piece seal.
2. Sideburns may not extend below the bottom of the ear canal.

### 300.03 Personal Appearance

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3. Muttonchops and flared sideburns, and those connecting with the mustache are prohibited.

#### E. **Jewelry**

Jewelry can be worn only as indicated below. However, it is important to point out that use of jewelry warrants caution, particularly rings and bracelets, due to the dangers related to heat and electrical conductivity, as well as the potential danger of jewelry to be caught in mechanical devices. Except as described in the Collective Bargaining Agreement, the City is not responsible for the repair or replacement of any jewelry items that may be lost, worn, or broken during the course of duty. Jewelry items are worn at the discretion of the employee.

1. Earrings are prohibited.
2. One bracelet may be worn as long as it is not excessive and does not present a safety hazard (i.e. too loose).
3. Necklaces may be worn as long as they are kept inside the T-shirt at all times.
4. Rings that are excessively large or pretentious are prohibited.
5. Only one ring per hand permissible.

#### F. **Cosmetics**

1. No fingernail polish is to be worn.
2. Cosmetics worn by employees must not be excessive or extreme. No unnaturally dark or bright lipstick may be worn.

#### G. **Fingernails**

Fingernails shall be no longer than 1/4" from the tip of the finger.

#### H. **Personal Hygiene**

All members shall be well groomed and clean in their appearance.





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## UNIFORM POLICY

It is the intent of the SFRD to insure that all Fire-Rescue personnel maintain the highest levels of professionalism and integrity. Our successes are achieved only by maintaining the confidence and respect of the public during the performance of our duties, whether dealing with emergency or non-emergency situations. The following uniform policy is hereby in effect.

A. **POLICY**

1. The term "uniform" applies to those items provided by the City, specifically, a complete set of clothing including dress shirt (with patches), pants, tee-shirt, jacket, jumpsuit, badge, and collar ornaments (if applicable). See **B** below.
2. Rules regarding uniforms will be strictly adhered to. All uniforms are to be clean and pressed and are subject to daily inspection by the Lieutenant, Captain, and/or Battalion Chief. A more comprehensive inspection will be held during quarterly station inspections.
3. It is the responsibility of all personnel, and ultimately all officers, that uniforms are worn properly.
4. All members, upon the initiation of employment with the City of Sunrise, will be issued appropriate and adequate uniforms. It is the responsibility of the members to insure the whereabouts and condition of issued uniforms at all times. Uniforms will be replaced by the City of Sunrise on an as-needed basis by written request, unless said uniform is damaged or lost due to employee negligence, in which case the employee is financially responsible for the cost of replacing the damaged or lost items.
5. All uniforms and equipment assigned to members shall remain his/her property during their term of employment. At the time of separation from the City of Sunrise Fire-Rescue Department, members are responsible for returning issued equipment and uniforms in a clean and orderly condition. Items unaccounted for are the financial responsibility of the individual.

## 300.04 Uniforms

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### **B. UNIFORMS AND ACCESSORIES**

#### **1. Class A Uniform**

White long-sleeve dress shirt (issued on as-needed basis)  
Black tie  
Dress pants  
Badge  
Name tag  
Collar ornaments  
Jacket (if appropriate)  
Dress hat  
Black belt  
Black shoes

#### **2. Class B Uniform**

Short-sleeve dress shirt (blue or white depending on rank)  
Uniform tee-shirt  
Navy work pants  
Badge  
Name tag  
Collar ornaments (if applicable)  
Jacket (if appropriate)  
Black belt  
Black shoes  
Baseball-style cap (optional)

#### **3. Class C Uniform**

Uniform tee-shirt or  
Uniform golf shirt - Fire Life Safety, Administrative staff and special details use  
with approval of the Fire Chief or designee  
Navy work pants  
Jacket (if appropriate)  
Black belt  
Black shoes  
Baseball-style cap (optional)

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### 4. Class D Uniform

Jumpsuit  
Uniform tee shirt (optional)  
Badge  
Collar ornaments (if applicable)  
Black belt (if applicable)  
Black shoes  
Baseball-style cap (Optional)

### 5. Accessories

Official accessories are to be worn as follows, for all ranking personnel.

- a. Badge - To be worn on dress shirts above the flap of the left breast pocket. On jumpsuits, the badge is to be worn in the badge holder or above the left breast pocket. Badges will be silver in color for all ranks below that of Captain. For the ranks of Captain and above, badges will be gold colored to each rank as directed by the Fire Chief
- b. Name tags - to be worn on the seam above the flap of the right breast pocket on dress shirt (embroidered on jackets and jumpsuits).
- c. Collar accessories (bugles) are to be worn by all personnel holding the rank of Lieutenant and above. The bugles are to be worn parallel to the point of the collar. When the individual is wearing a tie, the bugles are to be worn straight up and down. The color of the bugles will be the same as the badge, as indicated above. No other collar accessories will be allowed. The number of bugles to be worn is guided by the following: Lieutenant (1); Captain (2-uncrossed); Battalion Chief (2-crossed); Division Chief (3-crossed); Deputy Chief (4-crossed); Fire Chief (5-crossed).
- d. One service pin (i.e. years of service, accreditation) may be worn 1/2" above the center of the nametag on dress shirts, jumpsuits, or jackets. In lieu of a service-related pin, a union pin or an American Flag pin can be substituted as long as it does not exceed 1 inch in size. However, at no time can more than one pin be worn. A departmental commendation award can be worn in addition to the one pin maximum.
- e. Patches will be provided with dress shirts, jumpsuits, and jackets.

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### C. GENERAL INFORMATION

1. Employees will have full Class B uniform available at the commencement of their respective shift. After determining the schedule for the day, it can be decided if the Class B or Class C uniform will be worn.
2. Class B uniforms will be worn whenever personnel are participating in special details, public relations programs, inspections, educational classes, City and/or Department meetings, while at the Public Safety Complex, and any other time as requested by the company officer or Battalion Chief.
3. Class B uniform shirts should not be worn for any responses or training requiring the use of bunker gear.
4. Jumpsuits may be worn between 2000hrs and 0800hrs only while responding to calls and during training exercises, unless as noted in #2 above, providing that uniformity is maintained at all times among personnel on an individual unit (i.e., all or none in the unit). Special consideration by the Station Commander may be made for personnel when their Class B uniform is contaminated. Crew uniformity is still required in this instance.
5. At no time will a member of the SFRD wear an issued uniform, or part thereof, while off-duty. On-coming employees are allotted a maximum of one (1) hour prior to the commencement of their shift to wear their uniform. Off-going employees are allotted a maximum of one (1) hour following the completion of their shift to change into civilian clothes.
6. No changes are to be made to the uniforms which would cause it to vary from standard issue, except as noted herein.
  - a. A baseball-style cap, that is department approved, may be considered part of the daily uniform. The only approved cap is that which is issued by the Department. No pins may be added or any other alterations made to the cap.
  - b. Department approved shorts may be worn during designated physical fitness training periods. At no time may shorts or sneakers be worn while responding to calls.

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- c. White socks may be worn only during approved training or physical fitness training periods. White socks may not be worn with low cut department approved shoes. When wearing low cut black uniform shoes, individuals must wear navy blue or black socks.
  - d. Sweat shirts and sweat pants may be worn only during scheduled physical fitness training periods. These garments shall not be worn while responding to calls.
7. All members shall wear a Department issued black belt and black shoes with the uniform. Shoes will be kept clean and shined.
  8. Shirts must be properly buttoned and tucked in at all times while wearing the Class A, B or C uniforms.
  9. No part of the uniform will be worn while an employee is under suspension.
  10. When off-duty details require the wearing of a uniform, the appropriate uniform will be worn. Questions regarding the appropriate uniform will be immediately directed to the Detail Officer.



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## **RULES OF CONDUCT**

These Rules of Conduct shall govern the official and unofficial actions of every member of the Sunrise Fire-Rescue Department (SFRD or Department). All members of the Department are expected to operate in a highly self-disciplined and responsible manner, and shall maintain themselves in a positive, productive, and mature way. Any failure to follow the general rules of conduct will be construed as a breach of discipline. This includes all uniform and civilian employees, both on and off duty. While not all-inclusive, the following identifies infractions that may lead to disciplinary action:

### **A. Unbecoming and Inappropriate Conduct.**

1. Courtesy and civility toward the public, and other members of the Department, shall be displayed at all times by all members of the SFRD. Members are to conduct themselves in a professional manner at all times. Remember that you work for the citizens of the City of Sunrise. Be polite, courteous, and as helpful as possible on all emergency and non-emergency scenes. Do not become abusive or indifferent.
2. Intolerance in the form of discrimination or sexual harassment, in action or speech, toward any person because of race, color, national origin, religion, sex (including pregnancy), disability, age, citizenship status, and genetic information (collectively "protected category"), shall not be shown, displayed, voiced, or expressed, by any member of the SFRD, at any time. The City of Sunrise has a Non-Discrimination Policy which applies to all employees. Harassment in the workplace includes influencing or offering to influence or threatening the career, pay, or job of another person on the basis of that person's protected category. Harassment also includes unwelcome or deliberate or repeated comments, gestures, physical contact of a sexual nature, jokes, insults, cartoons, magazines, or innuendoes relating to a protected category, or religion; or personal conduct that could reasonably be construed as offensive, in a work or duty-related environment.
3. Members shall conduct themselves at all times in such a manner as to reflect most favorably on the fire service, the SFRD, and the City. Conduct unbecoming a member shall include any conduct which adversely influences the morale or efficiency of the SFRD. Also included as conduct unbecoming is any conduct that has a tendency to diminish the public's respect for firefighters and paramedics, and any conduct that has a

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tendency to diminish ~~destroy~~ the public's confidence in the operations of the Fire Service, and/or the City.

4. No member of the Department shall use coarse, profane, or insolent language, or be disrespectful to another member in an attempt to berate or discredit the member, other City employee or citizen.
5. Each member shall cooperate with other members of the Fire Department, and other City Departments, as necessary for efficient operation.
6. Members shall not encourage or participate in, deliberations or discussions, or any activity, which would convey censure toward other members or employees of the SFRD.
7. Members will not be involved in fistfights or physical or verbal altercations of any type while on duty, except as a last means of self-defense.
8. No member shall use, buy, sell, possess or consume alcohol, illegal drugs, prescriptions prescribed to another person or illegal controlled substances (collectively "intoxicants"), ; nor shall they use any kind of mind-altering substance while on duty, or at any time while in uniform. No member shall report for duty while under the effect of these intoxicants, or with any such intoxicant in their system.
9. Members shall not operate any City vehicle on or off duty after using any intoxicant or controlled substance.
10. Members shall not transport any intoxicant, including but not limited to alcohol, in City vehicles on or off duty.
11. No member shall report for duty or remain on duty while using any prescribed controlled substance, except when the use is for therapeutic purposes pursuant to the instructions of a physician who has advised the member that the substance does not adversely affect the employee's ability to safely perform his/her job. .
12. No member shall be under the influence of intoxicants in public, in such a manner as to bring discredit to the SFRD or to the City.

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13. Members are prohibited from possessing firearms on City premises except when in compliance with Section 790.251, Florida Statutes. Members are prohibited from having firearms or other weapons in any City vehicle. Fla. Stat. §790.251((7)(f). No concealed weapon or firearms can be brought into a police station or a meeting of the City Commission. Fla. Stat. §790.06(12)(a).
  14. Unauthorized or illegal possession of any property which comes under the employee's control or into the employee's possession by virtue of his or her official capacity as a member of the department is prohibited.
  15. Violation of any law, ordinance or rule of the United States of America, the State of Florida, Broward County, City Charter, City Code of Ordinances, City Administrative Policies & Guidelines (check with HR, but that's what they are called on their website)., Policy and Departmental Rules and Regulations, and departmental directives and procedures may lead to disciplinary action, up to and including termination.
  16. Disposition of any criminal charge (e.g., including but not limited to conviction, plea of nolo contendere, dismissal, pre-trial intervention program, etc.) which occurred while on or off-duty must be reported to the Chief within twenty-four (24) hours. Members must report to the Fire Chief any on or off duty arrests as well as any receipt of any traffic citation that may result in suspension or loss of driving privileges, within twenty-four (24) hours of the arrest or traffic citation/incident.
  17. Members shall not commit, engage in or be involved in any falsification, misstatement, exaggeration, or concealment of material facts in connection with employment, promotion, investigation or other proceedings.
  18. Insolence, indifference, or evading duty is absolutely forbidden.
  19. Members of the SFRD are not permitted to gamble on City property, whether on or off duty.
  20. Members of the SFRD must promptly and thoroughly obey lawful orders from a supervisor while on-duty.
  21. Unauthorized use of City or Department bulletin boards and the removal or posting of material without permission is prohibited.



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22. Members of the SFRD shall not use their job status, uniform, badge, or I.D. to demand special privileges (for example, but not limited to, attempting to gain entry to a special place or event). Members will comply with Florida law and the City's Code of Ethics as set forth in Chapter 10, Article II of the City's Code of Ordinances. Members will not use their position with the Department for personal gain or influence.
  23. Members shall not participate in any political activity while on duty, in uniform or while representing the Department.
  24. Members of the SFRD shall be prompt and efficient in the performance of their duties.
  25. Members of the SFRD are expected to fully participate in all training and educational sessions that they attend.
  26. Members of the SFRD, while in the station or at a fire or rescue scene, shall act and behave ~~display themselves~~ in a professional manner most conducive with the efficient discharge of their duties.
  27. Members shall not permit any unauthorized person to enter or ride in a City vehicle or to enter into a station without express authorization from a Chief Officer.
  28. Members of the SFRD shall never take, or remove, anything from any person, building, residence, or any location, for their own personal use or personal gain or for the personal use or personal gain of another person.
  29. No member of the SFRD shall knowingly make any type of false statement or report.
  30. Members of the SFRD shall address Officers by the Officer's official title.
  31. If asked, members of the SFRD must give their correct name and rank. Members must work competently in their positions to insure that all department-sponsored programs operate effectively.

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32. Members shall not smoke or use tobacco products and tobacco-like products, including smoked and smoke-less tobacco, other smokeable products, and electronic cigarettes in City buildings and City vehicles. Smoking and the use of tobacco products and tobacco-like products, including smoked and smoke-less tobacco, other smokeable products, and electronic cigarettes are permitted only outside of City buildings and City vehicles. Smoking and the use of tobacco products and tobacco-like products, including smoked and smoke-less tobacco, other smokeable products, and electronic cigarettes are strictly prohibited on any emergency scene or in any situation in which members are in contact with the public.
33. Members will not condone or participate in any form of hazing.

Hazing includes, but may not be limited to:

Disorderly conduct, assaulting, fighting, threatening, intimidating, coercing or harassing employees, supervisors, any City official or any other person.
34. No member will conduct him/herself in an immoral or indecent manner. Sexual relations of any kind are not permitted on duty or at any time in uniform.
35. No member will loan, sell, trade, dispose of, or give away any property belonging to the Department or the City without the written permission of the Fire Chief or his designee.
36. Members will not use City time, facilities, City telephones, computers, equipment, or any other City resource as a means of conducting business other than that which is related to their position with the City.
37. Members shall not recommend or suggest the services of an individual or organization to the public when a member of the Department would profit from such a referral. This includes, but is not limited to: lawyers, bondsmen, wrecker services, etc.
38. Members are not allowed to wash their private vehicles while on-duty. Members are also not allowed to conduct maintenance on their private vehicle while on duty or at any time on SFRD property, except for emergency repairs.

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39. Personnel are not permitted to solicit the public for the purpose of fundraising while on duty and/or in uniform unless approved in advance by the Fire Chief.
40. Witnessed behavior that is inappropriate should be immediately reported to the Shift Battalion Chief or their supervisor. The Shift Battalion Chief will forward this reported behavior to the Fire Rescue administration and the investigation will follow the same procedure as in OPM 302.02 "Citizen Complaint".

### **B. Reporting for Duty**

The Fire-Rescue Department is a 24-hour public safety agency. Thus, all employees of this department are subject to call at any time to ensure prompt and efficient service to our citizens. Any employee called to work during his or her time off (or asked to remain on a shift) will respond promptly by reporting to the designated station or other location as directed by a superior member. Failure to report to work as ordered without legitimate reason may subject the employee to disciplinary action, up to and including termination.

1. Employees must have telephones, and must report any change in telephone number or address to their immediate supervisor within 24 hours of the change.
2. Members must have a Class B uniform available at shift change, and report for duty clean-shaven and neat appearing (See Grooming and Uniform Policies).
3. Members calling in sick, late, or for any other reason must call in as prescribed in the Collective Bargaining Agreement and OPM 300.11.
4. No contact by a member within 30 minutes after their scheduled duty shift will be considered absent without leave. See OPM 302.01 regarding absent without leave.
5. Members who call in, prior to 0800 hours of their duty day, for the purpose of advising the Battalion Chief that they will be late will be charged with lateness. And will be allowed to report to duty.
6. Members are to report to work on time for their scheduled duty time
7. Repeated or excessive lateness may subject an employee to discipline.

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8. Members may not claim sick leave when physically fit and may not falsify any sick or injury report.
9. EMTs and Paramedics are required to have an appropriate and current EMT or Paramedic Certificate, Advanced Cardiac Life Support Card (if applicable) and a current Healthcare Provider level CPR card on their person while on duty and must immediately notify the SFRD of any loss, suspension or revocation of any certification. Additionally all members of the Sunrise Fire Rescue Department must remain in good standing with the United States Department of Health and Human Services Office of the Inspector General (OIG) and shall immediately notify the Fire Chief of any information or investigation that might cause the member to ~~not~~ appear on the List of Excluded Individuals from Federal Health Care Programs. Members are required to have an appropriate and current Florida driver's license on their person while on duty and must immediately notify the SFRD of any loss, revocation, or suspension.
10. Line-up - Members of the SFRD shall utilize a formal line-up to inform all personnel of missing or damaged equipment; changes in rules or regulations; changes of orders or procedures; new orders or directives; and to pass on any information essential to the efficient operation of the Department. During morning line-up, or when relieved of duty, members shall exchange all current information concerning new or changed orders, equipment, apparatus, supply deficiencies, repairs needed, or repairs completed. Also, members shall exchange necessary keys, radios, etc.
11. Members of the Fire-Rescue crew shall log into the proper record book, all repairs and maintenance completed as well as fuel, oil, etc. added to their respective emergency vehicle.
12. Members shall have their bunker gear properly secured on their emergency vehicle or available at all times while on duty. Bunker gear will be removed at the conclusion of each shift. Bunker gear will then be hung properly on the storage rack or if being transported placed in the protective clothing storage bag.
13. Members must be aware of all SFRD equipment and know the location and proper operation of this equipment.

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14. All Fire-Rescue Department personnel are responsible for complying with all Departmental directives, including, but not limited to, **OPM's, Administrative Bulletins, General Orders, and Departmental Operating Protocols**. Likewise, personnel are expected to check station boards on a daily basis to familiarize themselves with departmental activities and other pertinent issues.
15. All in-service SCBA/PASS units will be checked daily and deemed functional during the morning equipment check.
16. All personnel are required to provide the Department with an accurate and current address and telephone number as well as emergency information (i.e. emergency notification, blood type, etc.).
17. Members will thoroughly acquaint themselves and remain knowledgeable of the geographical characteristics of the City.
18. Members will maintain compliance with their respective job descriptions at all times.

### C. Station Duties

1. Members will ensure that the station and assigned vehicles are clean, maintained, and fueled at all times.
2. Members shall be held responsible for departmental property.
3. Members shall be responsible for knowing and following all rules, regulations, written orders, OPM's, protocols, daily worksheets, special assignments and verbal orders, as given.
4. Members will stock, supply and make ready for service, all units as soon as the unit returns from an alarm, per departmental policy.
5. Members shall clean and wipe down vehicles returning from alarms, as needed.
6. Members shall immediately report any missing or damaged equipment to the Station Commander as appropriate.

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7. Members shall be in proper uniform during the performance of their duties (See Uniform Policy).
  8. Members are not allowed in any supervisor's office, unless directed to be there by an Officer.
  9. Members are not allowed in the dispatch center, unless they are on official Fire Department business.
  10. Pay-per-call phone calls are not allowed. Long distance calls can only be made with the use of a personal calling card.
  11. Personal phone calls may be made or received on phones designated for said use but shall be limited to no more than ten minutes, and shall in no way interfere with the performance of the member's duties. Nothing herein shall prevent the officer in charge from restricting calls for just cause.
  12. All personnel will keep their personal effects in their assigned lockers when not being used. This includes clothing, gym workout gear, personal bags, etc. Items left on the bed or on the floor are to be kept in an orderly fashion.
  13. The Fire Station doors will be closed and secured at all times when the station is unattended, and daily at 2100 hours.
  14. Members will refrain from unnecessary noise and other distractions during sleeping hours.
  15. Each Fire Station will be opened up each morning by no later than 0730 hours.
  16. Members must be out of bed by no later than 0700 hours each morning. Living quarters will be cleaned and vehicles will be started and cleaned prior to line-up.
  17. Visitors to the stations will be treated with courtesy and respect. Visitor's will be allowed in the station between 1700 and 2100 hours, but only with the permission of the Station Commander as appropriate. Reasonable exceptions can be made by the Station Lieutenant or Captain as appropriate. However, visitors will not be allowed in the station after 2100 hours, unless approved by the Fire Chief.

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18. X-rated videos and materials are prohibited in the stations.
19. Unless committed to an incident, or to training exercises, all assigned rescue and engine apparatus are to be kept inside the respective station. Other exceptions include vehicle checkout and apparatus field day.
20. No member will leave the immediate station area without permission from a superior officer. If it is deemed necessary by the officer to leave the immediate station area, the member will be in constant radio contact and will insure that the officer logs the member in and out.
21. Members are to park their personal vehicles in approved locations. No personal vehicles are allowed in the station or in the immediate proximity of the apparatus bay or aprons for any reason.
22. Grocery shopping will be allowed one time per shift for each station providing: the shopping will be done in-zone (out-of-zone with Battalion Chief approval); one member will remain with the emergency vehicle at all times; the shopping will be completed as soon as reasonably possible (not to exceed 30 minutes); the vehicle will remain in-service during shopping and; the vehicle will not be parked in the fire lanes, but rather, will be located in such a manner so as to not interfere with vehicular or pedestrian traffic.
23. Emergency vehicles will be parked in a manner to allow a forward departure, without backing.
24. Safe-backing procedures will be complied with at **all** times, for all emergency vehicles, without exception. Emergency lights will be operating to caution traffic and a safety person, unless committed to emergency care or activity will be on the ground and available to guide the vehicle being backed. Drivers are cautioned to not back up unless eye-to-eye contact is maintained with the safety person.

### D. Battalion Chiefs

1. Battalion Chiefs shall keep an accurate file of all General Orders, Administrative Bulletins, Collective Bargaining Agreements, OPM's, Medical Protocols, notices, and other pertinent information issued by the SFRD.

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### 2. Discipline

- a. Battalion Chiefs will not discipline members, except for just cause.
  - b. Battalion Chiefs shall report a subordinate's inability or unwillingness to perform his/her job, to any degree which may adversely affect the operation of the Department.
  - c. Battalion Chiefs or any Officer will be cognizant of, and take appropriate action on violations by any member. Any officer who knowingly fails to take such appropriate action is subject to disciplinary action.
3. Battalion Chiefs are required to keep accurate and up-to-date logbooks and to maintain a neat and orderly office environment at all times.
  4. Battalion Chiefs are required to respond to alarms as directed by the Fire Chief.
  5. Battalion Chiefs are required to complete all necessary and appropriate paperwork in a complete, concise, and timely manner. This includes the paperwork and forms generated by their respective shift personnel.

### E. Freedom of Speech and Media Issues

Members of the Department will be able to exercise their constitutional rights of free speech. However, lawfully established limitations concerning freedom of speech are to be observed.

1. Media issues involving emergency responses, public relations programs, and other Department-specific issues will be referred to the Fire Chief's office or a Department Public Information Officer (PIO). Members are not to make news releases or statements on medical or fire ground matters, or on any other Department issues.
2. Courtesy and civility toward the public and members of the Department, and the media shall be displayed at all times.



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3. Members of the Department may cooperate with members of the general public who are requesting information concerning the general nature or procedures of the Department. Members of the Department shall be guided by the dictates of sound moral conscience and legal responsibility when responding to such information requests.
  
4. Members will not give statements concerning litigation in which the City or the Department is a party in a civil case without the prior knowledge and approval of the Fire Chief. A court order, subpoena or other legal process directing or seeking statements from a member does not require the approval of the Fire Chief for compliance, however, if the court order, subpoena or legal process relates to on duty conduct, notice of the court order, subpoena or legal process must be given to the Fire Chief or a Battalion Chief immediately after the member is served or otherwise provided a copy of the court order, subpoena or other legal notice. For additional information refer to OPM 300.11 Leave Documentation.



## **CORRECTIVE ACTION DISCIPLINARY PROCESS**

### **BACKGROUND**

The Sunrise Fire-Rescue Department will use progressive corrective action in order to create a willingness to conform to departmental standards and instill the dedication and perseverance expected of all personnel.

Progressive corrective action process will be utilized for dealing with job-related behavior/performance that does not meet expected outcomes. The primary purpose for corrective action is to assist the employee in understanding that either a performance problem or an opportunity for improvement exists. The process features increasingly formal efforts to address the problem or opportunity at hand. When appropriately applied, the progressive corrective action process can actually be a positive action, not a negative one. It should build employee confidence and ability.

### **POLICY**

The Sunrise Fire-Rescue Department is committed to providing services that are fair, effective, and impartially applied. Fire-Rescue Department members are subject to the highest standards of conduct and will respect the rights of all other members and citizens. The ultimate objective of every member will be the voluntary compliance with department standards in addition to the moral obligation to perform their duties to the best of their ability. Any department member who does not adhere to these standards of conduct, either through deliberate action or negligence, will be subject to corrective action.

The Fire-Rescue Department will accept and investigate complaints of employee misconduct from any citizen, public official or another member.

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### COMPLIANCE

All Fire-Rescue Department personnel are responsible for complying with all Departmental directives, including, but not limited to, **City Ordinances, OPM's, Administrative Bulletins, General Orders, and Departmental Operating Protocols.** Supervisory personnel are responsible for the enforcement of all departmental directives. Violations of these directives by **any** department member may result in corrective action.

This policy establishes procedures for the implementation of the Corrective Action Process. There are three steps in the Corrective Action Process; Coaching, Counseling, Formal Administrative Process.

Each incident will be handled on an individual basis and all extenuating circumstances will be taken into consideration. Infractions or problems should **generally** be resolved, if possible, at the lowest level possible in the chain of command through the Corrective Action Process.

#### Corrective Action Process – (Informal Process)

The corrective action process is used during employees' annual evaluation or when a deficiency or opportunity for improvement exists to help resolve day-to-day issues, attitude/behavior issues, and under performance. Coaching should be the primary method to focus on corrective modification. However, some situations may require a plan to guide the employee and supervisor through a more structured process, the Counseling Process.

#### Coaching: (Process between subordinate and supervisor)

Coaching is a measure taken by a supervisor when necessary to improve or modify an employee's performance. Coaching is not considered disciplinary action. This should be the daily interaction between the subordinate and the supervisor to correct or modify a behavior.

Coaching is the foundation of training. Coaching itself can be progressive, one or more interactions between subordinate and supervisor may resolve or modify the behavior. Repeated coaching lends itself to be understood that more or additional training and or effort is needed, therefore making it progressive. Coaching that requires additional effort should be documented in the FRMS as training.

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Counseling: (Process between subordinate and supervisor, along with Battalion Chief)

Coaching should be the focus of behavior modification. However, some situations may require a written plan to better guide the employee and supervisor through a more structured process. This type of informal processes is counseling. Like coaching counseling is not considered discipline. It is merely a progressive process that is grounded in a written plan.

To establish a written plan all parties will meet together to create a written plan. A written plan will have several components: Statement of the problem or issue that needs modification; what actions need to be modified or changed to be successful; and a timeline.

- 1) Statement of the problem, all parties should agree on the most concise and actual issue to the point.
- 2) List actions are needed to modify/change behavior or performance to be successful. *What are we going to do to fix it?* These statements are written in the positive. The parties will develop tasks with successful completion points.
- 3) A timeline needs to be established. Timelines tend to keep processes on track. Employees and supervisors need to know there is an end. Timelines are a decided by all parties, and rarely exceed beyond 90 days.

Counseling reports shall provide a complete and accurate account of the written plan. The report should include any supporting documentation known (training records). The counseling report will be signed by the officer and Battalion Chief presenting the report to the individual. All reports will become official fire department record.

Failure to achieve the specific actions identified within the agreed upon timeline may lead to the Formal Administrative Process.

### Immediate Action

An employee may be immediately restricted from duty if, in the opinion of the Battalion Chief, the employee is physically or mentally impaired, or the safety and well-being of on-duty personnel or the public is jeopardized to the point that the primary mission of the Fire-Rescue Department could become compromised by the actions of the impaired member. Restricted from duty, means that the individual employee is removed from their vehicle assignment and temporarily assigned to non-operational duties. The Fire Chief, or in his absence, the Deputy Fire Chief or

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designee, will be notified of this situation immediately. The Fire Chief, or designee, will make an appropriate determination as to the status of the employee. The removal from duty status of a member of the Department, by the Battalion Chief, will require that a comprehensive report of the incident be forwarded to the Fire Chief from the Battalion Chief as soon as reasonably possible

### **FORMAL ADMINISTRATIVE PROCESS:**

The formal process will adhere to the F.S. 112.80, known as the “Firefighter Bill of Rights”. There are three step to the formal process; Informal inquiry “*Fact Finding*”, Formal investigation, Administrative proceeding “pre-determination”.

#### Weingarten Rights

Employees have *Weingarten* rights only during investigatory interviews. An investigatory interview occurs when a supervisor questions an employee to obtain information which could be used as a basis for discipline or asks an employee to defend his or her conduct.

If an employee has a reasonable belief that discipline or other adverse consequences may result from what he or she says, the employee has the right to request union representation. Management is not required to inform the employee of his/her *Weingarten* rights; it is the employees’ responsibility to know and request.

When the employee makes the request for a union representative to be present management has two options:

1. Stop questioning until the representative arrives.
2. Call off the interview

“Informal inquiry” means a meeting by the Fire Chief or designee with a firefighter about whom an allegation of misconduct has come to the attention, the purpose of which meeting is to mediate a complaint or discuss the facts to determine whether a formal investigation should be commenced. Not all insinuations require an *Informal Inquiry*. This is merely a brief discussion to determine if a *Formal Investigation* is needed. *Weingarten* Rights apply.

Results from the *Informal Inquiry* will either recommend the item return to the process, or proceed to a *Formal Investigation*.

## 302.00 Corrective Action

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“Formal investigation” means the process of investigation ordered by Fire Chief or designee, for the purpose of gathering evidence of misconduct. Weingarten Rights apply.

Results from the *Formal Investigation* will either determine if there is insufficient evidence to charge the employee, or in fact charges are recommended. If charges are recommended, the item will proceed to the *Administrative proceeding*. These proceeding will be conducted by Fire Chief or designee. Notes from the meeting will be provided to the employee, unless declined or waived.

“Administrative proceeding” means any non-judicial hearing which may result in the recommendation, approval or order of disciplinary action including suspension or discharge of a firefighter. These proceeding will be conducted by the Fire Chief. As a result of the Administrative Proceed, the fire chief will issue a “Discharge of Discipline to the employee.

### Discharge of Discipline

The Discharge of discipline is based on severity, frequency and in general progressive in nature. In most case, Verbal reprimand, written reprimand and suspension, demotion and termination will be considered. All discipline will be consistent with City Ordinance Article I, Section 10.2.

### Medical/patient issues

Since medicine is the applied practice of science, it is necessary to conduct quality review that involves HIPPA protected PHI and the need to review and discuss with personnel to improve quality. Therefore, quality assurance reviews of medical/patient issues are handled in compliance with F.S. 401.425. Should the medical review process determine on cursory review the item can go through an Informal Process, that process will be handled the same. If the event requires a Formal Process, the quality review will stop and item will be forwarded to Formal Process review. Information gathered from the quality review will not be part of the formal process.

## 302.00 Corrective Action Counseling Form

### EMPLOYEE COUNSELING

Employee: \_\_\_\_\_

Date: \_\_\_\_\_

1. Problem Statement: What is the specific issue (brief)?

Include the following information: Place, People Present, OPM's Involved and Organizational Impact.

2. Performance Improvement Plan Timeline (Shifts):  8  16  24 or, Review Date ( $\leq 90$  days): \_\_\_\_

What Training or Special Direction **was** Provided: (Documented in Current Training RMS)

Measurable Improvement Goals (*How are we going to measure improvement*):

Employees Personal Improvement Plan Input and Suggestions (from employee):

3. Review/Outcome (May add supplemental sheet)

Positive

Negative

Employee Acknowledgment

I have received a copy of this counseling. It has been discussed with me, I have been advised to take time to review it, and ask for clarification before I sign it. My signature only reflects that I have been informed of this employee counseling report.

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Captain Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Battalion Signature

\_\_\_\_\_  
Date

11/06/2017



# APPARATUS MAINTENANCE PROCEDURES

## Purpose

To ensure that all emergency vehicles and equipment are in good working order, properly stocked and to provide for the cleanest environment for Fire Department personnel and the patients they serve.

## Daily Maintenance of Department Vehicles

### Cleaning of Apparatus and Equipment

All front line apparatus and equipment are to be cleaned daily or if needed more frequently. Patient areas of rescue units that are being used for patient transport are properly cleaned after each transport.

### Check-out of Emergency Apparatus

Each of the various types of emergency apparatus has a specific daily checkout sheet. This form must be completed each shift for all vehicles. The Hazardous Materials/Special Operations truck, however, in addition to a daily mechanical checkout, has a checklist which spans an entire week. A part of this checklist is assigned to each day of the week and must be completed accordingly by the Haz Mat/Special Ops personnel on duty at the station. The Dive-Rescue vehicle, in addition to a daily mechanical checkout, shall have its equipment checkout sheet completed every Saturday.

Completed checkout sheets should be reviewed by the Station Officer for items which require immediate attention such as safety items, severe leaks of air or fluids, no headlights, etc. The Logistics Officer and/or City Garage should be contacted for situations requiring immediate attention. Completed checkout sheets should then be routed to the Logistics Officers with the exception of the Haz Mat Check-Out, which is forwarded to the Haz Mat Coordinator and the Dive Check-Out, which is forwarded to the Dive Team Coordinator.



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### Fire Pump Check-Out

Any and all in-service apparatus equipped with a fire pump shall have the pump operated during the daily checkout procedure. The pump pressure shall be raised to approximately 150 PSI (the primer motor shall only be tested in accordance with manufacturer recommendations on schedule 'B' apparatus field days), and the relief valve/pressure governor tested for operability daily.

### Aerial Device Check-Out

Any and all SFRD in-service apparatus equipped with an aerial ladder/device shall be operated daily during the checkout procedure. The ladder shall be raised, extended and rotated. Hydraulic reservoir levels shall be checked visually.

### Generator/HRT Power Packs

Any and all SFRD in-service apparatus equipped with on-board generators, portable generators, and hydraulic rescue tool (HRT) power packs, shall have each started and operated daily, and where applicable, fuel levels checked. Let run 3-5 minutes. All saws should be started and run, fluids checked.

### Fuel Levels

The fuel levels in all SFRD vehicles shall be maintained at the 3/4 level or more at all times.

The fuel levels in all SFRD gas-powered tools, generators, power packs, etc. shall be full when stored on the apparatus.

### Staff Vehicles

Any and all vehicles assigned to staff members, inspectors or other members assigned to days, shall be checked on a regular basis for proper fluid levels, proper tire inflation and proper operation of all lights, windshield wipers, horns, emergency warning systems, and tread wear.

Additionally, operators of Staff vehicles are responsible for ensuring that the vehicle is kept clean - inside and out.

## 303.01 Apparatus Maintenance Procedures

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### Weekly Maintenance of Department Vehicles

#### Apparatus Field Days

Field days, during which the various apparatus of SFRD shall be cleaned and maintained in greater detail, will be scheduled for each Sunday morning. Engines, rescues and aerial ladders shall have two alternating schedules of maintenance that are predetermined and routinely assigned on the Monthly Activity Schedule. The Haz Mat and Dive truck shall have separate schedules. Schedule B cleaning will be performed on rescue vehicles after every contact with a known communicable disease patient.

These maintenance schedules and the objectives to be accomplished are as follows:

#### SCHEDULE A

##### Engine, Ladder and Rescues

- Sweep out all compartments
- Wipe and lubricate if applicable all hand tools
- Lubricate compartment door locks and latches (WD40 or equivalent)
- Check and lubricate fire extinguisher brackets
- Wipe down dashboard and all cab interior surfaces\*
- Sweep cab floors
- Wash unit
- ArmorAll tires

\*Do Not ArmorAll steering wheel, seats, brake or accelerator

#### SCHEDULE B

##### Engine and Ladder

- Connect pump to hydrant
- All PIRV valves or intake stortz connections will be removed, screens behind these appliances will be removed, plumbing inside scraped with spanner wrench and wire brush, particles removed and not allowed to travel inside pump
- Pump water through discharges
- At least one gate should have a nozzle attached and flowed to 150 PSI
- Back flush pump
- Operate relief valve
- Operate Primer motor
- Lubricate discharge handles and drains where necessary with white lithium or grease gun

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- Lubricate front suction butterfly of applicable wye
- Check deluge gun(s) for operability and ease of motion, lubricate with WD40 as necessary
- Check and lubricate deluge hold-down clamps
- Check deluge gauge for readability
- Check and lubricate with WD40, where necessary, all ladder and hard suction bracket clamps
- Check ladder halyard for fraying, etc.

### Aerial Ladder Device

- Check aerial ladder for crack in structural members and welds
- Check cables for wear and tear, tension, etc.
- Check Nylatron blocks for wear and tear; lubricate per Driver's manual
- Flow water through water-way; lubricate water-way and ladder as necessary per E-One manual
- Check emergency power switch
- Check override switches
- Lubricate outriggers as necessary per Driver/Operator manual
- Rotate and extend aerial

### Rescue

- Spray a mild degreasing solution onto the A/C intake fans located under vehicle on the step side
- Rinse with hose once solutions have been allowed to work for 5 minutes
- Wipe counter top, cabinet doors, etc. with disinfectant (Virahol) or equivalent
- Mop interior floor with light bleach (1:100) solution
- Wipe down Lifepak casing with Virahol or equivalent.
- Med Box - clean all trays and outside
- Clean all suction units
- Wipe down and disinfect all backboards

## 303.01 Apparatus Maintenance Procedures

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### **Repairs of Department Vehicles**

In an effort to enhance existing procedures dealing with vehicle repairs, the following revised procedure shall take effect.

All work orders will be entered into the “Track-It Work Order Entry Portal” which can be accessed on the Sunrise Fire Departments intranet page

It is very important to provide as much detail as possible so the work order can be routed correctly. It is necessary to include the vehicle number and vehicles location prior to submitting the work order ticket (i.e. Unit 330 located at City Garage). Once completed and sufficient information has been entered, submit the ticket and print the work order record.

All completed Vehicle Repair Forms shall be faxed to the city garage (954-749-4078) and Sunrise Fire Rescue Logistics (954-746-3455) immediately upon completion. The work order will be immediately placed in the unit binder and will be available to the mechanics as soon as the vehicle arrives at the garage. Binders should be left on the driver's seat upon entry into the City garage.

As repairs are made, the mechanics will make notes for all items repaired. It is imperative that Fire Department personnel receiving the repaired vehicle take the time to confirm that repairs were made. Once all repairs from a vehicle repair form are completed, the work order can be sent to Logistics to insure continuity of paperwork.

All vehicles taken to the City garage for repair will be left inside the gated compound regardless of the time of day. All vehicle keys should be given directly to an attendant in the garage office or, placed in the garage office “drop box”.

There are at times, situations dictating that units report to the City garage for immediate repairs without going “out of service”. These may include safety repairs and “quick fixes”. During such occurrences the logistics department should be notified to facilitate needed repairs, it is imperative that unit personnel report to the city garage supervisor on duty. Under no circumstances are fire department personnel to request repairs or consultations from mechanic personnel in the repair yard.

Once repairs are completed, the Fire-Rescue Logistics Department will be notified the vehicle is ready for service.

Damage to City Vehicles should follow OPM 401.03



## **EMPLOYEE ASSISTANCE PROGRAM**

### **PURPOSE**

The Employee Assistance Program (EAP) is a professionally run benefit. It is designed to provide a confidential service to employees whose personal problems presently or in the future could seriously affect their work performance.

### **ELIGIBILITY**

The Employee Assistance Program is available to all employees. The EAP can also be an effective tool for supervisors who feel the changes in an employee's work performance may be caused by personal problems.

### **HOW IT WORKS**

The primary function of the Employee Assistance Program is to assist people who need help with their personal issues as well as work/life support issues. The EAP provides a specific number of counseling sessions. The EAP counselor and the employee/client then discuss whether the issues have been resolved or whether the client wishes to continue counseling. The EAP is both voluntary and confidential. An employee who initiates a request for assistance is under no obligation to pursue any course of professional help which he/she does not wish to follow. However, each employee is responsible for maintaining an acceptable level of job performance.

Job security or promotional opportunities will not be affected or jeopardized by a request for assistance or involvement in the EAP.

### **CONFIDENTIALITY**

The EAP is completely confidential. No one is entitled to information about the employee unless he/she gives express written consent. The EAP counselor will discuss this with each employee in detail.



**COSTS**

Services of the EAP are a prepaid benefit. Each employee can use up to 6 free sessions per issue under the EAP. If an employee decides to continue with counseling, he/she will be responsible for payment either through health insurance (if applicable) or his/her own resources. By the completion of the EAP services, the counselor will discuss the costs.



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## **EXPOSURE REPORTING PROCEDURE**

### **EXPOSURE DETERMINATION**

One of the keys to implementing a successful Exposure Control Plan is to identify exposure situations employees may encounter. To facilitate this in our operations, we have prepared the following lists:

- Job classifications in which all employees have occupational exposure to bloodborne pathogens, shown in "A" below.
- Tasks and procedures in which occupational exposure to bloodborne pathogens occur (these tasks and procedures are performed by employees in the job classifications shown in "A" below.)

The initial lists were compiled on or before May 5, 1992. The EMS Division will work with department managers and supervisors to revise and update these lists of tasks, procedures, and classifications as necessary.

- A. List of job Classifications in which employees have potential exposure to bloodborne pathogens.
- Firefighter
  - Firefighter/Paramedic
  - Firefighter/EMT
  - Fire Inspector
  - Driver/Operator
  - Rescue Lieutenant
  - Captain
  - Battalion Chief
  - Division Chief
  - Deputy Chief
  - Fire Chief

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B. Tasks and procedures in which occupational exposure to bloodborne pathogens occur. (These tasks and procedures are performed by personnel listed in the job classifications listed in "A" above.) These tasks include, but are not limited to:

1. During emergency conditions:

- Performing CPR
- Conducting patient assessment
- Providing supplemental oxygen therapy
- Maintaining airway control
- Suctioning the airway
- Obtaining intravenous access
- Obtaining blood samples
- Placing oropharyngeal devices
- Placing nasopharyngeal devices
- Placing airway bridge devices such as a King Tube™
- Tracheal intubation
- Cricothyrotomy
- Pleural decompression
- Controlling hemorrhage
- Bandaging wounds
- Splinting fractures
- Packaging and handling patients
- Patient defibrillation

2. During non-emergency conditions:

- Decontamination procedures
- Engineering control procedures
- General housekeeping procedures
- Transportation of biohazardous waste

NOTE: Florida Statutes §395.1025 requires receiving emergency departments to notify EMS agency Designated Officers within 48 hours of determining a patient transported to their ED has an infectious disease. <sup>1</sup>

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<sup>1</sup>: §395.1025 Infectious diseases; notification.—Notwithstanding the provisions in s. 381.004, if, while treating or transporting an ill or injured patient to a licensed facility, an emergency medical technician, paramedic, or other person comes into direct contact with the patient who is subsequently diagnosed as having an infectious disease, it shall be the duty of the licensed facility receiving the patient to notify the emergency medical technician, paramedic, or his or her emergency medical transportation service employer, or other person of the individual's exposure to the patient within 48 hours, or sooner, of confirmation of the patient's diagnosis and to advise him or her of the appropriate treatment, if any. Notification made pursuant to this section shall be done in a manner which will protect the confidentiality of such patient information and shall not include any patient's name.



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### **CONFIDENTIALITY**

According to Florida law, the identity of individuals tested for HIV and the results of those tests shall remain confidential. No persons shall have access to records containing HIV test results, except as authorized by The Department of Health, by rule or by law. The identity of HIV test subjects and test results may be disclosed only under specific circumstances as described in §381.004, Florida Statutes, and only to those who can demonstrate a legal "need to know" as defined in subparagraph 64D-2.003(2)(d)3., F.A.C.

In accordance with Fla. Stat. §381.004 and Rule 64D-2, F.A.C, HIV test results **may** be provided to medical personnel who experience a significant exposure while providing emergency assistance **after** the significant exposure has occurred .

### **INFORMED CONSENT**

No person in Florida shall perform a test to identify HIV, or its antigen or antibody, without first obtaining the informed consent of the person upon who the test is being performed, except as specified elsewhere in law. Informed consent shall be preceded by an explanation of the test, including its purpose, potential uses, and limitations and the meaning of its results.

### **Infection Control - Transmission**

There are a number of viruses that must get inside the body to make you sick. Each has its own particular body cells that it prefers to attack. Viruses cannot act without being attached to another cell. Once attached, they direct the activity of that cell. Infectious substances are transmitted via infected person's body fluids (i.e. saliva, sputum, blood, urine, vomitus and fecal matter). Generally the human skin is a barrier against exposure to infectious contaminants. If, however, the skin has open sores, cuts, or abrasions, this protective barrier is broken. Infectious contaminants can also enter the body through openings such as the mouth or sexual organs. Once inside the body viruses can then be absorbed into the blood stream. Some of these viruses are capable of stimulating the body to produce antibodies to defend it. If that has occurred from past exposure, the person may be immune to any later exposures.

For illness to occur, (1) There must be blood or other body fluids containing the virus, (2) an opening to the inner part of the body, (3) a means of getting the virus inside that opening, (4) a large enough amount of virus, (5), and a defense system that does not have immunity already built up.

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Patients who cough and/or sneeze toward treatment personnel also increase the risk of exposure. A puncture wound resulting from an IV needle or other item that has been in contact with the patient's blood or body fluid possesses a significant exposure risk to treatment personnel.

In the general public and in the hospital setting, the most efficient route of transmission is directly from the infected person, not through an intermediary, such as a third person's hands. In other words, for a firefighter to take it home to a family member, the firefighter would normally first have to get the infection. Hands and clothing would not be expected to be an efficient means of transfer. Hand washing is the primary deterrent for transmitting infectious diseases.

### **Infection Control - Prevention**

The objective of prevention is to establish protective measures to prevent or reduce the risk of direct exposure of members to infectious diseases. Fire Department members on emergency responses will find it difficult to determine if a patient has an infectious disease. When asking a patient about their medical history it is appropriate to ask if they have any infectious diseases. However, personnel should be aware that:

- Patients may not know they have an infectious disease
- Patients may not be honest with their response to questions.

The level of protective precautions taken by department personnel should be based on the patient evaluation and good judgment. Anyone can have an infectious disease; however, some target populations are considered a higher risk than others. All human blood and certain human body fluids should be treated as if known to be infections for HIV, Hepatitis B (HBV), and other bloodborne pathogens.

### **Infection Control - Medical Exposure Severity Rating**

The Sunrise Fire Rescue Department uses a medical exposure severity rating system to assist the infection control representative in evaluating the seriousness of reported infectious disease exposure. It categorizes and defines two exposure levels firefighters may face when treating a patient, non-significant and significant.

## 401.01 Exposure Reporting Procedure

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In all cases, it is presumed that the firefighter can immediately and thoroughly clean the exposed area (hands, forearms, face or eyes). If he/she is unable to wash or clean the affected area in a timely manner, then the severity of his/her exposure may be upgraded, depending on the circumstances. For the purpose of this rating system, bodily fluids can include a patient's blood, urine, feces, vomitus, saliva, tears, sweat, mucous, semen, vaginal secretions, placental fluids, and drainage from sores, wounds or other lesions.

### **ASSESS THE EXPOSURE/BLOOD OR BODY FLUID**

A significant bloodborne exposure is a combination of one or more of the types of body fluids and one or more of the injuries listed below and requires immediate medical evaluation.

#### **Body Fluids:**

- Blood, Serum, and all fluids visibly contaminated with blood
- Pleural, amniotic, peritoneal, synovial, and cerebrospinal fluids
- Uterine/vaginal secretions, semen, feces and urine
- Saliva

#### **Action or Injury:**

- Percutaneous (through the skin injuries such as, needlestick, laceration, abrasion, bites, ect.)
- Mucous membranes (e.g. eyes, nose, mouth)
- Nonintact Skin (e.g. cut, chapped or abraded skin). Consider the larger the area and/or the longer the material is in contact, the more difficult it is to verify that all relevant skin area is intact. Also, an increased risk if within 2 hours of shaving skin and scabs <24 hours, if skin is still open.

### **PREVENTION AND IMMUNIZATION PRACTICES**

For Prevention and Immunization Practices refer to the Florida Regional Common EMS Protocols; General Protocol's section 6.12 for the minimum standards which can be exceeded at the discretion of the Fire Chief or his/her designee.

## 401.01 Exposure Reporting Procedure

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### **EXPOSURE DOCUMENTATION**

Employees are to complete the following forms for their respective situation.

#### **Exposure Non-Significant:**

- Infectious Disease Exposure Report Form

#### **Exposure Significant:**

- Infectious Disease Exposure Report Form\*
- First Report of Injury or Illness
- Supervisor Accident/Injury
- Employee Incident (FD 30)
- Sunrise EMS Report
- Workers' Compensation Report from Employee. (2 Sections)
  - Employer Section: (Completed by employee)
  - Physician's Section: (Completed by Physician)

\* Complete first to receive treatment.



## INJURY REPORTING PROCEDURE

### STATEMENT OF POLICY

It is the intent of the Department to work in conjunction with the City's third party administrators (TPA) and the Risk Management Department regarding issues of Workers' Compensation and on-the-job injuries. All policies set forth by the City will be followed in all circumstances. The following represents policies specific to the Fire-Rescue Department. Any additional Workers' Compensation information will be provided to employees as it becomes available.

### PROCEDURE

- A. The following policy is in effect for all Fire-Rescue employees and is to be used in conjunction with Worker's Compensation policies provided by the Risk Management Department.
- B. Notification to the Station Officer, Shift Battalion Chief and Duty Chief must be made for any incident involving an injury; significant exposure; or illness or it is likely that an injury or illness may result from the incident,
- C. Fire-Rescue employees are required to request an incident log through dispatch and obtain and complete the following:
  - First Report of Injury or Illness employee section and employee signature in employer information section\*
  - Employee Workers' Compensation Report
  - Employer Section – completed by employee
  - Physician Section - completed by treating physician
  - Patient Care Report (PCR)
  - Supervisor's Report Accident/Injury
  - Incident Report in Records Management System (RMS)
  - Casualty report for all injuries included as part of the report in the RMS.
  - FD30 Incident Report (for staff follow-up)

## 401.02 Injury Reporting Procedure

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- D. Call in Report of Injury to Risk Management at 954-572-2497. If calling after standard business hours, leave voice mail message with **details of injury, name of injured employee**, where injured employee was treated and phone number of employee and their supervisor's name.
- E. Complete the First Report of Injury or Illness and the Supervisor Report Accident/Injury and email the reports to Risk Management at [riskmanagment@sunrisefl.gov](mailto:riskmanagment@sunrisefl.gov) immediately after completing the phone notification.\*

\* If the employee is incapacitated or, for whatever reason, cannot sign this form, it is appropriate to write "unavailable" on the line designated for the employee's signature.

F. If there is **no** injury or illness resulting from an accident and it is unlikely that future injury or illness will occur as a result of the incident, the only reports that are necessary are the:

- Supervisor's Report Accident/Injury
- FD30 (for staff follow-up)

Members who become ill or are injured during the execution of their duties are required to report the incident immediately to their immediate supervisor. Any follow-up care or further consideration will be dictated by the City's Workers' Compensation TPA as well as appropriate work-related injury policies.



## Work Related Injury or Illness Reports

Refer to the proper Operations and Policy Manual for additional instructions.

- 401.01 Exposure Reporting Procedure
- 401.02 Injury Reporting Procedure
- 401.03 Vehicle Accident Reporting Procedure

1. Battalion or greater must be notified in order to arrange medical treatment, in the absence of an emergency.
2. Call in to report injury to Risk Management at 954-572-2497 during the hours of 9:00 AM and 5:00 PM (Monday - Friday).
3. After hours, call and leave message at 954-572-2497 with **details of injury, name of injured employee**, where employee was treated and phone number of employee and their supervisor.
4. Complete the First Report of Injury or Illness and the Supervisor Report Accident/Injury and email the reports to Risk Management at [riskmanagment@sunrisefl.gov](mailto:riskmanagment@sunrisefl.gov) immediately after completing the phone notification.

<p style="text-align: center;"><b>ACCIDENT NO INJURY</b> (OPM 401.02 &amp; 401.03)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <a href="#">Supervisor's Investigation Report</a></li> <li><input type="checkbox"/> <a href="#">Incident Report FD30</a></li> <li><input type="checkbox"/> If a Vehicle Accident without Injuries also include:</li> <li><input type="checkbox"/> <a href="#">Vehicle Incident Report</a></li> <li><input type="checkbox"/> Vehicle Work Order (not in this packet)</li> <li><input type="checkbox"/> Garage (Damage Assessment)</li> <li><input type="checkbox"/> Photos</li> </ul>	<p style="text-align: center;"><b>ACCIDENT with INJURY</b> (OPM 401.02)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <a href="#">First Report of Injury or Illness</a></li> <li><input type="checkbox"/> <a href="#">Employee Workers' Compensation Report</a> (2 Sections)                             <ol style="list-style-type: none"> <li>1. Employer Section: (Completed by employee)</li> <li>2. Physician's Section: (Completed by physician)</li> </ol> </li> <li><input type="checkbox"/> Sunrise EMS Report (complete on tablet)</li> <li><input type="checkbox"/> <a href="#">Supervisor's Investigation Report</a></li> <li><input type="checkbox"/> Fire RMS Entry with casualty section completed</li> <li><input type="checkbox"/> Incident Report (FD-30)</li> <li>If a Vehicle Accident also Include</li> <li><input type="checkbox"/> <a href="#">Vehicle Incident Report</a></li> <li><input type="checkbox"/> Vehicle Work Order (Not in this packet)</li> <li><input type="checkbox"/> Garage (Damage Assessment)</li> <li><input type="checkbox"/> Photos</li> </ul>
<p style="text-align: center;"><b>EXPOSURE NON-SIGNIFICANT</b> (BLOOD OR BODY FLUID) (OPM 401.01)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <a href="#">Infectious Disease Exposure Form</a></li> </ul>	<p style="text-align: center;"><b>EXPOSURE SIGNIFICANT</b> (OPM 401.01)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <a href="#">Infectious Disease Exposure Form</a> *                             <ul style="list-style-type: none"> <li>• <a href="#">Post Exposure Management Instructions</a></li> <li>• <a href="#">What You Need To Know – Pre-Hospital Post Significant Exposure Guide</a></li> </ul> </li> <li><input type="checkbox"/> <a href="#">First Report of Injury or Illness</a></li> <li><input type="checkbox"/> <a href="#">Supervisor's Investigation Report</a></li> <li><input type="checkbox"/> Sunrise EMS Report (complete on tablet)</li> <li><input type="checkbox"/> Fire RMS Entry with casualty section completed</li> <li><input type="checkbox"/> <a href="#">Employee Workers' Compensation Report</a> (2 Sections)                             <ol style="list-style-type: none"> <li>1. Employer Section: (Completed by employee)</li> <li>2. Physician's Section: (Completed by physician)</li> </ol> </li> </ul> <p>* Complete first to receive treatment</p>
<p style="text-align: center;"><b>CHEMICAL EXPOSURE (NOT TREATED)</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <a href="#">First Report of Injury or Illness</a></li> <li><input type="checkbox"/> <a href="#">Supervisor's Investigation Report</a></li> <li><input type="checkbox"/> <a href="#">Chemical Exposure Report</a></li> <li><input type="checkbox"/> Fire RMS Entry with casualty section completed</li> </ul>	<p style="text-align: center;"><b>CHEMICAL EXPOSURE TREATED</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <a href="#">First Report of Injury or Illness</a></li> <li><input type="checkbox"/> <a href="#">Supervisor's Investigation Report</a></li> <li><input type="checkbox"/> <a href="#">Chemical Exposure Report</a></li> <li><input type="checkbox"/> Sunrise EMS Report (complete on tablet)</li> <li><input type="checkbox"/> Fire RMS Entry with casualty section completed</li> <li><input type="checkbox"/> <a href="#">Employee Workers' Compensation Report</a> (2 Sections)                             <ol style="list-style-type: none"> <li>1. Employer Section: (Completed by employee)</li> <li>2. Physician's Section: (Completed by physician)</li> </ol> </li> </ul>

Note: Complete all necessary forms. Return any form not required in the same "Special Attention" interoffice envelope. This red envelope is to be used for work related injuries only.



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## **VEHICLE DAMAGE / ACCIDENT REPORTING**

### **PURPOSE**

The purpose of this document is to clarify and define the procedures necessary to report **ALL** vehicle damage or accidents involving city vehicles (including minor damage such as scratches and broken lenses, etc.).

### **POLICY**

Fire apparatus shall only be operated when their mechanical condition is safe to do so. All vehicles shall be inspected during vehicle checkout for any damage or condition that may cause unsafe operations. The following procedures are designed to ensure proper documentation in an effort to facilitate repairs and notification.

### **DAMAGE TO A VEHICLE**

If at vehicle checkout or at any time during shift vehicle damage is found and the cause is unknown:

1. Immediately report damage to the Station Officer and on duty Battalion Chief and determine if safe operations may continue. If unable to determine vehicle safety the vehicle should be inspected by a member of city garage. If unavailable the vehicle will be taken out of service until a determination can be made.
2. Complete a City of Sunrise Vehicle Incident Report indicating the vehicle number, extent of damage, personnel involved, time found, a brief description of the incident and any additional actions taken. Place a copy of this form in the vehicle folder and forward the original to the logistics division.
3. Enter a work order into the Electronic Work Order Entry Portal following OPM 303.01 Apparatus Maintenance Procedures



## 401.03 Vehicle Accident Reporting

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### **VEHICLE ACCIDENT(S) (NON-INJURY)**

1. Notify the station officer and the on-duty Battalion Chief.
2. The appropriate police department shall be notified for a report.
3. A Vehicle Incident Report must be completed and immediately forwarded indicating the vehicle number, extent of damage, personnel involved, additional actions taken and a brief description of the incident.
4. Enter a work order into the Electronic Work Order Entry Portal following OPM 303.01 Apparatus Maintenance Procedures
5. Supervisors Investigation Report
6. If the unit can be safely driven, it shall remain out of service and be taken to the City garage for evaluation and photos. Vehicles that cannot be safely driven shall be towed to the City garage. The Logistics Division must be notified.

**NOTE:** If the garage is not open, the company officer shall determine if the vehicle shall stay in service and ensure that the vehicle is taken to the garage at the first available opportunity (if safe operation cannot be determined, the vehicle shall be taken out of service).

7. The Battalion Chief shall immediately notify, by phone, the Risk Management office of the accident. The Battalion Chief shall also insure that all appropriate paperwork is completed, including a cover letter describing the facts surrounding the incident. **ALL** paperwork, including cover letter, shall be immediately turned in to the Administrative Officer.

### **VEHICLE ACCIDENT(S) (WITH INJURIES)**

1. Medical protocol shall be followed **FIRST**.
2. Notify the Station Officer, on-duty Battalion Chief, on call Duty Chief and Fire Chief.
3. The appropriate police department shall be notified for a report.
4. A Vehicle Incident Report must be completed and immediately forwarded indicating the vehicle number, extent of damage, personnel involved, additional actions taken and a brief description of the incident.

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5. If the unit can be safely driven, it shall remain out of service and be taken to the City garage for evaluation and photos. Vehicles that cannot be safely driven shall be towed to the City garage.

**NOTE:** If the garage is not open, the company officer shall determine if the vehicle shall stay in service and insure that the vehicle is taken to the garage at the first available opportunity (if safe operation cannot be determined, the vehicle shall be taken out of service). The Logistics Division must be notified.

6. Workers' compensation paperwork shall be prepared on **ALL** personnel that are **SUSPECTED** of being injured in the accident (see 401.02).
7. The Battalion Chief shall immediately notify, by phone, the Risk Management office of the accident and include details of the injury and the name of the injured employee and where they were treated. For incidents that occur after Risk Management hours a voice mail message will be left with the same information as above. The Battalion Chief shall have dispatch notify the Duty Chief and the Operations Chief. The Battalion Chief shall also insure that all appropriate paperwork is completed, including a cover letter describing the facts surrounding the incident. **ALL** paperwork, including cover letter, shall be immediately turned in to the Administrative Officer.



## **PUBLIC RECORDS**

Information pertaining to public records are contained in Florida Statutes Chapter 119 and in the City of Sunrise Code of Ordinances Chapter 2, Article VIII entitled “Public Records” which are incorporated herein by reference.

For the purpose of this section, the term “public records” is defined as all documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software, or other material, regardless of the physical form, characteristics, or means of transmission, made or received pursuant to law or ordinance or in connection with the transaction of official business by any agency.

Section 2-392 defines the custodian of the City’s public records as the City Clerk.

Station personnel are not the records custodian of SFRD documents. “Public Records” requestors shall be directed to the Fire Rescue Administration or the City Clerk’s office so any privileged information (e.g. HIPAA Information) can be redacted before records are produced. If a request for an extensive public record is presented to the Fire Rescue administration office which involves multiple departments, Fire Administration will coordinate the production of those documents with the City Clerk’s office.



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## FIRE WATCH

### ASSIGNMENT OF PERSONNEL

Need for a firewatch detail, for whatever reason, shall be determined by the Fire Chief, or his/her designee.

When any member of the Fire Department receives a complaint concerning a possible fire or life safety hazard, after the normal operating hours of the Fire Marshal's Office, said member shall obtain all possible information and immediately notify the Shift Commander. The Shift Commander shall investigate the complaint and attempt to gain compliance. Should the Shift Commander believe that appropriate responsible parties will neither resolve the violation nor cause compliance to remain in effect, the on-call Inspector will be requested to respond.

Upon his/her arrival, the Inspector will review the complaint with the Shift Commander. Should the Inspector feel that the particular situation requires an immediate firewatch, he/she shall contact the Fire Chief or his/her designee. If parties concur as to the need for a firewatch detail, an emergency firewatch shall commence with the inspector.

While the Shift Commander arranges for relief staffing to continue the emergency firewatch, the Inspector will establish written procedures for the occupancy in question. These procedures may be handwritten.

Said procedures shall be "individualized", addressing the particular concerns of the occupancy. When relief arrives, the Inspector will orally and physically review these written procedures with his/her relief

### DUTIES OF FIREWATCH PERSONNEL

The detail will consist of walking the building or assigned area to insure that maximum occupant fire and life safety is provided. Personnel are to review the interior throughout their tour of duty insuring that all exits are functional (not blocked or locked), that exit lighting is visible, and they should familiarize themselves with the locations of all life safety and fire protection devices.

Personnel must familiarize themselves with any special requirements, as provided by the Fire & Life Safety Division. Personnel must carry a portable Fire Department radio at all times and any other tools or equipment dictated by the current situation.



### **REPORTING INCIDENTS**

Should an incident occur, the following steps must be taken immediately in the following order.

1. Activate the building alarm system and begin evacuating all occupants.
2. Simultaneously notify Fire Dispatch via radio.
3. Supply a brief description of the problem to Fire Dispatch and the Shift Commander.
4. If necessary, offensive fire fighting should be started to aid occupants in safely exiting the building.

### **MAKE-UP OF FIREWATCH DETAILS**

Makeup of a firewatch detail shall be determined by the Fire Chief or his/her designee with the following guidelines:

1. Multi-person details will be staffed with not more than one Fire Inspector unless unusual circumstances require more than one. Assignment of more than one Fire Inspector must be approved by the Chief's Office.
2. If a firewatch requires more than one Inspector, the Fire Marshal shall designate which Inspector will act as supervisor regardless of rank.
3. When a Fire Inspector is needed on a multi-person detail he/she shall act as supervisor for code related matters for that detail regardless of other ranks involved.
4. On one-person firewatch details, line personnel will be used unless special circumstances require a Fire Inspector be on the detail.
5. Firewatch details requiring more than three personnel or when special circumstances warrant shall have a supervisor.
6. In all cases where the detail is required by code, the detail shall be under the direct control of the Fire Marshal.
7. A BLS kit will be onsite for all firewatches.

### **TERMINATING A FIREWATCH DETAIL**

Before a firewatch detail is terminated, all applicable paperwork or forms shall be completed and reviewed by the Shift Commander if a representative of the Division of Fire Life Safety is not on site.



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## **FIRE INSPECTOR CALL-OUT**

### **PURPOSE**

In an effort to improve incident follow-up and coordinate communication between the respective disciplines (Structural, Electrical, Mechanical or Plumbing) of the Community Development – Building Division and the Fire Life Safety Division the following procedure should be utilized.

### **FIRE INSPECTOR CALL OUT CRITERIA**

- A Fire Inspector shall be requested for situations requiring code decisions or enforcement and/or, an incident which would require the consultation of a building official to determine the safety of the structure or the habitability of the structure.
- Where the maximum capacity for a particular occupancy has been exceeded to the point of endangering life safety. Sunrise Police may call the on-duty Battalion Chief (or designee, i.e. Engine Company) who can order all patrons out of the occupancy until an inspector from the Fire Life Safety (FLS) division arrives on scene. Patrons may be re-admitted by the FLS Inspector to the limit of the occupancy's maximum capacity.

### **PROCEDURE**

Once a unit officer has determined that a structure is unsafe or uninhabitable, or is unable to make such determination, the on duty Battalion Chief shall be notified.

The Battalion Chief or designee has the authority to request the on call Fire Inspector.

The Fire Inspector has the authority to: coordinate restoration of fire life safety systems (fire protection or alarms), deem the structure (or portion thereof) unsafe or uninhabitable (Red Tag),

At the request of the Battalion Chief, dispatch shall contact the on-call fire life safety inspector, and advise approximate response time. A fire inspector call out schedule will be issued by the fire marshal. If no contact can be made for a listed on call fire inspector dispatch shall use back-up call out, and lastly the fire marshal.

Any additional resources needed to ensure building safety will be determined by the on call Fire Inspector in conjunction with the scene commander.