

JONESBORO FIRE DEPARTMENT

STANDARD OPERATING GUIDELINES



Revised 6-15-09

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JONESBORO FIRE DEPARTMENT RULES & REGULATIONS

SECTION 100



PREFIX

The Rules and Regulations are intended for the general guidance of the officers and members of the Jonesboro Fire Department, and not intended to cover every specific act of duty. Much must be left to the zeal and discretion of the individual. Efficiency rating as well as the punishments will depend upon the manner in which the officer and members conduct themselves in the performance of their duties. Strict compliance with the Rules and Regulations and careful attention to the order of the officers will tend to retain the respect and good will of the public which the Department now enjoys.

REVOKING PREVIOUS RULES

From the adaptation of the Rules and Regulations, all rules, regulations or orders issued or promulgated heretofore, in any manner conflicting with the Rules and Regulations herein contained, are hereby revoked, repealed and rendered inoperative and of no force.

Violations of any of the Rules and Regulations, or neglect of any of the duties prescribed herein are considered offenses. Any member found guilty shall, at the discretion of the Fire Chief or Mayor and the Civil Service Commission, be subject to reprimand, suspension, demotion or dismissal from the service or such penalties as may be determined. Appeals shall be taken as provided for in the Civil Service Statues.

Rules and Regulations governing every case cannot be made in advance, and from time to time, necessary general and special orders will be issued.

All general or special orders that may be issued hereafter relating to the discipline or duties of the members shall be recognized and considered as part of these Rules and Regulations.

100.0 ORGANIZATION OF DEPARTMENT

1. The work of the department is performed by four (4) divisions under the direction of the Fire Chief. The divisions are: (1) Administrative, (2) Firefighting, (3) Training and (4) Fire Prevention and Investigation.
 - A. Administrative
 - a. Fire Chief
 - b. Assistant Chief
 - c. Division Chief of Training
 - d. Division Chief of Fire Prevention and Investigation
 - e. Battalion Chief
 - f. Administrative Secretary

- B. Firefighting
 - a. Fire Chief
 - b. Assistant Chief
 - c. Battalion Chief
 - d. Captain
 - e. Driver
 - f. Firefighter
- C. Training Division
 - a. Division Chief
 - b. Instructor
- D. Fire Prevention and Investigation Division
 - a. Chief Fire Marshal- Division Chief
 - b. Fire Marshal

2. Department in order of rank

- A. Fire Chief – Oversees and directs the Fire Department
- B. Assistant Chief – In general charge of operations
- C. Division Chief of Training – In charge of department training
Division Chief of Fire Prevention and Investigation – In charge of fire prevention, inspection and investigations
Battalion Chief – In charge of their assigned fire stations, personnel and company firefighting operations while on duty
- D. Captains – In charge of their assigned fire station, personnel and company firefighting operations while on duty
- E. Drivers – In charge of their assigned engine, truck or rescue truck and assigned personnel while on duty
- F. Firefighters – Responsible to carry out the assigned tasks or tactics assigned from immediate or higher ranking supervisors

3. Platoon System

- A. Three (3) platoon system shall be used in the firefighting division with the city divided into two independent Battalions.
- B. The regular change of platoons shall be at 7:30 a.m. each day, at which time the roll call of members shall be under the direction of the Company Officer.

100.01 ADMINISTRATION

1. Each work area shall have bulletin boards for posting general orders, special orders, and memos. The purpose of the bulletin boards shall be to facilitate communications. The bulletin board shall also be used for posting items of general correspondence. No item shall be posted without the approval of the Battalion Chief, Captain, or their designated representative.
2. A manual containing the department's official Rules and Regulations and Standard Operating Procedures shall be provided in each station and be available on line at the City of Jonesboro web-site on the Fire Department page.
3. Each supervisor shall be responsible for maintaining the bulletin boards and manuals described above.
4. All general orders, specific orders, memos or general information sent electronically (email) shall be made available to all personnel and cared for in the same manner as listed above in #1-3.

101.00 DISCIPLINARY ACTIONS

1. Disciplinary action is a tool to allow supervisors to deal effectively with members whose performance or conduct is unacceptable.
2. Disciplinary actions are taken to promote the efficiency of department operations. In exercising discipline, the department will give due regard to each member's legal rights and will ensure that disciplinary actions are based on objective considerations without regard to age, color, disability, ethnicity, national origin, political affiliation, race, religion, gender, sexual orientation, or other non-merit factors.
3. Disciplinary actions may include, but not necessarily limited too; verbal warning, written reprimand, suspension, demotion or termination.
4. See applicable section of the City of Jonesboro Employee Handbook

101.01 GRIEVANCE PROCEDURE

1. A grievance is a complaint or dispute by a member relating to employment, including the following:
 - A. Disciplinary actions involving dismissal, demotion or suspension resulting from formal discipline or unsatisfactory job performance, provided that dismissals are grievable.
 - B. The application of personnel policies, procedures, rules and regulations.
 - C. Acts of retaliation resulting from the use of the grievance procedure, participation in the grievance of another member, compliance with any federal or state law to a governmental authority, or seeking any change in law before Congress or the State Legislature.
 - D. Complaints of discrimination on the basis of age, color, disability, ethnicity, national origin, political affiliation, race, gender, or sexual orientation.
2. A member who believes there is a legitimate reason to file a complaint or grievance should consult the applicable section of the Civil Service Handbook.

102.0 SICK LEAVE

1. Paid sick leave is a benefit granted to members and may be used whenever a member is unable to perform their duties due to illness or injury. Sick leave also may be used when a member has an appointment with a physician, is physically incapacitated, or is required to attend to an ill or injured immediate family member. See Employee Handbook.
2. Whenever a member is unable to perform his job due to illness or injury the member shall devote their full attention to recovery and shall not engage in any activity that might aggravate or prolong the illness or injury.
3. To receive paid sick leave a member must notify their supervisor that they will be absent from work due to illness or injury prior to the beginning of the scheduled shift.
4. Any member determined to be absent without proper authorization shall be subject to disciplinary action.
5. Members must notify their immediate supervisor when unable to report for work, whether sick leave is of a personal or family nature.
6. Members of the department on sick leave, when not in the hospital, are expected to remain at home, unless being at home is compromising recovery. In which case, the individual will notify the Fire Chief of the location where rehab will be taking place.
 - A. An individual may leave their residence to obtain medication, visit a physician or obtain medical care or therapy.
 - B. It is recognized that certain illnesses and injuries require periods of convalescence. It is the individual's responsibility to advise the Fire Chief of this.

7. Members of the department, while on sick/injury leave, shall not engage themselves in any type of employment or pursue recreational activities.
8. Violation of this provision is grounds for dismissal.
9. Supervisors shall monitor the use of sick/injury leave by their subordinates to prevent misuse of this benefit.

103.00 Vacations

1. Members shall consult the applicable section of the City Employee Handbook for specific details of the various types of leave approved by the City.
2. Any member determined to be absent without proper authorization shall be subject to disciplinary action.
3. No leave shall be taken until approval has been received by member's Battalion Chief.
4. Battalion Chiefs shall have the authority to approve or disapprove all forms of leave based on a member's leave balance and the department's minimum staffing needs.
5. All vacation days will be 24 hour shifts. (Which may include Kelly-Day)
6. Vacations will be selected for each crew member by seniority, regardless of rank.
7. No member will be allowed to take vacation leave with less than one (1) year of service.
8. No member will be allowed to take more vacation time than has been accrued at the time the vacation is to be taken.
9. Each member will be responsible for keeping track of the vacation time they have accrued.
10. If a member takes more vacation time than they have accrued, their pay will be docked by the appropriate amount of time and the member will be subject to disciplinary action.
11. No more than two (2) members will be allowed to concurrently schedule vacation leave on any one Battalion without approval of the Assistant Chief.
12. No member will be allowed to take more than seven (7) shifts of vacation on the first round of vacation picks. After everyone eligible on the vacation list has made their vacation picks, the list will then be open for members to select additional shifts within the guidelines above.
13. Once a member selects a vacation shift, they will only be allowed to cancel the vacation day if they suffer an injury or if that shift is an "open day" (*you are the only person on vacation that day*).

104.00 MEDIA RELATIONS

1. Statements to the media, news releases and media campaigns must be approved by the Fire Chief or other authorized person prior to release, except as provided below.
2. An incident Commander is authorized to provide the media with general details concerning an incident.
3. The Public Information Officer (PIO) is authorized to provide the media with general details concerning an incident and matters pertaining to department public relations.
4. On duty firefighters are authorized to provide the media with a list of incidents. This information shall be limited to dates, times and locations of incidents.
5. Information pertaining to the cause and origin of an incident may be released by the Incident Commander unless the incident has been turned over to the Fire Prevention and Investigation Division. In this case only a Fire Marshal may release details of the incident.
6. Information relating to personnel matters, department policy, department litigation or other sensitive matters shall be released only by the Fire Chief.

105.00 RESIGNATIONS

1. A member is requested to provide at least two (2) weeks' notice of intent to resign from the department to allow ample time to process the notice. The Fire Chief may waive the notice requirement and allow the resignation to become effective immediately on receipt of a member's intention to resign.
2. Notice of resignation shall be written and delivered to the member's Chief Officer.
3. The supervisor shall promptly forward the notice to the Assistant Chief for processing.
4. It is the resigning member's responsibility to contact the appropriate city department for information to benefit options.
5. A resigning member shall turn in all uniforms, radios, keys and other property issued by the department. A member may be assessed a replacement cost for any item not returned or returned damaged.

106.00 SHIFT TRADES

1. A shift trade is defined as; time when one member voluntarily works for another by their mutual agreement.
2. The City of Jonesboro does not assume any responsibility for compensating a member who voluntarily agrees to work for another. Nor shall the extra hours worked by a member during a shift trade be used to determine payments for overtime, exchange time or any other benefit.
3. The Battalion Chief may deny a shift trade.
4. A member may trade shifts only with a member of equal rank and may not work in a higher or lower classification without approval of the Battalion Chief.
5. The member who is scheduled to work will be responsible for ensuring that their position is filled by an appropriate member through a shift trade. If the position is not filled the member scheduled to work may be subject to disciplinary action. Legitimate absences may be charged to the appropriate category of leave on the scheduled to work member's time.

107.00 TRANSFERS

1. Every department member is subject to transfer as a result of departmental reorganization or to meet operational needs.
2. A member mandatorily transferred shall be given as much notice as is practical to allow member to make necessary personal arrangements.
3. A member may request a transfer to another assignment provided he meets the position's minimum qualifications. To request, the member must submit a written request to the Assistant Fire Chief via the member's immediate supervisor.
4. Request for transfers may be accommodated whenever possible, but the Fire Chief has final authority to grant or deny a voluntary transfer request based on the overall impact the transfer would have on the department.

108.00 CODE OF CONDUCT

1. As a basic condition of membership, all members have an obligation to conduct their official duties in a manner that serves the public interest, upholds the public's trust and protects the department's resources. To this end, all members have the responsibility to;
 - A. Perform their duties to the very best of their abilities and in a manner that is efficient, is cost-effective and meets the needs of the public.
 - B. Demonstrate integrity, honesty and ethical behavior in all department business.
 - C. Ensure that personal interest do not come in conflict with official duties and avoid both actual conflicts of interest and the appearance of conflicts of interest when dealing with vendors, customers and other individuals doing business or seeking to do business with the department.
 - D. Ensure that all department resources, funds, equipment, vehicles and other property are used in compliance with city and department policies solely for the department's benefit.
 - E. Conduct all dealings with the public, city employees and other organizations in a manner that presents a courteous, professional and service-oriented image.
 - F. Treat the public and other employees fairly and equitably without regard to age, color, disability, ethnicity, national origin, political affiliation, race, religion, gender, sexual orientation or any other factor unrelated to the department's business.
 - G. Avoid any behavior that could fall under the definition of misconduct in the disciplinary section of the Civil Service Handbook and the city Employee Handbook.
 - H. Report for duty at the appointed time and place fully equipped, fit, and able to perform assignments.
2. Officers and supervisors shall set an example for other members and have a responsibility to ensure that their activities and decisions pertaining to community services, personnel action, and the management of public funds are consistent with the city and department policies and practices.

108.01 OBEDIENCE TO ORDERS

1. Members shall read and become familiar with the department's Rules and Regulations and Standard Operation Procedures. No plea of ignorance will be accepted as an excuse for any violation.
2. Members shall promptly and willingly respond to the lawful orders of superior officers or acting officers. Refusal to obey a lawful order shall constitute insubordination. Obvious disrespect for or disruption of a supervisor's order likewise shall be deemed insubordination.

3. Members shall abide by Federal and State law, local Ordinances and Resolutions, and Department general orders and rules of conduct. Members shall not be required to obey orders that are illegal or in conflict with the department's Rules and Regulations.
4. Members shall not publicly criticize or comment derogatorily to anyone about instructions or orders received from a superior officer.
5. Supervisors and acting supervisors shall refrain from exceeding their authority in giving orders. The wrongful or injurious exercise of authority is prohibited.
6. Every officer will be held responsible for enforcing the department's Rules and Regulations. If a violation comes to an officer's attention, that officer shall immediately notify the member of the violation and take corrective action. Should an officer fail to report a violation of an order or a violation of the department's Rules and Regulations, that officer shall be equally responsible for the violation.
7. Should a member receive an order that conflicts with a previous order, the member shall notify the officer that issued the conflicting order and shall be governed by the officer's subsequent order.
8. Any member who is given an order they believe to be unjust, improper, or contrary to a general order or rule of the department or a Federal, State, or city policy should respectfully decline to obey the order and shall state the reason for doing so. The member shall request that the supervisor of the person issuing the order be contacted for instructions if the person issuing the order does not rescind or alter the original order.

108.02 INAPPROPRIATE BEHAVIOR

1. The following activities are prohibited by members while on duty.
 - A. Unlawful behavior, gambling, quarrelsome conduct, lewd or indecent activity.
 - B. Possession of a firearm or other deadly weapon on city property.
 - C. Threats or acts of physical violence against the public, coworkers, other department members or city employees.
 - D. Sexual activity to include the possession or use of printed or audiovisual material that is sexually offensive.
 - E. Abusive behavior, hazing, or harassment of coworkers or members of the public. Horseplay, practical jokes, and other disruptive behavior are also prohibited.
 - F. Alteration or modification of vehicles, apparatus, buildings, computers or items of equipment owned or operated by the department without the Fire Chief's authorization.
 - G. Acceptance or solicitation of gifts, rewards, or fees for services incidental to the performance of one's duty. In addition, no member shall be required to make a donation to any person or organization as a condition of employment.

- H. Campaigning for or against any person running for political office.
- I. Publicly criticizing the official actions or orders of a superior officer. Nor may a member publicly speak disrespectfully of the department or its members.
- J. Recommending or endorsing specific products, trade names, or businesses.
- K. Conducting personal business or performing any activity for which the member will receive any form of compensation from anyone other than the City of Jonesboro.
- L. Permanently parking or storing personal vehicles, trailers, campers, tractors, boats, etc. on department property. Vehicles with commercial advertizing on them shall be parked away from the station and shall not be readily visible to the roadway.
- M. Making a false statement, oral or written about one's immediate supervisor, intending to destroy discipline and good order.
- N. Performing any act or making any statement, oral or written about one's co-workers intending to destroy good morale, good order, or good working relationships with co-workers.
- O. Displaying insolence or indifference or evading duty during an emergency or nonemergency incident. Any member found guilty of this offense shall be relieved of duty immediately.
- P. All members shall devote all of their time to the business of the fire department. Part-time businesses cannot be transacted while on duty.
- Q. Outside employment of personnel during off-duty hours shall not interfere with their fire department duties.

108.03 SEXUAL HARASSMENT

1. Unwanted or unsolicited verbal or physical sexual harassment of members by supervisors or coworkers will not be tolerated. Supervisors shall promptly correct such behavior should it occur.
2. If a member informs a supervisor or coworker that his language or behavior is offensive and such conduct continues, the member immediately should report the situation to his supervisor or the supervisor's superior.
3. Appropriate disciplinary action shall be taken against a member found guilty of harassing a fellow member.
4. All members shall comply with the city's sexual harassment policy as described in the City Employee Handbook.

108.04 PROFESSIONAL RELATIONS

1. Department members shall exhibit courtesy and respect to all officers and acting officers. While on duty, all officers shall be referred to by their appropriate rank.
2. Supervisors shall exhibit courtesy and respect to their subordinates and shall treat all members in a fair and impartial manner.
3. Members shall treat one another with due courtesy and shall not engage in horseplay or disrespectful conduct while on duty.
4. Members are required to speak the truth at all times, in giving testimony in connection with official orders and with official duties, whether or not under oath.
5. Members shall not make false reports concerning department business or personal character or conduct of any member.
6. Members shall be courteous and respectful to the public and other city employees and are required to give their names and rank whenever requested by the public.

109.00 PERSONAL APPEARANCE

1. This rule applies to all members while officially on duty or representing the department at a public meeting, training session, seminar, conference, or other similar event.
2. Members shall maintain proper personal hygiene while on duty.
3. Uniforms and shoes shall be neat and shall conform to the requirements set forth in SOG 109.01, Uniforms.
4. At no time while in uniform shall a member wear jewelry, pins, ribbons, buttons or an article of clothing that constitutes an advertisement; religious, political, or social viewpoint or message that is offensive to anyone on the basis of age, color, disability, ethnicity, national origin, race, religion, political affiliation, gender, or sexual orientation.
5. Hair shall be kept neat and well-groomed, shall not constitute a safety hazard, and at no time shall interfere with the use of protective clothing or equipment.
6. Beards and goatees are prohibited. Neatly trimmed sideburns and mustaches are permitted provided they do not interfere with protective clothing or equipment. Sideburns shall not extend below the base of the ear and mustaches shall not extend below the bottom lip.

7. Members shall limit their use of jewelry to a wrist watch, a wedding ring, and one school or university ring. These items shall not interfere with the proper use of protective clothing and equipment.
8. Male department members are prohibited from wearing earrings and ear studs. Female members, other than those in the fire suppression division, shall limit their use of earrings and ear studs to a single pair. Nose jewelry or other items that draw attention to the wearer are prohibited.
9. Tattoos that are in visible areas of an individual shall not be sexually explicit, immoral, or express radical social statements. If you are not sure of the acceptability of a potential tattoo, check with your supervisor in regards to the intent of this policy.

109.01 UNIFORMS – DRESS CODE

1. Guidelines for consistent appearance of members
 - A. Class “A” Uniform: Formal Events (see appendix A-1)
 - a. Funerals and Visitations (while off duty)
 - b. Special functions: banquets, award ceremonies, ect.
 - B. Class “B” Uniform shirts with badge (short or long sleeve)
 - a. Funerals and Visitations (while on duty)
 - b. Fire Inspections
 - c. Special functions: banquets, award ceremonies, ect.
 - d. When speaking to groups, public school functions or presentations.
 - C. Class “C” Uniform Polo shirts
 - a. Supply shopping for your station
 - b. Eating out
 - c. Training: seminars on duty, inside training with special speaker
 - d. Station tours
 - e. Fire prevention activities at schools or picnics
 - D. Class “D” Uniform Tee shirts/Sweat Shirts
 - a. Around the station
 - b. In house training
 - c. Mowing or any outside work

E. Coveralls

- a. Working around the station painting, mowing or other maintenance

F. Caps

- a. Worn with Tee shirt, Sweat shirts and Coveralls only

G. Coats and Jackets

- a. Must be department issued

H. Shorts or sweats

- a. Must be department issued
- b. May be worn from 7:00 p.m. till 6:30 a.m.
- c. May be worn while fitness training

2. General requirements

- A. All members shall wear the appropriate uniform while on duty with the exception of the Chief, Assistant Chief, Training Officer, Fire Marshal and support staff.
- B. Uniforms shall not be worn off duty except as provided for in this section.
- C. Uniformed members of the department shall report for duty in the prescribed uniform.
- D. Uniforms shall be kept clean, neat and in proper state of repair.
- E. Jacket and shirt pocket flaps shall be buttoned at all times. Pockets shall be free of objects that create bulges or that otherwise detract from a professional appearance.
- F. A member in uniform shall at all times wear a black belt, black shoes or boots, and black socks. (With the exception of during fitness training).
- G. Shoes and boots shall be kept clean and polished at all times.

*In order to maintain a professional appearance with regard to footwear the following standard for uniform shoes shall be adhered too:

- a. Black leather with plain toe boot or shoe that can be polished
- b. No visible logos on instep or toe
- c. Shoes not meeting these standards are not to be worn

3. Rank insignias
 - A. Gold rank insignias shall be worn on the class "A" uniform by the Chief, Assistant Chief, Training Division Chief, Fire Prevention and Investigation Division Chief and Battalion Chiefs.
 - B. All other uniformed members shall wear silver rank insignias on their class A and B uniforms.
 - C. The insignia shall be worn parallel to the front edge of the collar, centered one-half inch from the top and bottom. For proper insignia placement (see appendix A-1)
4. Seasonal clothing
 - A. The department shall issue jackets and coats as appropriate.
 - B. Navy blue or white thermal underwear may be worn under the uniform but must not be visible.
5. Non-uniformed members
 - A. All clothing worn by non-uniformed members shall be neat, clean and appropriate for the occasion.
 - B. Nothing may be worn that could constitute a safety hazard or be offensive to another person on the basis of age, color, disability, ethnicity, national origin, political affiliation, race religion, gender, or sexual orientation.

109.02 PERSONAL PROTECTIVE EQUIPMENT

1. When any part of the PPE issued becomes worn or damaged, it is the responsibility of the employee to report it to his/her company officer.
2. Black or navy socks must be worn with low quarter shoes except when fitness training.
3. Protective clothing will be issued as follows:
 - 1 helmet
 - 1 turnout coat
 - 1 turnout pants with suspenders
 - 1 pair of firefighting gloves
 - 1 protective hood
 - 1 personal S.C.B.A. mask and voice emitter

- 1 pair of extrication gloves
 - 1 safety goggles
 - 1 pair of firefighting boots
4. Maintenance of protective clothing will be the responsibility of the person to whom they are issued. Uniforms shall be maintained and neat in appearance at all times.
 5. Any person leaving the employment of the Jonesboro Fire Department shall return all uniforms issued by the City of Jonesboro, protective clothing and equipment, and any other accessories. A member may be assessed a replacement cost for any item that is damaged or not returned.

110.00 RECALL TO DUTY

1. To maintain essential services, the Fire Chief or his designee shall have the authority to order members of the department to return to duty at times other than their normal working periods.
2. Members recalled to duty shall be compensated in accordance with the appropriate section of the City Employee Handbook. Compensation will begin from the time the employee reports to duty.
3. Members recalled to duty shall report within a reasonable period of time after being notified to report back to duty.
4. Members shall respond to an emergency recall unless incapacitated. Any member refusing to respond back to duty shall show just cause or be subject to disciplinary action.
5. Members responding back to duty because of a recall shall obey all traffic laws while returning.

111.00 STATION DUTY

1. Daily activities:
 - A. Station Captains are responsible for ensuring that all daily tasks assigned by the daily work schedule, Battalion Chief, Fire Chief, or Assistant Fire Chief are completed in a timely manner and that their apparatus and station are clean along with the company capable of responding to their dispatched emergencies. Crews are expected to turn out within 60 seconds of receipt of an alarm.
 - B. Captains may waive the tasks assigned according to the daily work schedule when special circumstance warrant. Any activity not completed in such a situation shall be rescheduled for the next tour of duty and shall be completed as soon as practical.

- C. Captains shall complete a Daily Report for each tour of duty. The completed report shall be reviewed by the Battalion Chief.
- D. Captains are responsible to see that an Apparatus Checklist is completed for their assigned vehicles for each tour of duty.
- E. Prior to being relieved for duty, Captains shall report all pertinent information to the Captains relieving them.
- F. Protective clothing shall be stored properly at the end of each tour of duty and shall not be left on the apparatus.
- G. Captains are responsible for all station operations and shall take appropriate actions to ensure that fuel, utilities and station supplies are used conservatively.
- H. Whenever the daily schedule permits, members are encouraged to devote their free time to fitness and personal study. Members shall not engage in any activity that interferes with their ability to respond promptly (within 60 seconds) to an alarm.

2. Station daily reports:

- A. The station daily report shall reflect a general account of the activities of the platoon for that shift. The report shall contain an accurate and complete history of the operation of the company. The entries shall afford detailed information of special duties performed by the members, orders received, accidents, unusual occurrences, receipt of supplies and equipment, and everything pertaining to the administration of the company or to the interest of the department.
- B. Entries shall show personnel on vacation, sick leave, injured, and personnel absent from duty for other reasons.
- C. Entries shall show fire companies and apparatus placed in and out of service because of repairs, special duty, manpower shortages, accidents, etc.
- D. Captains shall, when reporting for duty, read the log of activities of the company for the previous day.

112.00 VEHICLES AND EQUIPMENT

1. General requirements

- A. Vehicles and equipment shall be maintained in a constant state of readiness and availability for complete and immediate use.
- B. Members shall be responsible for the use and care of vehicles and equipment assigned to them or entrusted to their care.
- C. Members shall immediately report any loss, damage, or malfunction of apparatus or equipment to the member's supervisor.
- D. Members shall return vehicles and equipment issued to them or entrusted to their care immediately upon separation from service.
- E. A member required to drive a vehicle owned or operated by the City of Jonesboro shall possess an appropriate and valid driver's license.

- F. Members shall drive in a safe and prudent manner and obey all applicable federal, state, and local traffic regulations when driving or operating a vehicle owned by the City of Jonesboro.
 - G. Members shall properly wear safety restraint devices whenever driving, riding or operating in or from a vehicle owned by the City of Jonesboro. (*see SOG 112.01*)
 - H. Members driving city owned vehicles to the emergency scene shall observe the Basic Speed Rule of no more than 10 MPH over the posted speed limit. Never exceed a speed which is safe, reasonable and proper for existing road conditions.
 - I. When backing fire apparatus, a member shall serve as a guide to assist the driver and insure a safe backing operation.
 - J. Members driving emergency vehicles shall use extreme caution when approaching street intersections and on approach to the emergency scene.
 - K. Members will chock the apparatus rear wheels anytime the apparatus is parked outside the engine room including emergencies and other business while the apparatus is running or not.
2. Departmental emergency response vehicles
- A. Vehicles owned and operated by the City of Jonesboro shall be used for city business only. City business means any authorized work or activity performed by a member on behalf of the city.
 - B. An officer may authorize brief stops while their company is within its district performing an authorized activity. The company must maintain radio contact and remain available for calls at all times.
3. Staff, (take home vehicles)
- A. The following members are authorized to take a vehicle home; Fire Chief, Assistant Fire Chief, Training Division Chief, Training Instructors, Fire Prevention and Investigation Division Chief, Fire Marshals, Fire Prevention Officers.
 - B. The Fire Chief may authorize other members to take a vehicle home on a case-by-case basis.
4. Injuries and property damage
- A. An accident or collision involving damage to a vehicle or property, or injury to any person, shall be reported immediately to the law enforcement agency having jurisdiction and the member's supervisor.

112.01 VEHICLES SEAT BELT POLICY

All occupants of a Jonesboro Fire Department vehicle must utilize the seatbelt restraints, if provided, while vehicle is in motion on any street, road or highway. This policy is to protect you from undue harm should you become involved in an accident, also it is to conform to state law. Deviation from the policy will be considered as "misconduct" and the following disciplinary actions will be followed.

1. **First Offence;** Offender a written reprimand;
First Offense for Company Officer; Receive a verbal warning.
2. **Second Offence;** Offender a shift off without pay;
Second offence for Company Officer; Receive a written reprimand.
3. **Third Offence;** Offender three shifts off without pay.
Third Offence for Company Officer; Receive one shift without pay and a 2nd Reprimand
4. **Fourth Offence;** Offender terminated.
Fourth Offence for Company Officer; Demoted one rank.

112.02 RETURNING APPARATUS TO ENGINE ROOM

1. Basic operational approach
 - A. Bring apparatus to a complete stop in line with bay, with view of entire door.
 - B. Open bay door with remote or by firefighter entering code number.
 - C. Do not proceed until door is fully open and door travel has ceased.
 - D. Before crossing threshold of bay door, stop apparatus completely, bump air horn 2 times then proceed up to the maximum rate of 5 M.P.H.
 - E. When returning to station and bay door is open, stop apparatus completely prior to crossing threshold, bump air horn 2 times then proceed, up to the maximum rate of 5 M.P.H.

113.00 VISITORS AT STATIONS

1. Members are permitted to have visitors at the stations between the hours of 9:00 a.m. and 10:00 p.m.
2. Visitors are not permitted to enter a station dormitory or locker room.
3. Visitors are not permitted to enter a workshop area or apparatus bay unless properly escorted by a department member.
4. When escorting visitors in an apparatus bay, members shall not allow children to play on, around, or with emergency apparatus or equipment without careful and close supervision.

5. Visitors shall not be allowed to disrupt any training or work activities within the station.
6. Visitors are expected to abide by department rules and regulations while at the station or other work sites.
7. Minors shall at all times remain under the supervision and control of an adult.

114.00 USE OF TABACCO PRODUCTS

1. Buildings and structures owned by the City of Jonesboro have been designated as *tobacco-free workplaces*. The use of tobacco products is *not permitted inside* a building or structure owned by the city.
2. The use of tobacco products is prohibited by members while riding, driving, or operating any vehicle owned by the City of Jonesboro.
3. While tobacco products may be used outside buildings and structures in smoking areas designated by the Fire Chief, members shall properly dispose of any smoking or chewing remains or waste.
4. Members using smokeless tobacco products shall refrain from spitting on sidewalks, parking lots and other paved surfaces, on non-paved surfaces used by other members and in water fountains.

115.00 FIRE DEPARTMENT CHAPLAIN

1. Function
 - A. The Fire Department Chaplain serves in a volunteer capacity at the discretion of the Fire Chief. The Chaplain will maintain a crisis ministry to assist department members, members' families and civilians in coping with the physical, spiritual, and emotional aspects of personal tragedy. The Chaplain will be a person of faith ministering to all people regardless of their particular faith or value system.
2. Guidelines
 - A. Position requires minimal supervision and extensive independent judgment. Instruction will be in the form of oral or written direction from the Fire Chief as to the broad objectives to be accomplished. General directions from time to time may also be received from the Incident Commander at a disaster scene.
 - a. The Chaplain will be issued a badge and identification card for access to the emergency scene.
 - b. The Chaplain shall be issued a radio for call as requested by from Incident Command.

- c. The Chaplain shall be under the authority of the Incident Command at a hazardous scene and will act as a liaison to the victim and victim's family in support of the Incident Commander.
 - d. The Chaplain will maintain the utmost concern for both his own safety and the safety of any victim or family member while fulfilling his duties.
 - e. Only under authority of and with the Incident Command's knowledge, may the Fire Chaplain enter into the warm or hot zone at an incident scene.
 - B. In order to carry out his function properly, the Chaplain will conduct periodic visits to each station and shift as he sees fit. The Chaplain will be permitted opportunities to ride with firefighters to gain firsthand knowledge of the role and lifestyle of a firefighter. The Chaplain may attend and participate in training exercises with the permission of the officer in charge of the exercise.
- 3. Special conditions
 - A. The Fire Department Chaplain position is a volunteer position and does not qualify for employee compensation and/or benefits of any kind. The Chaplain will assume all personal liability in the performance of his or her duties and not hold the City of Jonesboro liable in the event of any accident or mishap while performing the duties of his or her office.

GENERAL ADMINISTRATION

SECTION 200



200.00 MINIMUM STAFFING

1. Regulates the routine staffing of fire apparatus. The provisions of this procedure may be suspended by the Fire Chief or his designated representative whenever special circumstances warrant.
 - A. Establish guidelines that are intended to provide the community with the highest quality fire protection possible within the parameters of the department's budget.
 - B. Minimize the health and safety risk of personnel by assembling a sufficient number of personnel at every incident to a safe and satisfactory conclusion.
2. Staffing guidelines
 - A. A minimum number of firefighters shall be on apparatus at all times as outlined below. Any deviation from this standard must be approved by the Fire Chief or Assistant Fire Chief.
 - a. Battalion Chief – 1 Officer per battalion
 - b. All engine companies – 3 firefighters
 - c. All truck companies – 2 firefighters
 - d. Rescue company – 2 firefighters
 - e. Brush/Squad trucks – see SOG 301.04 & 301.05
 - B. The Battalion Chief shall be responsible for maintaining staffing levels at the prescribed levels above. To fulfill this responsibility, the Battalion Chief shall have the authority to assign, move, transfer personnel, or hire overtime as necessary.

200.01 DUTIES AND RESPONSIBILITIES OF FIRE DEPARTMENT EMPLOYEES

FIRE CHIEF

1. Fire Chief shall direct the overall activities of the City of Jonesboro's Fire Department by performing the following duties personally or through subordinate supervisors while working under the direction of the Mayor. The Fire Chief shall, in addition to the duties imposed by ordinance and Civil Service Regulations, perform the following duties:
 - A. Shall be responsible for overall department budget development, preparation and administration.
 - B. Shall work closely with the Mayor, City Council, Council Committees, and Civil Service Commission to establish appropriate policies and procedures.
 - C. Shall be responsible for coordinating and overseeing the effective supervision, training and disciplinary action of all Fire Department personnel.
 - D. May be required to assume direct command of an emergency scene.

ASSISTANT FIRE CHIEF

1. The Assistant Fire Chief shall be in charge of directing day to day operations of the fire department by performing the following duties personally or through subordinate supervisors. The Assistant Fire Chief works under the direction of the Fire Chief.
 - A. Shall oversee the Training Div. Fire Prevention and Investigation Div. and Operation Div.
 - B. May assume command at any incident
 - C. Supervises firefighters engaged in operation and maintenance of fire stations and equipment.
 - D. Assists in surveying buildings, grounds and equipment to estimate needs of department and prepare departmental budgets.
 - E. Confers with officials and community groups and conducts public relations and campaigns to present need for changes in laws and policies and to encourage fire prevention.
 - F. Performs related duties as assigned.

BATTALION CHIEF

1. The Battalion Chief shall manage, supervise, plan and coordinate the activities and operations of the Battalion assigned to him/her by performing the following duties personally or through subordinate supervisors. The Battalion Chief works under the direction of the Assistant Chief.
 - A. Shall oversee his/her assigned Battalion directly responsible for the Captains, Drivers and Firefighters under his/her command including all personnel issues.
 - B. Shall coordinate Battalion activities with other Divisions, departments, outside agencies and the general public.
 - C. Shall take command as the Incident Commander of incidents within his/her Battalion as needed.
 - D. Responds to emergency incidents, organizes, directs and participates in efforts to save lives and protect property.
 - E. Assists with special projects.
 - F. Acquire and maintain specialized training/certification as required.
 - G. Supervises a wide variety of routine tasks in connection with the maintenance of the fire stations, grounds and equipment.
 - H. Performs related work as needed or assigned.
 - I. Assists in ensuring adherence to City and Departmental codes, policies and procedures.
 - J. Assists in ensuring effective city coverage while fulfilling request for non-emergency services whenever possible.
 - K. Maintains records, and prepares reports on equipment, fires, accidents, injuries, etc.
 - L. Evaluates assigned personnel identifying training needs and providing counseling as needed.

- M. Prepare daily and monthly activity and operational reports and any other duties as assigned by superiors.

CAPTAIN

1. The Captain shall manage, supervise, plan and coordinate the activities of his station, apparatus, fire district and personnel assigned to him/her by performing the following duties personally or through subordinate supervisors. Captains work under the direction of the Battalion Chief.
 - A. Captains shall answer all emergency calls directed to their company.
 - B. Shall ride in the front officers' seat as the company officer unless short a driver for the apparatus.
 - C. Shall actively engage with their men as a company officer in all fire ground activities including, but not necessarily limited too; interior operations, exterior operations, rescue operations, etc.
 - D. Captains are responsible for the safety and well being of all personnel assigned under him/her during emergency and non-emergency operations.
 - E. Captains are responsible for their own company accountability.
 - F. Captains are held accountable for the condition of their assigned fire station, apparatus and men.
 - G. Captains shall evaluate the personnel assigned under them.
 - H. Captains shall set the standard for their company in regards to training, discipline, work ethic, etc.
 - I. Captains shall promote company pride and provide leadership while building up the department and his/her men along with providing a positive atmosphere in the work place.
 - J. Shall maintain all reports, fire run information and any other duties as assigned by superiors.

DRIVER/OPERATOR

1. The driver is responsible for preventative maintenance of his/her assigned apparatus and apparatus equipment while possessing the ability to drive and operate the apparatus in a safe manner. The driver works under the direction of the captain and is responsible for the following duties.
 - A. Drivers answer all fire calls assigned to their apparatus and assist in the supervision of fires, interior attacks, exterior attacks and rescue operations.
 - B. Shall possess knowledge of hydraulics necessary for the pumping of his/her apparatus.
 - C. Shall possess knowledge in various hose lays, equipment attachments, equipment locations, and apparatus safety measures.
 - D. Shall possess knowledge of the streets, fire hydrants and any other pertinent information for the company's assigned district.

- E. Drivers are responsible for the readiness, cleanliness and efficiency of their assigned apparatus.
- F. Shall maintain all reports, fire run information and any other duties as assigned by superiors

FIREFIGHTER

1. Firefighters are under general supervision, control and extinguish fires, directly perform life safety activities and participate in fire prevention activities. Firefighters work under the direction of the Company Officer.
 - A. Answers all fire calls and assists
 - B. Shall possess the knowledge to perform all fire fighting tactics such as; ventilation, hose stream placement, salvage and overhaul, search and rescue.
 - C. Shall possess the knowledge for First Responder calls and vehicle extrications.
 - D. Cleans and services the apparatus assigned to and helps maintain it in a condition of readiness.
 - E. Attends all departmental training.
 - F. Performs a wide variety of routine tasks in connection with the maintenance of the fire station quarters and grounds along with any other duties assigned by superiors.

FIRE MARSHAL

1. Fire Marshal is responsible for the investigation of all fires of a suspicious nature, inspects new and existing buildings for fire code violations, and inspects hospitals, schools and daycares for fire safety. The Fire Marshal works under the direction of the Asst. Fire Chief.
 - A. Answers all calls for a fire scene investigation by the Incident Commander.
 - B. Shall possess the necessary knowledge to conduct new and existing building plan reviews.
 - C. Directs and coordinates all fire prevention activities for the city.
 - D. Works directly with the Criminal Investigation Division of the Jonesboro Police Department.
 - E. Monitors and writes tickets as deemed necessary to ensure compliance of fire lane parking violations, building code violations, etc.

TRAINING OFFICER

1. The Training Officer is responsible for training all Jonesboro Fire Department members in firefighting, safety, rescue, etc. The Training Officer works under the direction of the Asst. Fire Chief
 - A. Shall develop and provide training classes as he/she sees fit for the continued educational needs of the department.
 - B. Shall ensure that all members of the department are kept current with any required training certifications.
 - C. Shall always be on the lookout for any new training methods, new equipment and any new ideologies in the fire service which will improve the departments overall effectiveness.

- D. Shall possess the necessary communication skills and computer skills.
- E. Shall keep and maintain all members training records and certifications.

200.02 METHOD OF FILLING VACANCIES

- 1. Whenever a vacancy exists (SOP 200.00), the appropriate person or persons shall be hired by the Battalion Chief or acting Battalion Chief for overtime.
- 2. Personnel hired on overtime shall report to their duty post on the appropriate date and time and shall report with all the required uniforms, protective clothing, bed linens, and personal items appropriate for assignment
 - A. Members shall notify the appropriate supervisor if they cannot report as assigned and shall provide the supervisor with a satisfactory explanation.

200.03 EMERGENCY CALLBACK

- 1. Whenever operational conditions are such that additional personnel are required, one or more off-duty personnel may be called back to duty.
- 2. Emergency callbacks shall be initiated at the request of the incident commander. Off-duty personnel shall be called back by an in-house fire company, administration office workers or dispatch and requested to return to duty. Off-duty personnel shall be instructed as to assignments when reporting to duty with supervisors.
- 3. Unless otherwise advised, all personnel answering an emergency callback shall respond to the incident scene.
- 4. Off-duty personnel returning to duty at an incident scene shall immediately report to staging and await assignment. Under no circumstances shall arriving off-duty personnel begin any task without authorization from the incident commander.
- 5. After receiving an emergency callback, members shall respond in a timely manner while following all traffic laws.

201.00 LOST/DESTROYED EQUIPMENT

- 1. Reporting procedure
 - A. On discovery that a piece of equipment has been lost, damaged, or destroyed an employee shall notify their immediate supervisor and fill out an incident report.

2. Responsibilities
 - A. It is the responsibility of each member to maintain all equipment, apparatus, clothing and protective equipment issued or assigned to. Apparatus and equipment, station, and personal equipment shall be inspected at the start of each shift and after each incident during the process of returning back to service.
 - B. Members shall not loan any fire department tools or equipment without the approval of the Battalion Chief.
3. Accountability
 - A. The deliberate or willful misuse, theft, damage, or destruction of any tool, equipment, or other device owned by the department or other agency or private individual will result in the appropriate disciplinary action as prescribed in the City employee Handbook.
 - B. The individual/individuals responsible for the loss or destruction may be required to reimburse the department for the costs to repair or replace the equipment.

202.00 FIRE DEPARTMENT LIBRARY

1. Scope
 - A. This standard regulates the use of printed and audiovisual materials owned by the City of Jonesboro. The library shall be used to increase the collective knowledge of the members of the department along with increasing public awareness of fire safety, medical emergencies, and disaster preparedness issues.
2. Station library
 - A. Each fire station shall maintain a small library for use by on-duty personnel. The library materials will consist of periodicals, text books and any other relevant materials.
 - B. These materials may not be checked out for individual use, loaned to another station, or removed from the fire station without the permission of the Training Officer.
3. Department library
 - A. The department library shall be maintained in the administrative/training facility of the department. This library shall house the various audiovisual materials and equipment used in training, as well as periodicals, study materials, fire and building codes, and printed materials.
 - B. Materials will be available for individual use and checkout except where otherwise prohibited.

- C. Occasionally the department may issue printed items or textbooks to individuals for their use while employed by the department. The department retains continuous ownership of these materials.
4. Checkout and return procedures
- A. An individual may borrow books from the department library for a period not to exceed seven (7) days. The borrowed item must then be returned to the library. If no one is waiting to borrow the book it may be checked out for another seven (7) days.
 - B. No member may check out more than two (2) books at the same time.
 - C. To checkout a book/video, a member must sign and date the library book/video checkout log with the training division.
 - D. Books may not be loaned to another member while checked out. The member who originally checked out the book/video is totally responsible for the item.
 - E. Training materials and equipment may also be checked out by a member of neighboring fire departments with approval from the Training Instructors.
 - F. When an item is returned to the library the borrower shall record the return date on the checkout log.

See: *Library Book/Video Checkout Log appendix B-1*

5. Responsibilities
- A. The Station Captains shall be responsible for maintaining their respective station libraries and for regulating the use of its resources.
 - B. The Training Officers shall be the custodian of the department library. They shall maintain the materials within the library and regulate the use of its resources.
 - C. Any individual who borrows or checks out materials from the department library shall be responsible for the materials entrusted to them. They shall be required to replace any item that is damaged or lost.

203.00 DAILY WORK SCHEDULE

- 1. The daily work schedule is a guide for minimum routine cleaning activities for the day. This schedule is not intended to be all inclusive or the only activities to be done. The tasks on the daily work schedule shall be performed every shift as incident volume and weather permits.
- 2. The station Captain shall be responsible to ensure that the copy of the daily work schedule is maintained on the station bulletin board.
- 3. The Station Captain shall be responsible for ensuring that all assigned tasks are completed each shift.

204.00 COMPLAINTS AGAINST EMPLOYEES

1. Scope

- A. This standard establishes guidelines for the receipt, investigations, and resolution of complaints received by the department concerning the professional or personal conduct, behavior, action, or inaction of one or more members and those complaints that concern the department as a whole. This standard is to ensure that a thorough investigation be conducted for every complaint received by the department.

2. General

- A. Complaints that arise from the daily conduct of business fall into two major categories:
 - a. Complaints against the department as a whole
 - b. Complaints against one or more members of the department
- B. Complaints generally allege a violation of a department rule, policy, procedure, or general order. A complaint may also allege that there is a violation of a Federal, State, or Local Statute or Ordinance.
- C. The department will hear all complaints against its members that have been initiated by any person who is found to have standing for such a complaint. Persons other than those who are actually affected by the actions of a member shall have no standing for a complaint, with the exception of cases involving juveniles. In such case the parent or legal guardian shall be required to file the written complaint.

3 Complaint procedure

- A. Complaints shall be filed in writing and signed by the person or persons making the complaint.
- B. Complaints may be accepted by any on-duty supervisor. The supervisor receiving the complaint shall conduct an initial investigation to obtain as much information as possible and then forward the complaint directly to the supervising Battalion Chief.
- C. If the complainant does not want to file a written complaint they may still voice their complaints to a supervisor. The supervisor shall record the information and forward an account of the complaint to his/her superior.
- D. On receipt of an oral or written complaint, the Battalion Chief shall conduct an investigation of the complaint and forward the findings to the Assistant Chief.
- E. A copy of the written complaint shall be given to the accused member, at that time the member is requested to make a written reply to the allegations.
- F. When the act described in the complaint is a crime, the circumstances will immediately be explained to the Fire Chief and the Police Department will be notified.

4. Resolution of the complaint

- A. On conclusion of an investigation, the complaint will be classified as one of the following:
- a. Unfounded: Allegations are proved false or not enough evidence to support the allegations.
 - b. Exonerated: Incident cited did occur, but the actions were lawful or followed proper procedures.
 - c. Not Sustained: There is insufficient evidence either to prove or disprove the allegations
 - d. Sustained: The allegations are supported by sufficient evidence and the complaint will be upheld.

5. Resulting action

- A. When an investigation results in a determination of unfounded, exonerated, or not sustained, the Battalion Chief will notify the accused member that no further action will be taken against them. The member shall return to duty. If they had been placed on unpaid leave, they shall be fully compensated for all lost wages and benefits.
- B. When an investigation results in a determination of sustained, the appropriate action will be taken in accordance with the department's disciplinary policy.

6. Format

- A. The supervisor who accepts the original complaint or conducts the initial investigation shall make the report as complete as possible prior to submitting the complaint to the Assistant Fire Chief.
- B. The following format shall be used for conducting investigations.
- a. Record the facts surrounding the incident. What took place, when, where, how, and who was involved.
 - b. State the allegations in detail. What does the complainant allege and against whom?
 - c. Record the process used to investigate the complaint. What did you do as the investigator? What did you learn by talking to all the parties and witnesses?
 - d. Record all findings and conclusions reached. What did your investigation reveal based on the facts extracted from the evidence?
 - e. Include a written recommendation to the Assistant Fire Chief.

7. Exceptions

- A. A complaint shall be referred to the Assistant Fire Chief or Fire Chief in those cases where the complainant prefers speaking only to those entities.
- B. Internal investigations may also be conducted concerning a member's conduct whenever the Fire Chief or Assistant Fire Chief has reason to believe doing so is warranted.

- C. The Fire Chief shall determine whether or not the member should be suspended or terminated pending the outcome of the investigation.

205.00 EVALUATION OF SWORN PERSONNEL

1. Scope

- A. Formally communicates the goals and objectives of the department to each member and to discuss the member's individual role in the accomplishment of those goals and objectives.
- B. To provide positive feedback and motivation as well as areas needing improvement in the performance and productivity of each member.
- C. To identify each member's additional training and educational needs
- D. To provide an ongoing written performance evaluation identifying any corrective actions that a member might be required to make so as to improve his/her performance.

2. Evaluation process

- A. A formal, written evaluation of each member's performance shall be conducted by their immediate supervisor once a year within 30 days of last year's evaluation.
- B. The evaluation will be recorded in written form and placed in the member's personnel file.
- C. During the formal evaluation process each member shall be counseled by their immediate supervisor with respect to his/her individual progress and development. The supervisor shall note any areas of concern and shall discuss steps that the member should take to correct the problem or deficiency. A summary of the discussion shall be recorded on the member's evaluation form.
- D. On completion of the initial evaluation session, the evaluating supervisor shall forward the evaluation form to the appropriate supervisor for review.
- E. The reviewing supervisor shall discuss the member's progress and deficiencies with the evaluating supervisor. If there is agreement about the evaluation, the reviewing supervisor shall add their comments and sign the form. If there is disagreement, the two supervisors shall record the changes that need to be made on the evaluation form. The reviewing supervisor shall then add their comment, sign the form, and return it to the member for their review and signature.
- F. A member may disagree with any portion of the evaluation and shall be allowed to record their objections in the section reserved for member comments.
- G. On completion of the review process, the member shall be required to sign the form. Their signature does not imply agreement – only that they have read the evaluation and have been made aware of its contents. Under no circumstances shall a member be required to sign a blank or incomplete evaluation form.
- H. No changes will be made to the form after all parties have signed off on the evaluation unless all parties are informed of the changes and are furnished copies of the changes.

3. Responsibilities

- A. Supervisors shall be responsible for completing a formal written evaluation and oral evaluation of the performance of each member under their supervision at least once each year in accordance with the provisions of this standard.
- B. Members shall be responsible for participating in a formal written and oral evaluation of their performance by their supervisor and for correcting all deficiencies identified in the evaluation process.
- C. The Battalion Chief shall be responsible for ensuring that each platoon firefighter's performance evaluations are maintained in their permanent personnel files.

206.00 TRAINING/TRAVEL REQUESTS

1. Scope

This standard outlines the process that must be followed when a member wishes to be compensated for attending a seminar or training session that is out of town. It was designed to enable members to attend classes and seminars conducted by outside agencies and organizations.

2. Procedure

- A. If a member wishes to obtain approval to travel on behalf of the department or attend a training class or seminar, the member must complete a Request for Training Form prior to the date of the class or seminar and submit the completed form to the Training Division office.
- B. If the request is from a member assigned to shift work, the Training Chief will consult with the Battalion Chief about the impact the request would have on minimum staffing.
- C. If the request from a member assigned to a shift is approved by the Training Chief the Battalion Chief shall be notified of the dates.
- D. If a request is disapproved the reason for disapproval will be recorded on the form and returned back to the member submitting the request.

Reference: *Request for Training Form appendix B-4*

206.01 COMPENSATION/REIMBURSEMENT FOR TRAVEL

1. Scope

- A. This standard establishes guidelines for reimbursement and compensation of members who are required to travel or attend meetings, training sessions, or seminars out of town on behalf of the department. It is to ensure that the department's compensation and reimbursement procedures are in compliance with the fair labor Standards Act and the applicable district policies and procedures, and all policies from the City's Employee Handbook.

2. Criteria for reimbursement of expenses

- A. To be reimbursed for expenses incurred while traveling or attending training sessions out of town on behalf of the department, personnel must:
 - a. Obtain the Assistant fire Chief's, Battalion Chief's, and Training Chief's approval prior to travel or training.
 - b. Submit an itemized expense report with receipts and proper documentation.
- B. The department will normally cover the following expenses:
 - a. Tuition or registration and course materials
 - b. Accommodations at an approved motel or hotel
 - c. Parking based on receipts and actual expenses
 - d. Per meal allowance for meals as per city travel policy in City Employee Handbook
 - e. The department will furnish a vehicle whenever possible. Members using their own personal vehicles will be reimbursed according to the City's policy
 - f. The department will not reimburse any expenses incurred for alcohol or entertainment.
 - g. The department will not reimburse any expenses incurred by a member's spouse or other family member.

3. Compensation for travel

- A. Travel time to and from an event shall be compensable. Compensation will be based on the amount of time required to travel to and from the department's headquarters.
- B. Nonexempt employees shall be granted overtime or compensatory time or time off during the current Kelly day cycle for those hours worked in excess of their normal 204 hours during the 27 day cycle. Compensable time includes travel time and class attendance. It does not include weekends or those evening hours after the event has concluded for the day or week.

207.00 INCIDENT REPORTS

1. Scope

- A. This standard establishes requirements for the preparation of reports for incidents to which the department responds.
- B. Creates a permanent record of each incident to which the department responds.
- C. Develops a database for the analysis of the community's demand for fire protection services.

- D. Provides uniform data to the State Fire Marshal and the Arkansas Fire Academy concerning the department's response activities.

2. Completing the report

- A. Basic Incident Report shall be completed for each incident to which the department is dispatched, and a copy forwarded by the department to the Arkansas Fire Academy.
- B. The report shall be accurate and thorough containing sufficient information to allow the reader to re-create an accurate portrayal of the facts and events surrounding a given incident.
- C. The 911 Center shall assign a chronological number for each incident and the member filing the report shall insure that the appropriate incident number is on the Basic Incident Report.
- D. A narrative shall be written for each incident.

3. Responsibilities

- A. The officer of the first arriving apparatus shall be responsible for the Basic Incident Report and any other reports that may be required for the event.
- B. The Battalion Chief shall be responsible for the reviewing process of the Incident Report.
- C. Reports shall be entered as soon as the apparatus is fully back in service.
- D. Fire Administration will file the reports to the Arkansas Fire Academy in compliance with State and Local Guidelines.

EMERGENCY RESPONSE & FIREGROUND OPERATIONS

SECTION 300



300.00 APPARATUS RESPONSE FOR EMERGENCIES

1. The fire department shall respond to dispatched alarms as follows:
 - A. **Automatic Alarm:**
 - 1 Engine Company code 3 response (see SOG 300.02)
 - B. **Aircraft Alarm:**
 - a. Alert 1 (on-site): 1 Engine Company
 - b. Alert 2 (on-site): 2 engines, 1 rescue, 1 tanker, 1 Battalion Chief, 1 EMS
 - c. Alert 3 (on-site): 2 engines, 1 rescue, 1 tanker, 1 Battalion Chief, 1 EMS
 - d. Alert 3 (off-site): 2 engines, 1 ladder, 1 rescue, 1 Battalion Chief
 - C. **Bomb Threat:**
 - 1 Engine Company code 1 response
 - D. **Brush/Trash Fire:**
 - 1 Engine Company code 3 with Brush Units at standby
 - E. **Building Collapse:**
 - 1 Engine Company, 1 ladder, 1 rescue, 1 Battalion Chief, SORT Team, EMS code 3 response
 - F. **Burn Complaint:**
 - 1 Engine Company code 1
 - G. **Carbon Monoxide:**
 - 1 Engine Company code 3 or 1 (see SOG 301.08)
 - H. **Confined Space Rescue:**
 - 1 Engine Company, 1 ladder, 1 rescue, 1 Battalion Chief, SORT Team code 3 response
 - I. **Controlled Burns:**
 - 1 Engine Company code 1 response
 - J. **Electrical Equipment Arcing (outside a structure):**
 - 1 Engine Company code 3 response
 - K. **First Responder/EMS:**
 - 1 Engine/Squad Company code 3
 - L. **Hazardous Materials:**
 - Initial dispatch - 1 Engine Company
 - Confirmed Hazmat - 1 Hazmat, 1 Battalion Chief, Hazmat Team, EMS code 3 response

M. High Rise Rescue:

1 Engine Company, 1 ladder, 1 rescue, 1 Battalion Chief, SORT Team, code 3 response

N. Lock-in:

1 Engine Company code 3 response

O. Mutual Aid:

Respond as City and County Mutual Aid agreement code 3

P. Natural Gas Emergencies:

1 Engine Company code 3 response

Q. Structure Fire Commercial:

3 Engine Companies, 1 ladder, 1 rescue, 1 Battalion Chief, code 3 response

R. Structure Fire Residential:

2 Engine Companies, 1 ladder, 1 rescue, 1 Battalion Chief, code 3 response

S. Tornado Response:

2 Engine Companies, 1 ladder, 1 rescue, 1 Battalion Chief, SORT Team, and EMS code 3 response

T. Trench Rescue:

1 Engine Company, 1 ladder, 1 rescue, 1 Battalion Chief, SORT Team respond code 3

U. Vehicle Accidents Cleanup:

1 Engine Company code 1 response

V. Vehicle Fire:

1 Engine Company code 3 response

W. Vehicle Rescue:

1 Engine Company, 1 rescue, 1 Battalion Chief, code 3 response

300.01 EMERGENCY RESPONSE DRIVING

1. Definitions:

- Code 1: No lights or sirens, however apparatus shall respond immediately and not permit delays while obeying all traffic laws.
- Code 2: Red lights and sirens through intersections or to clear unusually slow traffic, otherwise all traffic laws will be observed.
- Code 3: Red lights and sirens ran constantly till arrival at scene allowing permission to pass traffic and cross through clear intersections.

2. Basic operations

- A. Seat belts are required at all times while riding in any vehicle owned and operated by the City of Jonesboro and the Fire Department (see SOG 112.01).
- B. At no time shall a vehicle be moved until all riders are seated properly in the seats and firmly belted in. *Standing or riding tailboard while the vehicle is in motion is strictly prohibited.*
- C. Wheel chocks shall be used anytime an apparatus is parked outside of the fire station.
- D. When responding to an emergency always drive in the left hand portion of the farthest left lane and always pass on the left.
- E. Apparatus responding Code 3 shall not exceed more than 10 miles per hour over the posted speed limit or faster than is safe on the current road conditions, such as; traffic, weather, construction, etc.

3. Intersections

- A. When approaching an intersection always overtake vehicles on the left, even if planning on making a right hand turn.
- B. When entering an intersection against a red light, stop before entering the crosswalk and make sure traffic has stopped and it is clear to proceed.
- C. When entering an intersection with a green light always pass on the left and slow your speed down coming into and throughout the intersection to no more than 25 mile per hour.

300.02 RESPONSE TO MONITORED ALARMS (AUTOMATIC ALARMS)

1. Basic operational approach

- A. Basic response is 1 Engine Company responding code 3. If the call indicates in any way to be an actual fire a full alarm will be dispatched.
- B. After arrival the one Engine Company can upgrade or downgrade the alarm response.
- C. While responding, if more information is received from dispatch confirming it to be a false alarm the Engine Company will slow to a code 1 response.

300.03 EMERGENCY RESPONSE BY STAFF PERSONNEL

- 1. Staff personnel are typically expected to respond code 1 to an incident. When staff personnel believe that they are the closest fire officer to an incident or that they are close to the incident and their immediate help would be beneficial they may choose to respond code 3. In the event of a second alarm all staff personnel available shall respond code 3 to the alarm.

301.00 INITIAL APPARATUS RESPONSE ACTIVITIES FOR RESIDENTIAL & COMMERCIAL ALARMS

1. Residential alarms

- A. First in Engine Company shall give size up, establish and name command and announce intended action. Consideration for ladder operations shall be taken into account when placing the apparatus at the scene.
- B. First in Engine Company will always go directly to the scene even if another piece of equipment that is not an engine has arrived first.
- C. Second in Engine Companies responsibilities are to establish and maintain a consistent water supply.
- D. Ladder Companies shall stage at the scene and notify the Incident Commander for assignment.
- E. Any other equipment will arrive at staging and await assignment.

2. Commercial alarms

- A. First in Engine Company shall give size up, establish and name command and announce intended action. Consideration for ladder operations shall be taken into account when placing the apparatus at the scene.
- B. First in Engine Company will always go directly to the scene even if another piece of equipment that is not an engine has arrived first.
- C. Second in Engine Companies responsibilities are to establish and maintain a consistent water supply.
- D. Ladder Companies shall stage at the scene and notify the Incident Commander for assignment.
- E. Third in Engine Company shall prepare to connect to the sprinkler/standpipe system. If the building does not have a FDC then await assignment in staging.
- F. The Rescue Company shall await assignment in staging.

3. Special considerations

- A. Five (5) inch supply line is the standard line for commercial and residential structural fires.
- B. When pumping into sprinkler system pump at 150 psi.
- C. When pumping into a standpipe system pump at nozzle pressure plus elevation.

301.01 HIGH RISE FIRE ALARMS

A high rise structure is defined as any multi-story building that exceeds 30 feet or more.

1. Engine Company Initial Responsibility

- A. First in Engine Company shall give size up, establish and name command and announce

intended action. Consideration for ladder operations shall be taken into account when placing the apparatus at the scene.

- B. First in Engine Company will always go directly to the scene even if another piece of equipment that is not an engine has arrived first.
- C. First in Engine Company shall take high rise packs and forcible entry tools when they enter to investigate the source of alarm. If upon arrival there is smoke or fire showing then a second alarm shall be called.
- D. Second in Engine Companies responsibilities are to establish and maintain a consistent water supply.
- E. Second in Engine Company may move up operate as the primary engine if the first in Engine Company have moved up to the fire floor upon arrival.
- F. Third in Engine Company shall prepare to connect to the sprinkler/standpipe system. If the building does not have a FDC then await assignment in staging.

2. Ladder Company Initial Responsibility

- A. Ladder Company shall stage and notify the Incident Commander for assignment.
- B. Ladder Company shall prepare to lay own line for fire attack or prepare for placement for rescue depending on Incident Commander's direction.

3. Rescue Company Initial Responsibility

- A. The Rescue Company shall await assignment in staging.

4. Evacuation priority

- A. First evacuation priority is the fire floor
- B. Second is two floors above fire floor
- C. Third is two floors below fire floor

Fires are not static or textbook in behavior, nor are the actions of victims. The rescue priorities above are guidelines and may be adjusted on the actual fire ground based on the actual fire ground conditions, weather, wind, etc, along with the activities of trapped victims.

5. Resource area

- A. Resource Division shall be established two floors below the fire floor if possible.
- B. A Resource Division Chief shall be appointed and established by the Incident Commander. This Resource Division Chief or his staff shall keep up with all manpower and equipment resources and coordinate activities with the Officer on the fire floor.
- C. As firefighters are assigned to the resource area they shall carry tools and equipment up with them.
- D. Rehab for firefighters on elevated floors may be set up in the resource area two floors below the fire floor if possible.

6. Stairways and elevators - when a working fire is suspected:

- A. Utilize stairways to upper floors if possible
- B. Elevators may be used to go aloft provided the following measures have been taken:
 - Elevator shaft is free of heat, fire or smoke and has not been damaged by such
 - The nearest enclosed stairway has already been identified for escape.
 - Verify that the floor traveling to is not the fire floor by using elevator/firefighter service features.
 - Engage the elevator's emergency operations
 - Take the elevator to the floor two (2) floors below the suspected fire floor.
 - Be prepared to immediately close the elevator door if fire or smoke is visible when the elevator door opens
 - Have a dry chemical extinguisher in the elevator for emergencies.
 - Be aware not to overload the elevator if using to transport equipment.

301.02 VEHICLE FIRE ALARMS

1. Basic operational approach

- A. Arriving Engine Company will give size up, establish and name command, and announce intended action.
- B. In the event a unit besides an engine is first to arrive, the engine will still proceed to the scene.
- C. Fire extinguishment can be accomplished by using a dry chemical extinguisher, if the fire is small.
- D. If fire is large enough to warrant pulling a line, then a minimum of a 1 ¾ inch hand line shall be pulled. *Booster lines shall not be used on vehicle fires at any time.*
- E. Caution should be used when spotting apparatus on or near roadways. Park the apparatus in such a way that it protects the firefighters from oncoming traffic. Call JPD to assist with traffic control.
- F. Consideration should be given to calling a truck company to act as a blocker.
- G. When working on or near roadway, personnel shall wear their safety vests when not wearing their turnout coat.

301.03 COMMERCIAL VEHICLE FIRE ALARMS

1. Basic operational approach

- A. When responding to alarms in commercial cargo areas of the vehicle exercise caution.
- B. When smoke or fire is present in the cab forward proceed with normal firefighting strategies and tactics for vehicle fires (SOG 301.02). Exposure of the cargo area is a primary concern with this type of incident.

- C. When smoke or fire is coming from the cargo area of a commercial vehicle then it shall be considered a Hazmat Incident. Call for Hazmat response
- D. First in Engine Company should approach from upwind direction if possible and use binoculars to assess the scene before approaching
- E. First in Engine Company will give size up, establish and name command, and announce intended action.
- F. Locate placards on cargo area or trailer.
- G. Get bill of lading or shipping papers from driver if possible.
- H. Follow D.O.T. Emergency Response Guide Book for procedures to follow.
- I. Request weather information from dispatch
- J. Notify other agencies for assistance:
 - a. Office of Emergency Services
 - b. JPD, Sheriff's Department and Arkansas State Police
 - c. Arkansas Department of Environmental Management
 - d. Arkansas Department of Environmental Quality
 - e. Shipper and Manufacturer
- K. Follow the Hazardous Material SOG section 400

301.04 VEHICLE RESCUE

1. Initial response for vehicle rescue from dispatch will consist of 1 Engine Company and 1 Rescue Company. The Battalion Chief at his/her discretion may increase this response based on the incoming call.
2. The first arriving Company shall give size up, establish and name command, and announce intended action.
3. The first arriving Company shall return the second in Company as soon as it is apparent that they will not be needed or place them in service where needed.

MVAs on 4 lane streets and highways in the City.

1. This is due to the increasing traffic problems, the potential danger to our emergency personnel a Truck Co. may be requested, at the Battalion Chiefs or Captains discretion, to respond to operate only as a traffic blocker/safety, on multi lane roads.
2. Position the apparatus in such a way that it protects the firefighters from oncoming traffic. Call JPD to assist with traffic control.
3. Once the accident scene has been mitigated and safety for the working firefighters is not an issue, assist the JPD with reopening the roadway by returning the truck company to service.
4. Mutual Aid response refer to SOG 304.00

301.05 REQUEST FOR WRECKER SERVICE

1. If FD units are the only city officials dispatched to a car fire or any disabled vehicle, and a wrecker is needed and owner approves then request one and stay until wrecker arrives.
2. If FD units are dispatched to an MVA, car fire, or any vehicle disabled for any reason and the PD is on scene or has been dispatched, leave the wrecker request to PD.

301.06 GRASS AND BRUSH FIRES

1. Basic operational approach
 - A. Initial response for brush fires is one Engine Company. The Battalion Chief does have the authority to upgrade the response because of information received from dispatch if he/she deems necessary.
 - B. First in Company will give size up, establish and name command, and announce intended action.
 - C. Brush/Squad Trucks Companies will begin the process of readiness to respond in the event the Engine Company or Battalion Chief calls for their dispatch.
 - D. Brush/Squad trucks will respond with the ATV in tow.
 - E. Engines shall not leave gravel or paved roadways.
 - F. If a structure becomes in danger from the brush fire an upgrade to a structure alarm shall be called for.

301.07 HAZARDOUS MATERIALS RESPONSE

1. Basic operational approach
 - A. First in Company will give size up, establish and name command, and announce intended action.
 - B. First in Company should approach from upwind direction if possible and use binoculars to assess the scene before approaching
 - C. First arriving companies will establish a safe zone and secure the scene until the Hazmat Team has arrived.
 - D. Once the Hazmat Team has arrived and taken over Command all other units will be used in support.

301.08 NATURAL GAS EMERGENCIES

1. Incidents with a reported gas leak – no fire or explosion
 - A. Arriving Engine Company will give size up, establish and name command, and announce intended action.

- B. Secure scene and approach carefully
 - C. Turn off gas leak at meter if possible for gas leaking inside of a building. Do not crimp or bend over pipe to stop gas leaking from a pipe.
 - D. Call utility company and allow them to stop leak while standing by in ready position.
 - E. Evacuate occupants from building if there is any indication of gas accumulation within building.
 - F. Shut off power to building from outside meter if gas leaking inside building.
2. Incidents where the leaking gas is on fire.
- A. Arriving Engine Company will give size up, establish and name command, and announce intended action.
 - B. Secure scene and approach carefully
 - C. Turn off gas at meter or valve if possible.
 - D. Call utility company and allow gas vapors to burn until they arrive if the flames are not impinging on any other combustible items.
 - E. Coordinate activities with the utility company to stop leak while standing by in a readiness posture.
3. Incidents where an explosion has occurred.
- A. Arriving Engine Company will give size up, establish and name command, and announce intended action.
 - B. Secure scene and approach carefully
 - G. Turn off gas at meter or valve if possible if gas still leaking. Do not crimp or bend over pipe to stop gas leaking from a pipe.
 - C. Call utility company and allow gas vapors to burn until they arrive if the flames are not impinging on any other combustible items.
 - D. Coordinate activities with the utility company to stop leak while standing by in a readiness posture.
4. Other considerations
- A. All personnel working in the vicinity of a known or suspected gas leak shall wear full protective clothing including SCBA.
 - B. Personnel working in a suspected ignitable atmosphere (i.e. attempting to shut off a gas line) shall use SCBA and shall be covered by a manned protective hose line

301.09 CARBON MONOXIDE ALARMS

- 1. Basic response – determined by information received at dispatch
 - A. Carbon monoxide detector activated with occupants complaining of symptoms

- a. Respond 1 Engine Company code 3
- B. Carbon monoxide detector activated with no medical symptoms of occupants
 - a. Respond 1 Engine Company code 1
- 2. Basic operational approach
 - A. Arriving Engine Company will give size up, establish and name command, and announce intended action.
 - B. Secure scene and approach carefully
 - C. Check occupants for symptoms and dispatch EMS if needed.
 - D. Monitor building for Carbon monoxide with monitoring equipment.
 - E. If carbon monoxide level is 9 ppm or greater ventilate building and call utilities as needed.
 - F. Gather information from occupants as to what they were doing to determine if this may be what caused the carbon monoxide detector to activate.
 - G. Full protective clothing including SCBA shall be used when surveying a building for CO in any atmosphere in excess of 35 ppm.
 - H. Advise occupants to not reenter any structure that has a reading of 35 ppm or greater on the monitoring equipment.
 - I. If source of CO is found, shut off appliance, ventilate, and inform occupants to have someone come and service equipment.

301.10 BOMB THREATS AND EXPLOSIVE DEVICES

- 1. Basic operational approach
 - A. Arriving Engine Company shall spot themselves a safe distance away from building or area in concern of an explosive device.
 - B. Make contact with law enforcement and remain staged in standby until they give the all clear.
 - C. If an explosive device detonates or fire occurs beware of the possibility of a secondary device.
 - D. Do not touch any object suspected of being an explosive device.

301.11 WEATHER RELATED RESPONSES

- 1. Various weather conditions may require the commitment of many fire companies at the same time. The Battalion Chief may instruct dispatch to suspend the normal response guidelines and send fewer fire companies based on the type of incidents based on;

- a. Rescue of trapped persons

- b. Fire
- c. Power or transformer standbys

301.12 FIRST RESPONDER / EMS

1. Jonesboro Fire Department will be sent on medical runs were an EMS unit is requested (code 3), with the exception of transports and calls from other medical facilities (such as doctor's offices, nursing homes, etc).
2. Initial response will be one Engine/Squad Company (code 3) and EMS. If that areas engine is busy, send the next closest unit (not engine). All engines, trucks and rescue units are equipped with the same equipment.
3. All calls will be for the City of Jonesboro unless mutual aid is requested.
4. Dispatch is to advise FD of any hazardous or dangerous situations (such as: domestics, stabbings, communicable diseases etc.)
5. Park your apparatus past the address and let the incoming ambulance have the closest access to the scene.

302.00 COMPANY MOVE UP

1. The Battalion Chief has the authority to move companies up to other stations based on the needs of protection throughout the city because of companies misplaced by training, meetings, actual fire or rescue activities, etc.

303.00 LAYING A LINE

1. A descriptive radio transmission indicating that a 5 inch hose line has been or is needed to be laid off an apparatus form a hydrant for a water source to an apparatus to augment water supplies.
 - A. Forward lay: hose from hydrant to fire
 - B. Reverse lay: hose from fire to hydrant

304.00 MUTUAL AID

1. Basic operational approach
 - A. Dispatched companies will immediately start responding
 - B. The Battalion Chief shall make the final decision as to keep the units responding, reduce

- the response numbers, or change the responding equipment.
- C. The Battalion Chief may replace the personnel leaving town with company move ups or overtime if needed.
 - D. Upon arrival of the Jonesboro Fire Department equipment and men, the Company Officer will remain in charge and responsible for his/her men. All Jonesboro Fire Department Standard Operational Guidelines shall be followed.
 - E. Companies not needed or not beneficial to the operations of the incident shall be returned to the city limits.
 - F. Upon arrival of the appropriate jurisdiction in authority, the scene will be turned over to them if the Jonesboro Fire Department had arrived first.

305.00 APPARATUS PLACEMENT

- 1. Basic operational approach
 - A. Placement of initial arriving companies shall be based on initial size-up, apparatus function, road or weather conditions, consideration for other apparatus that may need to get close for operations, etc.
 - B. Additional arriving apparatus placement will be determined by company function, type of incident (see all SOG's in 301), direction from command, etc.
 - C. Apparatus not intended to be used shall be left in staging in a manner which would allow for rapid deployment to work or for another alarm if needed. A dedicated staging area may be assigned for larger incidents.
 - D. Be cautious of placing apparatus down one way streets, narrow roadways, alley ways, etc.
 - E. Power lines, building heights, proximity to heat, etc. shall also be taken into account when placing apparatus in service or staging.
 - F. Caution shall be used when placing apparatus on or near busy streets and intersections. Park the apparatus in a way that it protects the firefighters from oncoming traffic. Call JPD to assist with traffic control.
 - G. When working on or near roadways, personnel shall wear their safety vests when not wearing their turnout coat.

305.01 DEPARTMENTAL SAFETY STANDARDS

- 1. Basic operational approach
 - A. Safety vests will be worn at all times when working on or near roadways when not wearing turnout coats.
 - B. Battalion Chiefs shall wear assigned command vests at all incidents
 - C. Wheel chocks shall be used any time the apparatus is parked outside the engine room running or not.

- D. Seat belts are required at all times while riding in any vehicle owned and operated by the City of Jonesboro and the Fire Department. (see SOG 112.01)
- E. At no time shall a vehicle be moved until all riders are seated properly in the seats and firmly belted in. *Standing or riding tailboard while the vehicle is in motion is strictly prohibited at any speed.*
- F. Full protective equipment and clothing, including SCBA shall be donned properly and in use when in a hazardous environment.
- G. Spotters shall be used when backing apparatus.
- H. A walk around the vehicle shall be done before leaving in a vehicle which has been parked for a length of time.
- I. Smoking is prohibited while driving or riding in the apparatus.
- J. Talking on cell phones is prohibited while driving an apparatus.
- K. All protective equipment including SCBAs shall be thoroughly inspected by the intended user at the beginning of each shift and after every use for flaws or defects.
- L. Appropriate equipment; extrication gloves, safety glasses, medical gloves, CPR masks, etc. shall be worn according to the job being performed.
- M. It is the responsibility of each member to operate within his/her level of training with the proper equipment for the job. Any failure to use the appropriate protective equipment and clothing ultimately rests on that member.

306.00 SCENE SECURITY

- 1. Basic operational approach
 - A. Right at the onset scene safety can be achieved by using safety cones or even through the placing of the apparatus on the roadways until the JPD arrives to take over with scene safety.
 - B. All companies shall take necessary precautions to protect hose and equipment while still maintaining access for other responding vehicles.
 - C. Scene tape shall be used to keep bystanders out of any unsafe areas at an incident and also used to protect any evidence in the event an investigation is needed.

307.00 PHILOSOPHY OF FIREFIGHTING IN THE JONESBORO FIRE DEPARTMENT

- 1. Basic operational approach
 - A. Number one priority is the life safety of the Jonesboro Firefighter members.
 - B. Second priority is the life safety of every person affected by the incident.
 - C. Third priority is the protection and preservation of structures.
 - D. The Jonesboro Fire Department aggressively attacks fires from the interior of the structure when conditions allow.
 - E. The Jonesboro Fire Department also fights fires from a defensive position when

conditions do not allow for interior tactics based on risk verses outcome. See SOG 307.01 for rules of engagement and 307.02 for risk assessment plan.

307.01 RULES OF ENGAGEMENT FOR STRUCTURAL FIREFIGHTING

1. Basic operational approach
 - A. A basic level of risk is recognized and accepted, in a measured and controlled manner, and in efforts that are routinely employed to save lives and property.
 - B. A higher level of risk is acceptable only in situations where there is a realistic potential to save known endangered lives. This elevated level of risk must only be limited to operations that are specifically directed toward rescue and where there is a realistic potential to save the person(s) known to be in danger.
 - C. No risk to the safety of firefighters is acceptable in situations where there is no possibility to save lives or property.
 - D. Firefighters shall not be committed to interior offensive firefighting operations in abandoned or derelict buildings that are known or reasonably believed to be unoccupied.

307.02 RISK ASSESSMENT PLAN

1. Basic operational approach
 - A. It is the responsibility of the Incident Commander to evaluate the level of risk in every situation.
 - B. Risk evaluation shall include an assessment of the presence, survivability and potential to rescue occupants.
 - C. The responsibility for risk assessment is a continuous process for the entire duration of the incident and shall be continually reevaluated as the scene progresses to determine if the level of risk has changed and a change in tactics is in order.
 - D. A Safety Officer shall be assigned for each incident to help evaluate the risk assessments.
2. Considerations for determining risk
 - A. Building Characteristics
 - a. Construction type, age, and size
 - b. Structural condition
 - c. Occupancy and contents
 - B. Fire factors
 - a. Location and extent of the fire
 - b. Estimated time of involvement

- c. What is the smoke telling us?
- C. Risk to building occupants
 - a. Known or probable occupants
 - b. Occupant survival assessment
- D. Firefighting capabilities
 - a. Available resources
 - b. Operational capabilities and limitations

307.03 INCIDENT COMMAND PROCEDURES

1. Basic operational approach
 - A. First arriving apparatus shall give size up, establish and name command, and announce intended action.
 - B. Command will continue with the first arriving apparatus Company Officer until transferred to another company or higher ranking Officer.
2. Responsibilities of Command
 - A. Provide for the safety, accountability, and welfare of personnel.
 - B. Remove endangered occupants and treat the injured.
 - C. Stabilize the incident
 - D. Provide an ongoing loss control effort
 - E. Identify hazardous conditions and materials.
 - F. Initiate, maintain, and control the communication process.
 - G. Identify the overall strategy, develop an incident action plan, and coordinate and assign resources and personnel consistent with the plan.
 - H. Assigns Divisions and Branches as necessary.
 - I. Request and assign additional resources and returns companies to service and terminates command.
3. Modes of Command
 - A. Mobile Command: when nothing is showing or when in a fast attack mode.
 - B. Stationary Command: when size, complexity, or span of control starts to exceed optimum number of 3-5 personnel.
4. Transfer of Command
 - A. Arriving ranking Officer shall assume Command when he/she feels the situation will become more stabilized and efficient by doing so.

- B. Command may be transferred once the ranking Officer gets on the scene and has dialoged by radio or face-to-face with Command for pertinent information.
- C. A higher ranking Officer arriving on the scene may act in a support role to Command if he/she feels Command is operating correctly and no transfer of Command is warranted.

307.04 STAFF PERSONNEL RESPONSIBILITY AT EMERGENCY INCIDENTS

- 1. Basic operational approach
 - A. Upon arrival to an incident scene, all staff personnel shall report to Incident Command for assignment.
 - B. Senior ranking staff personnel arriving will assume command or act in an advisory capacity to Command as situation dictates.
 - C. Arriving Battalion/Division Chiefs will assume the role of Safety Officer if not assigned by Command to another function.

308.00 FIRE GROUND STRATEGY

- 1. Basic operational approach
 - A. Fire ground operations will fall into one of two strategies, offensive or defensive, based on standard 307.01 Rules of Engagement and standard 307.02 Risk Assessment Plan.
 - B. Considering the level of risk versus the realistic potential outcome the Incident Commander will choose the strategy implemented on the fire ground.
 - C. Operational Strategy is constantly monitored and adjusted as the incident progresses.
- 2. Offensive strategy
 - A. This is an aggressive fire attack inside the structure.
 - B. Primary concern is to the life safety and rescue of victims inside the structure while minimizing further fire extension throughout the remainder of the structure.
- 3. Defensive strategy
 - A. This is fire containment from the outside of the structure.
 - B. Primary concern is to the life safety and rescue of victims in close proximity and to fire spread into nearby exposures.

309.00 PERSONNEL ACCOUNTIBILITY SYSTEM

- 1. Basic operational approach

The *Personnel Accountability Report* ("PAR") involves a roll call of personnel assigned.

- A. For the Company Officer, a "PAR" is a confirmation that members assigned to a crew are visually accounted for.
- B. For the Incident Commander, A "PAR" is an accounting for all crew members of all companies assigned to the incident.

In addition to accounting for all members operating in a hazardous area, a PAR report should also include the current location and operations being performed at the time of the report. Example: "Engine 7 to command, I have a PAR (all members accounted for) on the 2nd floor conducting a secondary search.

Reports of PAR's should be conducted face-to-face within the company or within the sector whenever possible.

The person leading each crew must know who they have with them, not just the number of people. If you cannot account for your crew a NEGATIVE PAR must be called immediately and followed by announcing the name, assignment, and last known location of the missing firefighter.

If you have more people with you than you originally had, you now have a situation of a PAR plus 1 @ (Your Location). At this time identify who the plus 1 member is and announce the name of this person and their original assignment so a NEGATIVE PAR can more quickly be accounted for.

A Personnel Accountability Report (PAR) should be required for the following situations:

- A. Any report of a missing or trapped firefighter (Command initiates a PAR of all crews on the scene).
- B. Any change from offensive to defensive (Command initiates a PAR of all crews on the scene).
- C. Any sudden hazardous event at the incident - flash over, back draft, collapse, etc., (a PAR is initiated by Command).
- D. Dispatch will request a "status check" from the IC/Safety Officer approximat every 15 minutes. (This does not relieve the IC/Safety Officer of the responsibility of tracking their times.)
- E. At any other time the Incident Commander deems it necessary.

Routine PAR's:

At all structure fires, all officers shall automatically account for all of his or her crew members and give command a PAR upon exiting the structure with his or her crew. This can be done over the radio or face to face with command. A PAR shall be given in this manner until the fire is under control, overhaul is commencing and SCBA's are no longer required inside the structure.

310.00 RAPID INTERVENTION TEAM (RIT)

- 1. Basic operational approach

- A. RIT teams shall be established for the sole purpose of firefighter survival and rescue.
- B. Members shall be assigned to the RIT team as per incident.
- C. RIT team members shall maintain themselves in a readiness state for rapid deployment in the event of a troubled firefighter. Members may be active in some small outside fire ground activities while still maintaining their readiness.

311.00 SAFETY OFFICER

1. Basic operational approach

It will be the standard practice for the Jonesboro Fire Department (JFD) to implement a “Safety Officer” at any multiple alarm incident, working fire, special operations rescue, trench rescue, confined space rescue, and first alarm or greater hazardous materials incidents. In addition, a Safety Officer should be implemented at any incident of special hazard presenting an unusual risk to firefighters, customers, or the general public.

This procedure in no way diminishes the responsibility of each and every member of the JFD to commit to safe work behaviors and to operate within standard operating guidelines at all times. Company Officers carry additional responsibility of ensuring that all members of their crew are operating in a safe manner.

Command will be established by the first arriving member or company and the first arriving Battalion Chief will assume command if so deemed. Incident Command System will be implemented at all working incidents that need be, to contain span of control. The Incident Commander shall perform the function of Safety Officer until someone is appointed.

Command will be responsible for the early establishment of a Safety Officer at any incident requiring it by utilizing the 2nd arriving Battalion Chief. If 2nd Battalion is unavailable to respond, then Command will designate a company officer to assume the role of Safety Officer

THE SAFETY OFFICER REPORTS DIRECTLY TO COMMAND AND HAS FULL AUTHORITY TO TERMINATE, SUSPEND OR ALTER ANY UNSAFE CONDITON OR ACTION.

Safety Officer Responsibilities

- 1. Insuring that all crews and personnel are operating safely and consistently within existing SOG’s.
- 2. Cause the termination, suspension, or alteration of any unsafe operations or actions. Operate as the safety eyes and ears of Command.
- 3. Observe areas of the incident and identify any structural or hazardous conditions that could create a risk to firefighters or other personnel working at the incident and initiate corrective action.

4. Insure that all personnel are wearing proper PPE.
5. Monitor the health and welfare of all personnel and insure that they are not over-extended, and are rehabilitated in an effective manner. Rehab Sector should be a component of the safety plan.
6. Provide Command frequent progress reports on the safety related issues.

312.00 EMERGENCY EVACUATION

1. Basic operational approach
 - A. To notify firefighters of deteriorating conditions at an incident of undue risk of injury or death.
 - B. A radio broadcasted by Command or Safety relaying the unsafe condition and what actions need to be taken, such as; leave structure, leave fire floor, etc.
 - C. Upon notification that evacuation is needed, the operator(s) of engine or truck companies will sound their air horns and operate their electronic sirens for 20 seconds in the Hi/Low mode.
 - D. Upon evacuation of firefighters a PAR will be conducted.

313.00 RADIO PROCEDURES FOR FIRE GROUND EMERGENCIES

1. Basic operational approach
 - A. Radio traffic will be directed from Command to Division Chiefs or Company Officers
 - B. Radio traffic from firefighters will be directed to the Company Officer over them.
 - C. A mayday transmission is used only in life threatening situations and all other traffic shall stop and let the mayday through.
 - D. An urgent transmission is used when needing to get through traffic for an extreme message. All other traffic shall suspend to let the urgent message through.

SPECIALTY OPERATIONS

SECTION 400



400.00 HAZARDOUS MATERIALS

1. Basic operational approach
 - A. A specialized Hazardous Material Team directed by the HAZMAT Commanding Officer shall be responsible for the mitigation of any and all hazardous material incidents within the city limits and without when asked to respond as mutual aid.
 - B. Primary operational goal of the HAZMAT Team is isolation, containment, and stabilization of the incident.
 - C. Primary operational goal of first arriving regular Engine or Truck Company is to identify, notify, evacuate, and isolate area.
 - D. Only personnel properly equipped, trained, and on the HAZMAT Team roster shall participate in any HOT ZONE activity.
 - E. Members of the HAZMAT Team shall maintain proper training, attend drills, and meet any other requirements to stay as an active HAZMAT Team member.

400.01 NOTIFICATION AND RESPONSE

1. Basic operational approach
 - A. Notification occurs when the first arriving company determines the incident as a HAZMAT scene or when asked for through a mutual aid agreement outside the city limits.
 - B. Members of the HAZMAT Team shall be notified and assembled where directed and commence operations after the HAZMAT Commanding Officer arrives and has been briefed.
 - C. Off-duty personnel shall immediately respond while obeying all traffic laws.

400.02 COMMAND POST OPERATIONS

1. Basic operational approach
 - A. A command Post shall be established at all HAZMAT incidents.
 - B. The Commanding Officer of the HAZMAT Team shall be designated as Operations Chief or Incident Commander of the entire scene.
 - C. Command Post location shall be at the discretion of the HAZMAT Chief Officer taking into account wind direction, terrain, run-off, etc.
 - D. All functions will be established through Command in accordance with the Code of Federal Regulations.

400.03 INCIDENT OPERATIONS

1. Basic operational approach
 - A. The Incident Commander shall insure that the situation is continually monitored to detect any change in spill, run-off, vapor cloud, etc.
 - B. The Incident Commander shall be responsible for notifying all agencies required of the incident.
 - C. The Incident Commander shall establish the 3 operational zones.
 - a. Hot Zone (Red) – area immediately surrounding the Hazard
 - b. Warm Zone (Yellow) – area surrounding the hot zone
 - c. Cold Zone (Green) – safe area
 - D. Only HAZMAT Team members of a TECH level are permitted to operate in the hot zone.

400.04 SITE ENTRY

1. Basic operational approach
 - A. Level of protective clothing shall be determined by Incident Command as appropriate for incident.
 - B. Entry into hot zone shall be made with a minimum of two (2) HAZMAT Tech Team members with two (2) backup personnel ready in wait in the same level of protection (also Tech level)
 - C. Entry into hot zone will not commence until the Decon area is set up and waiting.
 - D. A person shall be assigned the task of keeping track of the entry team's progress and time in the hot zone.
2. Medical Evaluations
 - A. Vital signs shall be taken and recorded prior to entry and after exit from hot zone.
 - B. EMS shall be on the scene and ready to deploy if needed for the HAZMAT Team members.

400.05 SAFETY

1. Basic operational approach
 - A. Safety priorities in order:
 - a. Personnel Safety
 - b. Civilian Safety
 - c. Environmental Protection

- B. Insure proper material identification and establish Hot Zones and protective clothing properly
- C. Restrict entry into area
- D. Constantly be on the alert for symptoms of chemical poisoning, wind and weather changes, etc.
- E. Safety and medical briefings shall be conducted by the Incident Commander at all HAZMAT incidents.

400.06 DECONTAMINATION

1. Basic operational approach
 - A. The level of decontamination will vary considerably at each incident and can change throughout the incident. Decontamination procedures and materials shall be based on the hazardous materials involved in the incident.
 - B. Decontamination area shall be set up in place and ready before anyone is allowed to enter the hot zone.
2. Decontamination Steps
 - A. Gross DECON
 - B. Secondary DECON
 - C. Definitive DECON
3. Contamination and decontamination zones
 - A. Incident Command shall establish a contamination zone as well as a safe zone with the boundaries marked.
 - B. Incident Command shall assign a DECON Chief for the decontamination area.
 - C. Levels of protection required for the DECON team will reflect the type of hazardous materials being dealt with at the incident.

400.07 MASS DECONTAMINATION

1. Basic operational approach
 - A. Mass decontamination shall be used when dealing with a large number of contaminated patients
 - B. Mass decontamination may at times be done with either large elevated streams or smaller 1 ¾ hand lines (etc.) depending on the situation and resources available to the Incident Commander.

APPENDIX D – HAZARDOUS MATERIALS

- D-1 Pre-entry Medical Evaluation Form
- D-2 Hazardous Materials Site Health & Safety Plan
- D-3 Initial HAZMAT Incident Checklist
- D-4 Initial HAZMAT Incident Checklist Level-2

401.00 VEHICLE RESCUE

1. Basic operational approach
 - A. Assess scene – survey area for dangers and other hazards to victims and rescuers
 - B. Vehicle stabilization – stabilize with cribbing, air bags, step chocks, etc.
 - C. Glass removal – when necessary remove whole glass
 - D. Gaining entrance – gain access with jaws-of-life, cutters, rams, etc.

402 RESCUE OF LOST OR TRAPPED FIREFIGHTER

1. Basic operational approach
 - A. Immediately after a collapse a PAR shall be taken by Incident Command to account for all firefighters
 - B. A missing firefighter shall be assumed to be missing or trapped inside the structure or hot zone until otherwise determined not to be in the hot zone.
 - C. Strategy shall be changed on the fire ground to a rescue mode.
 - D. Additional alarms shall be immediately called.
 - E. A Rapid Intervention Team (RIT) shall immediately be deployed
 - F. Do not abandon firefighting positions which would shield or protect a trapped or missing firefighter from the effects of the hazard.
 - G. Command must assure that dispatch monitors all radio channels.
 - H. EMS personnel must be called to position.
 - I. A Safety Officer shall be assigned if not already in place.
 - J. Command shall have all staff officers called back for resources.
 - K. All outside doors shall be forced open as well as windows.
 - L. Continue to ventilate building.
 - M. A PIO Officer shall be assigned to deal with the media.
 - N. The Fire Chaplain shall be called.

403.00 CONFINED SPACE RESCUE

1. Basic operational approach
 - A. A specialized SORT Team directed by the SORT Commanding Officer shall be responsible for the mitigation of any and all confined space rescue incidents within the city limits and without when asked to respond as mutual aid.
 - B. Primary operational goal of the Sort Team is rescue and stabilization of the incident.
 - C. Primary operational goal of first arriving regular Engine or Truck Company is to identify, notify, and isolate area.
 - D. Only personnel properly equipped, trained, and on the SORT Team roster shall participate in any confined space rescue activity.
 - E. Members of the SORT Team shall maintain proper training, attend drills, and meet any other requirements to stay as an active SORT Team member.
 - F. SORT Team Commander or representative shall assume Incident Command functions.
2. Sort Team Commanding Officer
 - A. The Sort Team Commanding Officer shall take total responsibility for the incidents mitigation.
 - B. Command shall develop the strategy and tactics taking into consideration such items as ventilating the space, making the rescue area safe, by-standers, news media, lighting, etc.
 - C. EMS shall be notified and on scene in position.

404.00 TRENCH RESCUE OPERATIONS

1. Basic operational approach
 - A. A specialized SORT Team directed by the SORT Commanding Officer shall be responsible for the mitigation of any and all trench rescue incidents within the city limits and without when asked to respond as mutual aid.
 - B. Primary operational goal of the Sort Team is rescue and stabilization of the incident.
 - C. Primary operational goal of first arriving regular Engine or Truck Company is to identify, notify, and isolate area.
 - D. Only personnel properly equipped, trained, and on the SORT Team roster shall participate in any trench rescue activity.
 - E. Members of the SORT Team shall maintain proper training, attend drills, and meet any other requirements to stay as an active SORT Team member.
 - F. SORT Team Commander or representative shall assume Incident Command functions.

2. Sort Team Commanding Officer
 - A. The Sort Team Commanding Officer shall take total responsibility for the incidents mitigation.
 - B. Command shall develop the strategy and tactics taking into consideration such items as ventilating the space, making the rescue area safe, by-standers, news media, lighting, etc.
 - C. EMS shall be notified and on scene in position.

405.00 ROPE RESCUE

1. Basic operational approach
 - A. A specialized SORT Team directed by the SORT Commanding Officer shall be responsible for the mitigation of any and all rope rescue incidences within the city limits and without when asked to respond as mutual aid.
 - B. Primary operational goal of the Sort Team is rescue and stabilization of the incident.
 - C. Primary operational goal of first arriving regular Engine or Truck Company is to identify, notify, and isolate area.
 - D. Only personnel properly equipped, trained, and on the SORT Team roster shall participate in any rope rescue activity.
 - E. Members of the SORT Team shall maintain proper training, attend drills, and meet any other requirements to stay as an active SORT Team member.
 - F. SORT Team Commander or representative shall assume Incident Command functions.
2. Sort Team Commanding Officer
 - A. The Sort Team Commanding Officer shall take total responsibility for the incidents mitigation.
 - B. Command shall develop the strategy and tactics taking into consideration such items as ventilating the space, making the rescue area safe, by-standers, news media, lighting, etc.
 - C. EMS shall be notified and on scene in position.

406.00 AIRPORT OPERATIONS

1. Basic operational approach
 - A. Protective clothing will be the same as for all structural fires; full turnouts with complete SCBA.
 - B. Incident Command shall coordinate all activities on airport property with the airport crash vehicle.
 - C. Communications will be coordinated through our normal radios and the airport radios.
 - a. 123.60 this is the normal frequency and shall be the frequency of choice.
 - b. 121.50 for emergency use only and shall only be used when requested by the FAA or flight service.
 - c. 123.00 This is the UNICOM frequency answered by Arkansas aircraft.

406.01 Levels of emergency

1. Alert 1; aircraft standby.
2. Alert 2; confirmed aircraft emergency which may result in crash
3. Alert 3; aircraft down on or off airport property

406.02 Airport apparatus response

1. Basic operational approach
 - A. All responding apparatus will be staged by the Incident Commander in a position to take best advantage of the apparatus in the event called into service.
 - B. First arriving Company shall assume Command, investigate scene, make contact with Airport Fire Crash Vehicle, and attempt to make contact with airplane or FAA on 123.60.
 - C. Information to obtain includes, but not necessarily limited too; type of aircraft, desired runway, nature of emergency, number of souls onboard, fuel load, time of arrival, etc.
 - D. Staging may occur on the runway apron or in the parking lot.
 - E. Access to the runway area shall be through gate "A" at the Airport Fire Station building #11. Gate "D" between buildings #1 and #2 shall be an alternate.
 - F. Staging, rescue and fire attack shall be coordinated through Command with the airport crash vehicle.
 - G. Remain at staging until aircraft has come to a stop and directed for deployment by the Incident Commander.

APPENDIX
SECTION 500



Class “A” Uniform – Dress Code



Class "B" Uniform Dress Code



Appendix B-2

OPERATION OF VEHICLES ON APPROACH OF AUTHORIZED EMERGENCY VEHICLES (ARK Code 27-51-901, 27-51-902 & 27-51-903)

27-51-901. Operation of vehicles and streetcars on approach of authorized emergency vehicles.

- (a) Upon the immediate approach of an authorized emergency vehicle, when the driver is giving audible signal by siren, exhaust whistle, or bell, the driver of every other vehicle shall yield the right-of-way and shall immediately drive to a position parallel to, and as close as possible to, the right-hand edge or curb of the highway clear of any intersection and shall stop and remain in such position until the authorized emergency vehicle has passed, except when otherwise directed by a police officer.
- (b) Upon the approach of an authorized emergency vehicle, as stated in subsection (a) of this section, the motorman of every streetcar shall immediately stop the car clear of any intersection and keep it in that position until the authorized emergency vehicle has passed, except when otherwise directed by a police officer.
- (c) This section shall not operate to relieve the driver of an authorized emergency vehicle from the duty to drive with due regard for the safety of all persons using the highway.

History. Acts 1937, No. 300, § 74; Pope's Dig., § 6732; A.S.A. 1947, § 75-625.

27-51-902. Following fire apparatus.

The driver of any vehicle other than one on official business shall not follow any fire apparatus traveling in response to a fire alarm closer than five hundred feet (500') or drive into or park the vehicle within the block where fire apparatus has stopped in answer to a fire alarm.

History. Acts 1937, No. 300, § 98; Pope's Dig., § 6755; A.S.A. 1947, § 75-655.

27-51-903. Crossing unprotected fire hose shall be prohibited.

No streetcar or vehicle shall be driven over any unprotected hose of a fire department when laid down on any street, private driveway, or streetcar track, to be used at any fire alarm of fire, without the consent of the fire department official in command.

History. Acts 1937, No. 300, § 99; Pope's Dig., § 6756; A.S.A. 1947, § 75-656.

Jonesboro Fire Department
Application for Training

Name of Applicant _____

Home Address _____

City _____ State _____ Zip _____

Current Rank _____ Years with Dept. _____

Home Phone _____

Name of Course Requested _____

Date _____

Location _____

Enter Courses that are Pre-requisites of the

Above: _____

Time in class while off-duty will be handled with:

Comp Time _____ Overtime _____ Time off _____

If the class is voluntary and on the employee's time, this form is not required for the department. The employees training is not the responsibility of the City of Jonesboro if the training is not pre-approved. No training will be approved for compensation unless this form is complete.

Training Officer _____

Shift Commander _____

Employee _____ Date _____