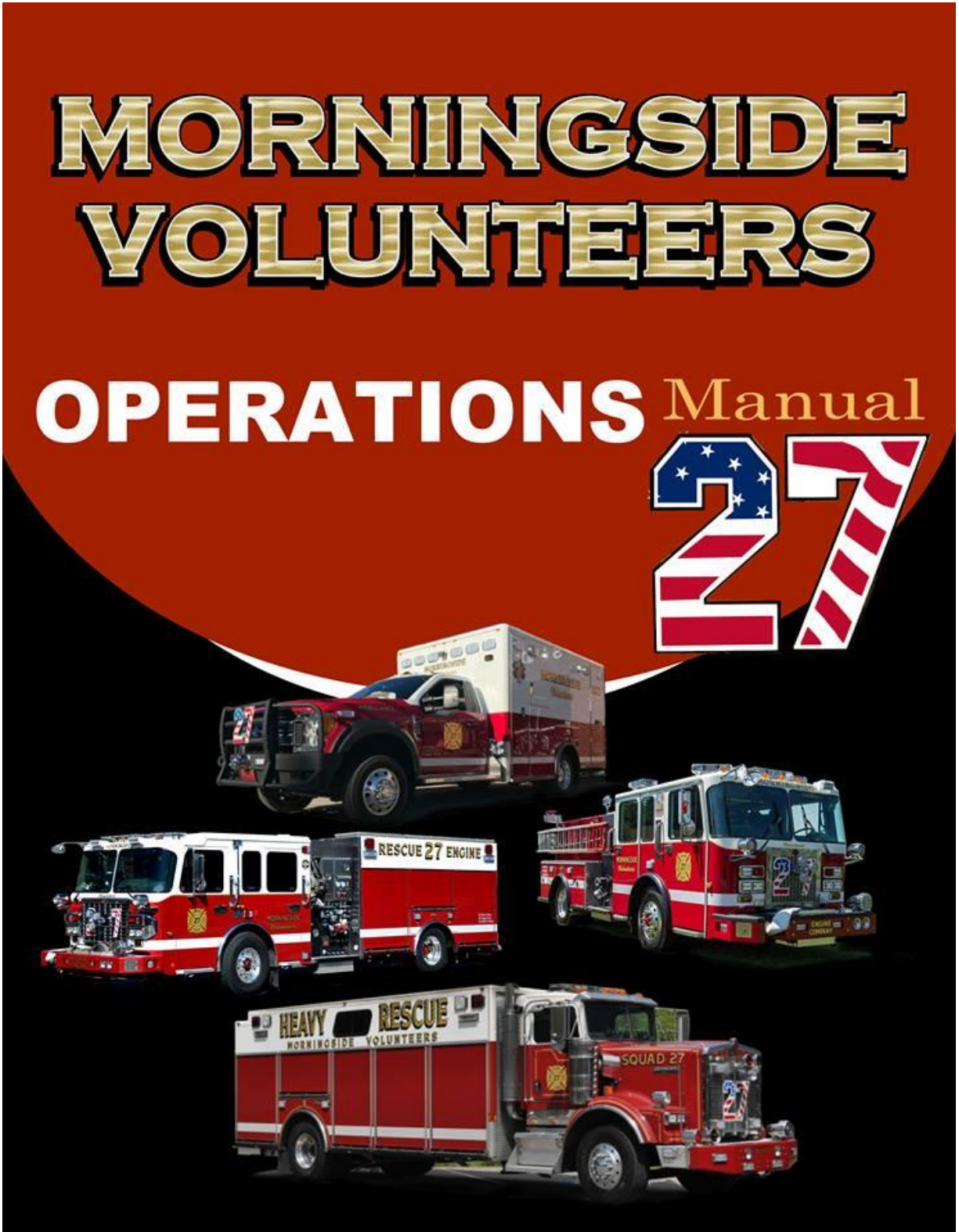


Morningside Volunteer Fire Department, Inc.
6200 Suitland Road
Morningside, MD 20746

MORNINGSIDE VOLUNTEERS

OPERATIONS Manual

27



May 2018

The Desire to Serve - The Courage to Act - The Ability to Perform

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FROM THE FIRE CHIEF

Fire fighting, rescue, and EMS work is an unavoidably dangerous profession that is inherently difficult, taxing, and strenuous. It is crucial that we be well prepared, disciplined in our thought, and disciplined in our actions.

The Morningside Volunteer Fire Department *Operations Manual* is one of three core documents that make up the central repository of information that governs our organization. The *Operations Manual* accompanies the Department's *By-Laws* and the *Training Manual*. These three core documents contain vital Department specific information and it is essential that each and every member be well versed in their contents. It is my expectation that a current hard copy be continuously available to all members and kept in the station Watch Office for reference. Additionally, a soft copy of all three documents is to be maintained on the Department's website.

This document will change and be updated as the organization continues to grow and evolve. Be patient with the changes. The Officers will do their very best to ensure meaningful and relevant adjustments are made in a timely manner. We will also commit ourselves to an annual review of every section to ensure relevance and alignment to industry best practices.

This document, and the details contained within, is prescriptive and considered official Department policy. In conflict, this information supersedes all previous guidance, directives, memorandums, and publications. In certain instances, deviations can be authorized at the discretion of a Captain or above.

It is of importance to note that this information supplements, and is in addition to, the General Orders enacted by the Prince George's County Fire and EMS Department, and the policies and laws set forth by Prince George's County, the State of Maryland, and the U.S. For example, this includes policies affecting workplace violence, sexual harassment, equal opportunity under the law, abuse or illegal use of controlled substances, and compliance to nationally adopted standards such as *National Fire Protection Agency 1001: Standard for Fire Fighter Professional Qualifications*.

I am certain that by instituting this manual, we will enhance our ability to provide the highest quality Fire, Rescue, and EMS services to the citizens of the Town of Morningside and the surrounding jurisdictions. If at any point, you observe a violation of this manual or identify an area for improvement, you are obligated to notify a Company Officer without delay.

I would like to thank you for your continued commitment to the excellence of this organization and the principals in which it stands. Together, I am certain that we will continue our progress forward to a stronger and more capable Morningside Volunteer Fire Department.

Sincerely,

Michael Poetker
Fire Chief

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Vision Statement

The Vision of the Morningside Volunteer Fire Department is to provide emergency services to the community in the areas of fire, emergency medical services, and other incident response, provide non-emergency services to the community in the areas of public safety, fire prevention, and public affairs, and to provide an environment of inclusion to all people in the Department and out in the community.

Mission Statement

The Morningside Volunteer Fire Department will accomplish its vision by ensuring all members are competent and capable in needed areas of training, being regularly engaged with local community groups, and strive to reflect the local community, be professional, and provide equity to all.

Organizational Tenets

The Organizational Tenets of the MVFD represent the objectives set forth for all members to continually work towards achieving. These goals can be summarized as a challenge to each and every member in their effort to relentlessly improve upon both themselves and the Department.

1. Provide uninterrupted Fire, Rescue, and EMS services to the public
2. Recruit and retain new members with a desire to serve this community
3. Ensure equipment, apparatus, and facilities are responsibly operated and maintained
4. Develop the leadership abilities, skills, and individual character of each member
5. Identify the organizational and life-oriented goals of our members and facilitate their growth
6. Outfit and equip membership to a professional standard
7. Maintain and foster a strong relationship with the Town of Morningside & community organizations
8. Maintain and foster a strong relationship with the PG County Government
9. Be fiscally prudent and responsible with the assets of the Department
10. Act upon process improvement and feedback mechanisms to achieve maximum efficiency

1.0 THE DUTY DAY

A consistent daily routine is important for many reasons. Routine can more quickly orient new members to the organization, ensures our readiness to respond, maintains accountability, and organizes our human capital to make the most efficient use of the days' time. The following information addresses key positions and tasks that must be understood or completed every day. Deviation from this guidance is authorized. However, it must come at the authorization of the Officer-In-Charge.

1.1 The Officer-In-Charge

The Officer-In-Charge (OIC) of the station is a pivotal position. It is paramount that this responsibility be respected, understood, and continuously observed during any real world or training operation. The senior ranking operational officer (in an on-duty status) will assume the position of OIC. The OIC designation will be documented on the riding assignment board located in the apparatus bay. When equal ranks are present, it is expected that these individuals quickly, logically, and without issue, identify the charge.

In the event that there are no sworn MVFD officers present in the station who are riding, the obligation of the OIC position will reside with the senior operational member in quarters, or his/her designee.

1.1.1 Duties

The OIC is responsible for all operational matters and the general conduct of the station. They are to maintain staffing assignments, continually monitor personnel readiness, oversee apparatus and equipment readiness, review the calendar (for training and special events), prescribe and execute the schedule of the day, maintain the station log book, and are accountable for all activities happening within the firehouse. Their word is final. Should any issue arise within the firehouse, it is up to the OIC, or his/her designee, to communicate that information to relevant stakeholders (e.g., the Fire Chief, the President, Public Safety Communications (PSC), the Battalion Chief, the EMS Duty Officer, the membership at large, etc). See the *Communications* section for further guidance.

When a change in the OIC occurs, a face-to-face "hand-off" of the critical information must ensue prior to the assumption of charge. Additionally, an announcement to all riding members in the station via the paging system must be made. The failure of any riding member to properly identify the OIC is a failure in part of that member and the OIC.

1.1.2 Staffing

The process to assign riding positions must be well thought out and considerate of many factors. First, a review of on-duty personnel in quarters should be conducted by the OIC. This includes referencing the scheduling software to match personnel who are signed up with personnel who are actually in quarters. Note, if individuals are signed up via the software and are not in quarters, they are to be edited off and contacted regarding an explanation for their absence. Habitual "no-shows", without valid cause, may be met with disciplinary consequences.

The OIC should also be considerate of personnel who state that they are in an on-duty status, but are clearly displaying signs/symptoms of physical and or mental condition(s) that prohibit them

from operating proficiently and safely. These individuals should be removed from the schedule and directed to rest and/or seek the resources needed to get them back to an on-duty status.

Second, once the complete list of riding members is determined, the OIC should consider the in-service apparatus and distribute personnel accordingly. Minimum staffing on the Ambulance is two (2), minimum staffing on the Engine Company is three (3), minimum staffing on the Rescue Engine, Squad, and Truck is four (4). The special services pieces should take priority when adding available personnel above the minimum staffing versus the Engine Company.

Depending on the strength and caliber of the crews, the Ambulance should be dedicated when at least 6 qualified personnel are riding. The ambulance **MUST** be dedicated when 7 personnel are riding unless extenuating circumstances arise. In these instances, a Captain or above must authorize undedicating the ambulance.

There are many variables to organize staffing and cross-staffing apparatus. Whatever the final decision is for a specified operational period, PSC must be kept informed of the current staffing condition. The following terms and definitions are to be used when calling in staffing to PSC:

- **“Contingent Staffing”**: This means that the firehouse is capable of responding with only a single piece of suppression or EMS apparatus.
- **“Normal Staffing”**: Normal staffing means that at least one suppression piece and/or EMS unit is available to respond. In the event that the ambulance is undedicated, the OIC should verbalize that the ambulance should be “locked out” until the suppression unit returns to quarters or other staffing arrives in quarters.
- **“One/Two/Three/Four Crews and a Dedicated Ambulance”**: This means that one and/or multiple suppression pieces are staffed or “cross staffed” and that the ambulance is dedicated.

An incorrect staffing status by PSC could have dire consequences to the citizens we serve. The following points should be considered by the OIC as he/she develops assignments:

- An operational period should be defined and noted on the riding assignment board. Example, “Crew assignments are valid through 19:00hrs.”
- Best efforts should be made to schedule the overnight crews through 10:00hrs when the next duty day begins. This will help to avoid failed responses and/or confusion in the early morning hours while all personnel are asleep.
- The OIC should be aware of members coming on- and off-duty throughout the operational period that will change accountability and potentially adjust the apparatus staffing condition.
- Personnel assigned to a specific riding position must be qualified in that position in order to be counted as staffing. This means that their *Training Manual* is satisfactorily completed and an Officer has signed the relevant sections. A Captain or above must authorize deviations from this requirement.
- If rotations between apparatus are necessary, time slots will be objectively distributed. To be clear, personal differences and perceived punishment to certain riding positions is not acceptable behavior by any member or the OIC when determine assignments at any point.
- Once assignments are posted, the OIC must read out the assignments over the paging system and personnel are to immediately stop what they are doing and prepare their PPE and position equipment without delay. Preparedness is an absolute must. There is no exception or excuse! If the updated staffing includes a change to the apparatus staffing

condition, PSC must be notified by the OIC and a note must be entered in the Station Log Book.

- When staffing in an operational period is broken for any reason, or is being changed due to a member arriving/departing, the OIC must be notified immediately. Upon determining the new staffing plan, the OIC must update PSC via the red phone (if apparatus are being dedicated / undedicated), the riding assignment board, and all members via the paging system. This change must also be documented in the Station Log Book if dedicated / undedicated apparatus were added or removed.

1.2 The Morning Meeting

The morning meeting will be held in the day room at **09:45hrs**. It is expected that each riding member show up on time to this meeting, showered, dressed, fed, and prepared to begin the duty day. This meeting time may be changed at the discretion of the OIC considering the call volume of the previous night or other operational priorities. However, the meeting will occur each and every day. All riding personnel in the firehouse at the time of the meeting will be in attendance.

The OIC will brief and discuss the following critical information: current staffing, apparatus in service, apparatus “checks” assignments, weather, significant recent incidents/events, information flashes (e.g., safety concerns, road closures, provider action notice, etc...), meals, the day’s drill, equipment changes, and other general points deemed relevant. Membership is expected to actively participate in this discussion and may be tasked in advance to research and brief certain topics. Any agenda items or critical points should be written down on the day room board for later use or reference. Documenting this information is also helpful for members who will be on-duty later in the day after the meeting has concluded.

1.3 Apparatus Checks

All vehicles and apparatus are to be inspected each morning for proper working condition, servicing, cleanliness (inside and out), neatness, and proper supply quantities. It is of utmost priority that the morning checks routine be completed consistently, methodically, and with proper attention to detail. We will do the citizens we serve and ourselves absolutely no good if our apparatus, equipment, and critical supplies are not ready for the endless spectrum of possibilities and tasks that may confront us on an incident. Failure to comply with this requirement is a serious and egregious violation of MVFD policy and the trade best-practices of the Fire, Rescue, and EMS community.

At the morning meeting, the OIC will assign areas of responsibility to determine who will complete what aspects of the checks routine. Deviations from this instruction must be coordinated with the OIC so that they can ensure all aspects of the checks are addressed. Members should not perform a check on a piece of apparatus or equipment that they are not intimately familiar with or capable of otherwise of inspecting/servicing. If you don’t know, say something or ask! Do not put yourself, the Department, or the citizens in a compromised position.

The MVFD is soon implementing an electronic form of record to document apparatus checks. Until then, documentation of checks will be captured in the Station Log Book. See the Station Log Book section for further detail. Any discrepancies or conditions discovered that would remove a piece of equipment from operational status must be immediately documented by the OIC via a “Repair Request” (link on MVFD web site under the “Ops” mouse-over button). Do

not wait. This communication is essential to ensuring a piece of apparatus or equipment returns to operational status in an orderly fashion. Additionally, we are able to identify trends and repeated problems that can help diagnose the root cause and or correct deficient practices.

If the skills and materials needed to make the repair exist in-house; do so properly, but still document the condition for trending of recurring problems.

Check sheets are located in the Watch Office and can be used as a guide to ensure all needed items are inspected. The check sheets for the ambulance are located within the ambulance in a silver clipboard box, it allows for us to easily do checks while stuck at the hospital for an extended period of time.

On a typical day, the apparatus bay floors should be swept and washed as the final activity by the on-duty crew conducting checks. If rain or snow is in the immediate forecast, this task may be limited or delayed at the discretion of the OIC.

1.4 Test, Training, and Exercise

Riding members will conduct a daily Test, Training, or Exercise (TT&E) activity, known simply as “the drill”. The Fire Chief has predetermined the topic area for each day of the week. The OIC will select the final topic and format. This information should be documented in the logbook and on a LOSAP sheet.

Daily Topics

- Monday: Engine Company Operations
- Tuesday: Rescue Squad Operations
- Wednesday: Truck Company Operations
- Thursday: Departmental, County and Other Policies
- Friday: Rescue Squad Operations
- Saturday: EMS Drills
- Sunday: eMEDS and Compliance

The specific topics for each of the days in the training cycle may spout from several possibilities. The OIC should consider remedial training needs, *Training Manual* needs, and previous incidents. The following list should be referenced periodically to think outside the box when selecting a drill topic! Consider the daily drill an opportunity to explore new methods, or refine the MVFD standard in which we can use our tools and skills to better affect our knowledge, skills, and abilities on the incident scene.

Engine Company Ideas:

- Advance all attack lines
- Advance all attack lines within 100'
- Advance all attack lines while flowing water
- Advance attack lines around obstacles
- Advance and extend all attack lines
- Advance and shorten attack lines
- Advance attack lines over ground ladders
- Advance attack lines using the Morningside Attack Pack
- Advance attack lines utilizing the Bundle Load

- Set up and operate Wagon Pipe
- Set up and operate Portable Monitor Nozzle
- Set up in-line foam educator (use a bucket of soapy water in place of foam)
- Extending soft sleeves
- Spotting Hydrants
- Trouble Shooting Hydrants
- Trouble Shooting Pumps
- Fire ground Pump Formulas
- METRO Water Supply and Tunnel Connections
- Car Fires with and without People Trapped in them
- Drafting Operations and Water Supply Set-Up
- Forcible Entry in support of Engine Company Operations
- High Rise operations
- Apparatus Positioning
- Deployment of high-rise packs

Squad Company Ideas:

- Hydraulic tool operations
 - o Door removal
 - o Roof flap or removal
 - o Dash displacement
 - o B-post blow out
 - o Third door conversions
- Portable pump Hydraulic tool operations and set up
- Patient Protection and glass removal
- Vehicle stabilization
 - o Paratech Struts
 - o Res-q jack struts
 - o Wooden cribbing
 - o Chain
 - o Winch
- Rope systems
 - o Mechanical advantage systems (1:1, 2:1, 3:1 (z-rig), 4:1)
 - o Belay lines
 - o Anchor points
 - o Picketing
 - o Stokes basket and lashing
- Arcair Slice-pack (Station officer's approval needed)
- Oxy- Acetylene torch (Station officer's approval needed)
- Saw operations and maintenance
- WSAD/Metro-rail training
- RIT training
- RIT pack
- Packaging a Downed Firefighter
- Moving a Downed Firefighter
- Scott Pac Tracker
- SCBA Emergency Procedures
- Air cart operations
- Air tools

- AJAX rescue tools
- Kobalt air tools
- High-pressure airbag operations
- Low-pressure airbag operations
- Ladders
- Thermal Imaging Camera use
- Search and rescue
- Lighting for fire grounds and accidents
- Apparatus Positioning
- Forcible Entry

Truck Company Ideas:

- Forcible Entry
 - Outward Swinging Doors
 - Inward Swinging Doors
 - Roll Down Gates
 - Overhead Doors
 - Barricaded Doors
- Ground Ladder Deployment
- Working off a ground ladder
- Building Construction
- Coordinated Ventilation
- Control of Gas – Natural Gas and Propane
- Meters and techniques of monitoring
- Saws and Portable Generators
- Deployment of Lights and Fans
- Vertical Ventilation
- Horizontal Ventilation
- Vent, Enter, Search, Control/Isolate
- Aerial Ladder Placement
- Aerial Master Streams
- Salvage Operations
- Overhaul and Hidden Fires
- Apparatus Positioning
- Breaching Walls – Exterior and Interior

EMS Ideas

- Pt loading and unloading
- Stair chair
- Stryker cot
- Backboard and collar
 - Spyder Straps
 - KED
- Obtaining Vital Signs
- Use of Glucometer
- AEDs and Lucas Tool
- Radio Procedures
- Map book training
- EMS communications

- EMRC
- Hospitals
 - Locations
 - Capabilities
 - Tx criteria
- Triage
- EMEDS
- Trauma scenarios
- Trauma categories
- Trauma codes
- Traction Splint
- Splinting
- Medical scenarios
- Medications
- MD Medical Protocols

Formats

- Discussion based:
 - Discussion: A facilitated and moderated conversation that may include: open commentary and outside-the-box exchange of ideas, thoughts, experiences, procedures, knowledge, "what-ifs", etc...
 - Game: An individual or team challenge reviewing known knowledge. This includes things such as completion of incomplete map pages, quizzes on inventory characteristics, reciting policy, etc... types of challenges.
 - Tabletop: A time-controlled, scenario-based discussion where participants address specific points in of a notional incident in a storyboard fashion.
- Operations based:
 - Drill: People demonstrating a skill
 - Functional: A process or tool demonstrating it's capability
 - Full-Scale: People, processes, and/or tools demonstrating complete end-to-end workflow proficiency

Site Visits / Area Familiarization

The OIC may also decide to conduct a site-specific visit (walkthrough) to achieve actual area familiarization and hands/eyes-on experience at a pre-determined, pre-arranged, or impromptu location. These activities are extremely valuable for every riding position on any piece of apparatus and should be accomplished in the day and at night. Members should consider bringing resources such as tape measures, pre-plans, map pages, photos, or other aids that will help enhance the training experience or improve existing documentation (e.g., marking map pages with new fences, potential landing zones, denoting specific hazards, etc.).

The OIC should seize opportunities to conduct site visits or area familiarization tours while returning to quarters from incidents. Units can take "the long way back" and to even stop at key landmarks or particularly complex or problematic sites and conduct these impromptu walk throughs.

New Member Integration Program: Pre-Member Integration (Phase II)

The Operational Lines Officers will lead a twice-monthly drill that will incorporate potential new members in the application process. A potential new member in the application process is defined as those who have applied to the Morningside Volunteer Fire Department, passed the background check, and have not received a county ID number. The drills will adhere to the following parameters: **CHECK FOR OIC DISCRETION**

- 1) The drills will occur on the 1st Saturday at 1400 and the 3rd Thursday at 1900 of the month.
- 2) The goal of drill on the 1st Saturday of the month is to exposure potential new members to the type of work they will perform as an EMT or firefighter/EMT.
- 3) The goal of the drill on the 3rd Thursday of the month is to make progress toward the completion of the first chapter of the Probationary section of the Training Manual.
- 4) The drills will be scheduled on the “MVFD Training Calendar” of the “MVFD Master Calendar.”
- 5) The Membership Committee will be responsible for inviting potential new members to the drill sessions.
- 6) The drills will be the responsibility of the on-duty Station Officers on the days of the drills.
- 7) The drills will include potential new members, operational personnel staffing at the time of the drills, and any other MVFD member who wishes to participate.
- 8) The Station Officer will dedicate at least one person to staff the drill. The assigned person staffing the drill preferably will not be staffing apparatus if the staffing levels permit.
- 9) This drill may take the place of the daily drill if the daily appointed Station Officer desires.

All drills should be low-impact and minimize the likelihood of risk to those involved. County insurance does not cover potential new members at this point in their application process. In addition, potential new members may not have previous fire department experience.

The drill should be inclusive of all of those involved. For example, potential new members watching operation members perform a high-impact drill (ex. Pulling hose lines) is not ideal unless someone is dedicated to explaining the drill to potential new members.

Saturday Drills: The goal of drill on the 1st Saturday of the month is to exposure potential new members to the type of work they will perform as a red helmet, an EMT, or a firefighter/EMT. These drills should include hands-on, low impact evolutions that give new members exposure to the work they will be performing in the coming months. You should consider focusing on EMS for these drills since new recruits are required to complete EMT class first in their training. This can include drills such as:

- Fire and Rescue Drills:
 - Fire apparatus and equipment familiarization
 - Knot tying
 - Lay-outs (Potential new members should not be performing a layout)
 - Explaining the different layouts
 - Demonstrating the layouts
 - Pulling lines (Potential new members should not be performing line pulls)

- Explaining how to pull lines, In particular, how to properly flake out a line.
- Demonstrating properly pulling a line
- EMS Drills:
 - EMS apparatus and equipment familiarization
 - Removing and loading a cot
 - Fixation splints
 - Applying a C-Collar

Thursday Drills: These drills should include classroom drills surrounding the Probationary section of the Training Manual and responsibility of members inside and out of the station. This is to assist members with obtaining the correct information for their Probationary section and set the expectation that all members are to complete probation. These drills can also include the instructor facilitating a conversation surrounding the pace, expectations, and mentality of Morningside. This is a good opportunity to have other members on the floor interact with new members and become familiar with one another.

Drill ideas include:

- Chapter 1 of the Probationary Manual
- Overview of county SOGs regarding EMS or fire
- Conversation of the pace, expectations and mentality

Department organized training

Periodically, the MVFD organizes and conducts larger scale training events. These events typically involve more than just the on-duty members and may take place at a certified training location or other special location (e.g., junkyard). In most cases, the OIC will take the Department out of service for the duration of the training period.

The Fire Chief and/or their designee shall work in conjunction with the Training Committee to coordinate these events. Notice of these events will be repeatedly and widely disseminated to all personnel as far in advance as possible. Maximum participation is encouraged. If members have suggestions or want to get involved in the planning of these events, they must coordinate with the Training Committee personnel.

These training events are generally low risk and consequence free events. Members are encouraged to ask questions, grow their proficiency, challenge their abilities, and generally seize the opportunity to better themselves. Members should also focus on development of their communication and teamwork skill sets and completion of their *Training Manual*. For awareness of upcoming events, personnel should stay in tune to the Department email announcements and review the Department calendar.

Members can request in-station or to attend externally hosted training via the Training Request form. This form can be found on the website or by coordinating with the Training Committee.

1.4 Meals

Nutrition and sustenance are vital to maintaining personal fitness and operational readiness. While on-duty, the MVFD can be placed on a call, or series of calls, and be operating out of quarters for hours on end. This includes physically demanding work in extreme weather

conditions that will rapidly deplete your energy and ability to maintain focus. Meal planning, to include proper hydration, is not to be taken lightly.

The OIC is charged to ensure that meals are planned for the day and that measures are taken to ensure they remain a priority. The OIC is also responsible for monitoring on-duty personnel to ensure they are not in a compromised state of nutrition or hydration. By virtue of the volunteer fire/EMS business, it is entirely possible that a member could continuously be in an on-duty status for several days in a row. OICs should not hesitate to mandate hydration, food intake, or remove a member from on-duty status if they have concern regarding their state of nutrition or hydration.

Additionally, each individual is accountable for knowing his or her own nutritional needs and taking the necessary measures to maintain a proper state of readiness. Personnel should conduct research and implement improvements into their lives that will enhance their focus and physical abilities through proper nutrition. No one wants to be the team member that falls behind, or is a limiting factor, because they are dehydrated and/or low on energy.

1.5 Fitness

Years' worth of research have long indicated that cardiac related events are the number one killer of fire fighters. Additionally, on the job injuries from repeated physical activities (e.g., loading heavy patients into the ambulance or climbing stairs in full PPE with high rise equipment) is the number one career-ending factor. There is no excuse not to be physically fit if you are going to be an active member of the MVFD.

Members of the MVFD should develop healthy habits with frequent aerobic and anaerobic activities that are built into their personal weekly regiments. At this time, we cannot offer a fully functioning gym in station. However, by thinking creatively, members can remain on-duty and figure out ways to exercise in the firehouse with the every day objects at their disposal. The OIC should ensure that opportunities for physical fitness are built into the daily routine if possible.

Furthermore, most tasks are made easier through proper technique and body mechanics. These techniques need to be developed, practiced, and refined for the formation of "muscle memory". Members should always keep the realm of real world possibilities in their mind while developing personal weight and cardio training plans. They should ask themselves hard questions like:

- Am I prepared to climb 10+ flights of stairs and advance a charged hose line in a high heat environment?
- Am I prepared to delivery high quality CPR for sustained periods of time without compromising quality from muscle fatigue?
- Am I prepared to lift and work overhead with the rescue tools on an unstable surface in awkward positions?
- Am I prepared to remove an unconscious victim (to include the potential of a fellow fire fighter / EMS member in full PPE) up and over an obstacle to safety, by myself?

There should be no greater fear for an individual member than being the limiting factor on a team due to a knowledge gap or physical shortfall. Physical fitness and training are absolutely critical to living up to the virtues and expectations of the trade and the MVFD.

In station exercise ideas:

- Grip strength development with weight/rope lift device.
- Push ups, pull-ups, core work using body weight.
- Shoulder, back, and upper body work with the rescue tools, hose rolls, chains, or irons/heavy-irons.
- Lower body work by squatting high-rise packs, hose bundles, or back to back with a buddy.
- 12-20 minutes of cardio exertion (both explosive and sustained) with/without full PPE/SCBA. Consider swinging a sledge hammer, flipping a tire, “farmer carries” of equipment across the parking lot, sprints, or jogging.
- Flexibility development through yoga, Bikram yoga, Pilates, or basic stretching.

1.6 Rest

The OIC is responsible for ensuring the readiness and preparedness of all on-duty personnel. By virtue of the MVFD operating structure, members may find themselves in a position where they are on-duty for several days in a row without completely adequate periods of rest or recuperation. The OIC must continuously evaluate the rest levels of all on-duty personnel. Studies have proven that sustained periods without adequate sleep/rest have a similar effect of a high blood alcohol content. Specifically, personnel are unable to focus, have slower than normal reaction times, cannot think quickly or logically, and can be in a state of severe tunnel vision.

While the OIC is responsible for identifying and interdicting when they suspect a member is more risk than benefit to operations, each individual must have the courage to take themselves off-duty to obtain needed rest. This includes hygienic needs, obtaining several hours of uninterrupted Rapid Eye Movement (REM) quality sleep, and opportunities to step away and mentally cope with the rigors and mental strains associated with on-duty events.

1.7 Mental Health

Much like the nutritional and physical fitness needs of all personnel, members must develop healthy habits to maintain a strong mental fitness, as well. As in other instances, the OIC is responsible for ensuring all personnel are fully prepared and capable of providing the highest of quality service while on-duty. This includes general mental health of the crew and an individual’s state of mind. In addition to the OIC, each operational member must be conscious of his or her own limits to manage personal or duty related mental stresses while providing service to the accepted standard.

Members who are on-duty without the proper focus and mental balance are at an extremely high risk of having an accident or mistake that could negatively affect both the crew and/or patients we serve. Additionally, fire fighter and EMS worker suicide is a growing concern across the Nation. The MVFD will not tolerate ridicule or negative connotations by anyone against a riding member who proactively seeks counseling or intervention as result of stresses from personal or incident related psychological suffering.

The MVFD cares deeply about each and every one of its members. MVFD leadership and the Department at large must do everything within the realm of possibility to support our brothers and sisters who are having a difficult time managing stress, especially if it is incident related. Members are safe to openly discuss the concerns they have amongst one another. Members must also know it is ok to approach another member and inquire about how they are doing should signs or symptoms be recognized. Signs and symptoms of negative mental health can include,

but are not limited to: participating in extremely high-risk behavior, short temperament, excessive gambling, excessive alcohol use, illegal prescription or controlled substance abuse, and a general withdrawal/apathy from the group or the excitement of life.

Much like nutrition and exercise research, members should proactively seek to develop healthy stress management techniques and tools that are proven to successfully process and reduce mental anguish. This includes, but is not limited to, understanding: the five stages of grief (denial, anger, bargaining, depression and acceptance), anger (frustration) management techniques, and the employment of healthy coping mechanisms.

The MVFD regularly uses the Critical Incident Stress Management (CISM) protocols and resources. There is no shame or negative connotation in utilizing these resources. In fact, the OIC should not hesitate to proactively remove an individual, or entire crew, from operational status and mandate the CISM protocol in light of a particularly tragic or gruesome incident prior to authorization to return to duty.

On another side of mental and psychological health, mental acuity and cognitive reasoning are core skills vital to quick decision making, balancing competing priorities, and generally functioning in a high context environment under extreme pressure. The OIC and members should consider mentally challenging drills and exercises to enhance decision-making, information processing, and memory abilities. Often, MVFD personnel can find themselves in high stress, high-pressure environments where logical thinking can be the difference in life safety or incident stabilization. These skills and abilities should be held in as high regard as the tactile skills of tool and equipment use.

1.8 Housework

Housework is to be completed in a single coordinated activity in the morning and again after the dinner meal. All on-duty members are expected to participate unless instructed otherwise by the OIC. In an effort to lighten the degree of cleaning needed at the end of the day, all personnel in the firehouse should clean as they go throughout the day and ensure they respectfully pick up after themselves immediately after drill, meals, maintenance, or when conducting any other type of activity.

What needs to be cleaned?

- Inside: kitchen, day room, Watch Office, McCarthy room, shop, laundry room, restrooms, general member sleeping quarters, and supply room.
- Outside: front ramp, parking lot, grassy areas, dumpster area, back lot
- Note* Apparatus bay floors should be swept and washed as the final activity by the on-duty crew conducting morning checks. If rain or snow is in the immediate forecast, this task may be limited or delayed at the discretion of the OIC.

How should areas be cleaned?

- Generally speaking, the above areas should be left in a neat and sanitary order after housework is completed. When in doubt, remember the Boy Scout adage of “leave it better than you found it”. This includes:
 - o Picking up and emptying the trash
 - o Sweeping and mopping the floors

- Dusting/cleaning surfaces and tidying up loose items (e.g., paperwork, pens, utensils, charging cords, etc...)
 - Cleaning and putting away dishes
 - Restocking consumables (e.g., toilet paper, paper towels, pens, pencils, markers, chalk, soap, etc.).
- The OIC will determine when housework is over and has been performed adequately. If a member has not completed their task to a satisfactory degree, they may be instructed to redo the work and be provided instruction on how it is to be properly completed.

Heavy cleaning:

On a weekly basis, a deep cleaning of certain areas must occur. Examples include:

- Kitchen: refrigerator and cabinets
- Laundry room
- Shop
- Bathrooms

Heavy cleaning is another area where daily efforts to cleanup and maintain a neat firehouse can go a long way in minimizing the effort needed during the heavy cleaning activity. The heavy cleaning schedule will be determined by the OIC as they review the condition of the firehouse throughout the day.

Missing, broken, low-supply:

During housework, if an item in the firehouse is found to be missing, broken, or in low supply, the member should report such to the OIC. The OIC will provide notice to the Station Officers for correction.

1.9 Reporting

Every incident must be properly documented into the Station Log Book, the Fire Stat software, and in eMeds (as required). The unit OIC is ultimately responsible for ensuring all of these reports are completed in a timely fashion. As a standard, the Station Log Book should not be out date beyond a 12 hour period.

1.10. Station Log Book

The Department is required to accurately maintain a Station Logbook that records the daily activities of the Department. The Station Logbook shall contain all incident responses the apparatus was alerted to respond for, daily equipment/station checks and inventory, any pertinent information to operations including apparatus repairs, injured members, any documentation executed and submitted, and any other event or information that is deemed necessary to be recorded in the official record of the Department by the OIC.

1.10.1 Definitions

Ambulance Local: A Non-Life-Threatening Medical Emergency requiring a Basic Life Support (BLS) Ambulance only as determined by Emergency Medical Dispatch (EMD) Protocols.

Box Alarm: A fire incident in a structure, not including a detached shed or a fire contained to the chimney or flu. Shall consist of four (4) Engine Companies, two (2) Truck Companies, one (1) Special Service, one (1) BLS Ambulance and two (2) Command Officers.

Contingent: Term used to describe a situation when available staffing does not exceed Department minimum staffing requirements to allow for more than a single unit response, or the response of both a single suppression unit and an EMS unit. Contingent staffing is the default staffing level for stations considered to have a single crew. Stations at the contingent staffing level will ensure minimum staffing for the first dispatched unit. Any additional unit may respond, provided it has a minimum of two personnel.

Dedicated Staffing: Personnel (above the required minimum) assigned to respond with a specific unit that does not affect the staffing of additional units from the same station.

EMS Task Force: An alarm that is a combination of single resources that are assembled for a specific tactical need. Shall consist of two (2) BLS Ambulances and one (1) Advanced Life Support (ALS) Ambulance.

Fire Task Force: An alarm that is a combination of single resources that are assembled for a specific tactical need. Shall consist of two (2) Engine Companies, one (1) Special Service and a Breathing Air Unit.

Hazmat Box Alarm: An alarm that involves the investigation of a confirmed presence and possible release of a hazardous material with possible victims, confirmed release of any hazardous material greater than one hundred (100) gallons or an incident suspected to involve Weapons of Mass Destruction. Shall consist of four (4) Engine Companies, two (2) Truck Companies, one (1) Special Service, one (1) Hazmat Support Company, one (1) Primary Hazmat Team, one (1) BLS Ambulance, one (1) ALS Ambulance, one (1) EMS Duty Officer, and two (2) Command Officers.

Hazmat Local: An alarm that involves the investigation of a hazardous material release (small or contained gasoline, fuel oil, diesel, etc.), or an investigation of potential incidents such as abandoned or discarded hazardous material containers with no evidence of release. Shall consist of one (1) suppression unit.

Hazmat Street Alarm: An alarm that involves the investigation for an unconfirmed presence of a hazardous material with possible victims such as: Natural Gas or Propane Leaks, Carbon Monoxide Detector activations with victims complaining of symptoms, or fluid leaks from large vehicles (greater than 5 GVW). Shall consist of two (2) engine companies, one (1) special service, one (1) Hazmat Unit or Support Company, one (1) BLS Ambulance, one (1) ALS Ambulance, an EMS Medical Duty Officer, and a Command Officer.

Hazmat Task Force: An alarm that is a combination of single resources that are assembled for a specific tactical need. Shall consist of two (2) Engine Companies, one (1) Special Service, one (1) Hazmat Support Unit, and one (1) Primary Hazmat Unit.

Incident Response: Any event whether emergent or non-emergent (Proceed) that Departmental Apparatus is alerted or requested to respond to by Public Safety Communications (PSC).

Local Alarm: An emergent or non-emergent incident requiring the dispatch of usually one unit (i.e., Auto Fire, Investigation, Brush Fire, etc...)

Mass Causality Task Force: An alarm that is a combination of single resources that are assembled for a specific tactical need. Shall consist of four (4) BLS Ambulances, two (2) ALS Ambulances, one (1) Medical Care Support Unit (MCSU), one (1) Ambulance Bus, one (1) Rescue Squad and EMS Duty Officer.

Medical Local: A Life-Threatening Medical Emergency requiring the dispatch of an ALS Ambulance as determined by EMD Protocols.

Multiple Alarms (2nd, 3rd, etc.): An additional assignment dispatched to help mitigate an incident. Shall consist of four (4) Engine Companies, two (2) Truck Companies, (1) Special Service and one (1) Command Officer.

Proceed: Terminology used by Public Safety Communications (PSC) and/or the Incident Commander to indicate a non-emergent event.

Rapid Intervention Task Force: An alarm that is a combination of single resources that are assembled for a specific tactical need. Shall consist of two (2) Engine Companies, one (1) Rescue Squad, one (1) BLS Ambulance, one (1) ALS Ambulance, one (1) Breathing Air Unit, one (1) Command Officer, and one (1) Thermal Imaging Camera Unit.

Rescue Local: A personal injury automobile collision or other incident with entrapment.

Respond: Terminology used by Public Safety Communications (PSC) and/or the Incident Commander to indicate an emergency response; an emergency response requires the use of all audible and visible emergency warning devices.

Special Alarm: An emergency involving special circumstances and/or requiring special apparatus or expertise.

Station Logbook: A document maintained at each Fire/EMS Station to provide a complete and accurate daily history of the activities of personnel, maintenance and use of the apparatus/station, and any other significant issues that affect the day-to-day delivery of Fire and EMS Services.

Street Alarm: An emergency incident requiring the dispatch of several units to investigate and mitigate a potentially hazardous situation. Shall consist of two (2) Engine Companies, One (1) Truck Company, One (1) Special Service and a Command Officer.

Water Supply Task Force: An alarm that is a combination of single resources that are assembled for a specific tactical need. Shall consist of one (1) Water Supply Company and one (1) Engine Company in hydrant areas. In Non-Hydrant areas shall consist of one (1) Water Supply Company, one (1) Engine Company, and two (2) Tankers.

Working Fire Dispatch: Terminology used by Public Safety Communications (PSC) and/or the Incident Commander to announce/request the dispatch of additional pre-determined units to the scene of a confirmed working fire. Shall consist of one (1) ALS Ambulance, Safety Officer, EMS Duty Officer and the On-Duty Fire Investigator.

Transfers: All move/cover up assignments shall be alerted by Public Safety Communications (PSC) as an Incident Response. Transfers are determined by Public Safety Communications (PSC) Supervisors, the Duty-Chief and other Command Staff.

Unavailable Staffing: When Station Staffing Levels fall below the minimum required to respond in any single piece of apparatus.

1.10.2 Procedures

1. The OIC shall be responsible for ensuring all entries are accurate in the Station Logbook.
2. Any member may place an entry into the Station Logbook with the permission of the OIC.
3. The top of each page shall contain the day of the week and the date written Month Day, Year in BLUE or BLACK ink. (i.e. Wednesday December 4th, 2013)
4. The Station Logbook shall be continuous with no breaks for different days.
5. At 00:01 hours of everyday an entry shall be made reflecting the new day of the week and the date.
6. Any changing in staffing levels shall be documented in the Station Logbook, including the name and ID number of the individual who contacted PSC and advised of the change as well as the time of the notification.
7. Staffing levels shall be identified as:
 - a. Unavailable
 - b. Contingent
 - c. Normal
 - d. Dedicated BLS Ambulance
 - e. Shared Suppression Apparatus
 - f. Multiple Suppression Crews
8. All Incident Responses that MVFD or transfer apparatus are alerted for shall be properly documented in the Station Logbook in a timely manor.
9. A sequential unit response number for the calendar year shall be maintained in the left margin of the Station Logbook.
10. All unit response numbers shall be made in red.
 - a. **A** – Shall designate
 - b. **E** – Shall designate Engine
 - c. **RE** – Shall designate Rescue Engine
 - d. **SQ** – Shall designate Squad
 - e. **TK** – Shall designate Truck
 - f. The count shall begin and start over at 00:01 hours each January 1st.
11. All incident responses must include the apparatus alerted to respond, the dispatch time, the incident number assigned, type of alarm, disposition and personnel assigned to the unit.

12. Any equipment that is utilized on an emergency scene shall be documented in the Station Logbook with the associated incident response.
13. Permanent ink only shall be used to write in the Station Logbook. The only approved colors are RED, BLUE or BLACK
14. Any entry of importance may be written in part or entirety in RED ink
15. All incident response types and alerted apparatus alerted shall be written in RED ink only.
16. All incidents of companies transferred to Company 27s quarters shall be written in all BLUE or BLACK ink.
17. No pages shall be removed; no entries shall be covered or obscured.
18. All corrections in the Station Logbook shall be made by drawing a single line through the error, initialing in the immediate area of the error, and clearly writing the correct entry.
19. Any problems reported with the station, apparatus or equipment shall be documented in the Station Logbook.
20. Any incident that a BLS Unit (Ambulance, Engine, Squad, Rescue Engine) responds to, whether a transport or refusal occurred, shall include the EPCR Report Number.
21. Any patients transported to a hospital by the BLS Ambulance shall be recorded including priority of patient and the receiving facility.
22. All suppression apparatus that arrives on the scene of an incident response shall include the following (as appropriate):
 - a. Type of Roadway
 - b. Number of Stories
 - c. Type of Building Construction
 - d. Type of Occupancy
 - e. Conditions on arrival
 - f. Position Due
 - g. Actions Taken
 - h. Forcible Entry
 - i. Amount of Pump Time
 - j. Amount of Generator Time
 - k. Ground Ladders Raised
 - l. All hose lengths laid and used in feet and diameter for each
 - m. Number of SCBA utilized
 - n. Type of ventilation
 - o. Number of and type of fans used
 - p. Hurst Equipment used

1.10.3 Format (Examples)

Tuesday December 3rd, 2013

0700 Staffing changed to **three (3) dedicated suppression crews** with a **dedicated Ambulance** by Hendley #1619.

0800 **Box Alarm E827, SQ827, RE827**

7611 Camelia Ct. (25-16)

133370296	f/ House Fire	f/ 2-Story, Wood-Frame, Single-Family, Detached with
E - 1,159	Smoke Showing from the 1 st floor Side-Alpha. RE827 Dispatched 3 rd Due, 3 Story Side –	
SQ – 1,567	Charlie, Located a Fire in the basement, Extinguished Same, Laid & Used 250’ of 2” and	
RE – 1,123	300’ of 3” hose, 1 hrs Pump Time, 5 SCBA. E827 Dispatched 4 th Due, Picked-Up RE827’s Line, Backed-Up RE827 in the Basement, Assisted w/ Extinguishment, Laid & Used 20’ 5”, 500’ 1.75” hose, 1 hrs. Pump Time, 5 SCBA. SQ827 Dispatched as the 3 rd Due Special Service, Arrived and Placed 1st Due, Assigned Division I Supervisor, Opened up for E825, Forced Entry x 2 doors, raised 3 – 14’ and 2 – 24’ ground ladders, ventilated horizontally, 1 hrs Generator Time, 7 SCBA.	
	E827: Belfield, White, Collins, Kelly, M. O’Brien, Moorland	
	RE827: Oliver, Poetker, Bowers, Canino, Steinbach, Thomas	
	SQ827: Warren, Truesdell, Williams, Olszewski, McKnight, McAllister, Mavaddat	
0830	Rescue Engine 833 in quarters on a transfer	
0845	Rescue Local RE833	IL of 495 / Branch Ave (27-36)
133370297	f/ 9I	f/
1115	Rescue Engine 833 returned to quarters	
1118	Transfer RE827	11900 Glen Dale Blvd. Co. 18
133370298	f/ Transfer	f/ Same
RE – 1,124	RE827: Oliver, Hansen, Bowers, Canino, Steinbach, Thomas	
1130	Box Alarm RE827	7189 Hawthorne St. (33-02)
133370299	F/House Fire	f/ Small fire out on arrival, held Co. 33
RE –1,125	RE827: Phillips, Fuller, Stout, Balmaceda, Steinbach, Thomas	
1135	On above incident #133370296 – one (1) section of 3” hose was damaged from RE827’s supply bed. Replaced damage section with section from the garage. Damaged section placed in hose tower. Equipment electronic form executed by Poetker.	
1137	Ambulance Local A827	6201 Suitland Rd (27-01)
133370300	f/ Fall	f/ Priority 3 Transport to SMH
A – 2,986	A827: Goldberg, Mavaddat	PCR# 123456789
1140	Rescue Engine 827 clear of the transfer to Company 18	
1142	Ambulance Local RE827	6201 Suitland Rd (27-01)
133370300	f/ Sick	f/ Stan-by for A829B
RE –1,126	RE827: Phillips, Fuller, Stout, Balmaceda, Steinbach, Thomas	PCR# 123456790
1145	Rescue Local SQ827	Suitland Pkwy / Suitland Rd (27-22)
133370302	F/ 9I	f/ Two (2) vehicle accident on a limited access highway,
SQ – 1,568	one (1) victim trapped, Squad removed drivers side doors and B-post, 20 min. Generator Time, Used Spreaders, Cutters, Combi-Tool and Sawzall.	
	SQ827: Slattery, Riley, Wise, Tran, Jones, Shayne	
1146	Local Alarm E827	3900 old Silver Hill Rd (29-01)
13337030	f/ Automatic Fire Alarm	f/ Cancelled before response
E – 1,160	E827: Cordero, L. Hedrick, Elzy, Beuttenmuller, Howell, McCool	

0001

Wednesday December 4th, 2013

0013 **Medical Local A827**
 133380004 f/ Trouble Breathing
A – 2,987 A827: Miller, Gazzale

6200 Suitland Rd (27—01)
 f/ Assist M829, No Transport
 PCR# 12345678

1.10.4 Authorities and References

- Prince George’s County Fire and EMS Department, General Orders, Division 3, Chapter 11 – Standard Response Dispatch Procedure
- Prince George’s County Fire and EMS Department, General Orders, Division 3, Chapter 14 – Fire Records Management System
- Prince George’s County Fire and EMS Department, General Orders, Division 6, Chapter 29 – Resource Availability & Tracking

1.11 Public Events

Periodically throughout the year, the MVFD is invited to participate in public events. These include, but are not limited to: school visits, public safety demonstrations, religious services, private associations, and youth organizations. These events should be logged on the Department calendar and referenced during the morning meeting. In certain instances, impromptu requests may occur. Attendance in these circumstances should be a best-made effort by the OIC considering the other agenda items of the day.

Participating members should understand that in all circumstances they are ambassadors of the Department at public events. This notion is especially important when the MVFD will be a featured or is a special guest. Member behavior and presentation must project a strong and confident image of who we are and what we stand for. Personnel should ensure that their grooming, hygiene, and appearance are satisfactory and that the apparatus are clean and presentable.

In most circumstances, units will remain in service for these events unless otherwise directed by the OIC or operational leadership. The OIC must also notify PSC if they will be out of the 1st due box alarm area to attend an event.

The Chief Officers will provide final approval in the official participation in a public event by any member or apparatus/vehicle of the MVFD. Civilian inquires (in-person, phone, email, etc.) requesting MVFD attendance to a public event should be forwarded to a Chief Officer for approval. Once approved, the Chief Officers will ensure that the event is loaded onto the MVFD calendar for the awareness. It is important that this schedule be checked daily to ensure the duty day is planned around any scheduled obligations. Members should feel free to review the coming days and not just the current day.

2.0 PERSONNEL

2.1 Shift Scheduling

Members will sign up for the desired time periods and in the qualified riding positions each time they are on-duty. Use of the scheduling software is mandatory. This information assists the OIC in determining who is on-duty, soon to arrive, and soon to depart.

Additionally, the cumulative hours that our members put into the organization are tabulated and support a broad range of efforts that require metrics reporting. Members should also sign up in the administrative positions when they are off-duty but putting in time on administrative, committee, project, training, or other department related activities.

If a member is signed up for a shift and is unable to fulfill the commitment, they MUST notify the OIC who will in turn, remove them from the schedule. Habitually failing to show up for a scheduled shift, without notice, may result in administrative action.

2.2 Live-In Directive

The MVFD has been providing Emergency Services to the community since December of 1944. Due to the increase of demand for service, the Department has adopted a formalized Live-In program that enhances and fortifies its ability to continually provide exceptional service to the citizens we serve. Live-Ins are an integral part of the Organization, its ability to operate, and are expected to meet the guidelines established in this manual.

Inquires for the Live-In program, applications, and agreement forms can be obtained through the MVFD Membership Committee.

The Fire Chief reserves the right, at any time to remove a member from the Live-In program who is in violation of the rules and regulations set fourth in this directive. Any member found in violation of this agreement can be disciplined up to and including suspension and forfeiture of eligibility from the Live-In program. The Fire Chief can provide exception to any of the roles, responsibilities, duties, and/or requirements listed below.

2.1.1 Definitions

Weekday: Monday 07:00 through Friday 17:00.

Weekend: Friday 17:00 through Monday 07:00.

Quiet Time: Observed in the bunkroom between 22:00 hours until 10:00 hours. Loud noises of any kind or any other disturbances will not take place in the bunkroom during these times.

Overnight Visiting Hours: Between 22:00 and 10:00 hours.

Live-In Committee: This committee will be chaired by the Station Captain and consist of other General Members and Live-Ins who are selected by the chair. This committee will manage all issues, processes, and concerns regarding the Live-In program.

2.2.2 Application Process

1. Members applying for Live-In status will submit their application form the Membership Committee. If accepted, they must sign the Live-In agreement form, also kept by the Membership Committee, and meet with the Station Captain, or his/her designee, to conduct a review of Department policies and expectations prior to moving in.
2. Live-In members are required to provide a minimum of 48 hours of staffing per week. A minimum of 12 hours must be completed over the weekend.

3. The following are the minimum requirements for application. Exceptions are at the discretion of the Fire Chief.
 - a. Full-Time/ Part-Time Employment, or Full-Time/ Part-Time enrollment in an Institution of Higher Learning.
 - b. At least 18 years of age.
 - c. Pass a background check.
 - d. Possess Maryland or Pro-Board Firefighter I and/or EMT-Basic.

2.2.3 Roles & Responsibilities

The Live-Ins must/are:

1. Maintain a 'good standing' status with the Department at all times.
2. Keep their Live-In bunkroom area neat and orderly. There should be no clothes lying on the floor and the area will be odorless, neat, and vacuumed.
3. Assist with all daily activities as described within this document.
4. Held to a higher standard within the Department and should be aware that it is their responsibility to ensure the firehouse, apparatus, and grounds are clean and orderly. Additionally, this includes securing the station on a nightly daily basis, maintaining the Station Logbook, and completing other duties as assigned.
5. Responsible for a specific area, logistical, apparatus/building maintenance, or administrative responsibility. The Station Captain will assign these duties.
6. Maintain discipline and professionalism while on-duty.
7. Be dressed in MVFD attire, groomed to standards, and in good hygienic order while on-duty in a manner that is presentable to the community.

2.2.4 Program Guidelines

1. Live-In status is a privilege that can be revoked by the Station Captain or Fire Chief at anytime for cause.
2. The Station Captain, or his/her designee, is in charge of the Live-In program.
3. The Station Captain may assign program management and/or oversight duties to a Live-In, or General Member, of his/her choice. This position is referred to as the Live-In Proctor. This individual will manage, govern, and be responsible for the Live-Ins and Live-In program while the Station Captain is not in quarters. The Live-Ins must comply with the direction provided by this individual. Conflicts will be brought to the Station Captain and/or the Live-In committee (if established), as needed.
4. The guidelines, as well as the roles and responsibilities, of a Live-In are considered to be the minimum. The Live-Ins are held to a higher standard and should act as such. At all times there should be complete cooperation between the Live-Ins, Officers, all members, and company administration.
5. All Live-Ins are expected to follow the Chain of Command of the Morningside Volunteer Fire Department as well as abide by all established By-Laws.
6. Complete the *Training Manual* in an appropriate amount of time as determined by the *MVFD Bylaws* and as specified within the *Training Manual*.
7. Any Live-In that is unable to perform duties due to illness and/or injury shall immediately notify the OIC or a Station Officer.
8. All Live-Ins shall submit a "time-off" request via the staffing software and notify the Station Captain in reference to any planned or scheduled vacations and or travel that may affect their ability to meet the agreed upon requirements.

9. Live-Ins are to sign up with their availability for the week on the staffing program by Saturday 20:00 hours.
10. There will be no smoking, food, or drinks in the Live-In Bunkroom at anytime.
11. Live-Ins are not to leave personal belongings lying around the station in areas besides their assigned room.
12. Non-members are not permitted to enter the Live-In bunkroom area without informing and asking permission from the station officer.
13. Any Live-In wishing to have an overnight guest must first inform and get permission from the Station Captain prior to their visit.
14. "Lights Out" is to be observed in the bunkroom from 22:00 – 10:00 hours. Live in rooms do not have to abide by this timeframe. However, they should not disturb others in this timeframe.

2.2.5 Standard Issue Supplies

Each Live-In member may be issued the following for use. They are responsible for returning the same items, in the condition they were issued in, upon leaving the Live-In program.

- A bed frame and mattress.
- A nightstand.
- A clothing locker.
- A shelf in the station refrigerator and freezer.
- Assigned cabinet space in the kitchen.
- A parking spot in the company parking lot for one vehicle.

2.2.6 Live-In Guest Policy

All overnight visitors and guests of Live-Ins must be made aware comply with the following:

1. The MVFD does not assume responsibility for personal accident, injury, or illness sustained by guests or visitors, nor the damage, theft, or loss of personal property. The Live-In member and guest releases the MVFD, its officers, agents, and employees from any liability on account of any accident, injury, illness, property, damage, theft, or loss. The MVFD recommends that Live-Ins obtain private insurance against such harm or loss.
2. The Live-In member accepts responsibility for and is held accountable for his/her actions, for the actions of his/her guest(s), and for proper use and care of the firehouse, assigned space, common areas, and MVFD property. Violations of policy by a guest will be the responsibility of the sponsoring member.
3. It is the responsibility of the Live-In to explain all MVFD policies, and to be held accountable for the actions of his/her guest(s). If you leave your room or guest unattended, you can also be held responsible for the guest's activities.
4. If the Live-In member wishes to have a visitor stay in the Live-In bunkroom at any point between 22:00 hours and 07:00 hours they must provide 12 hours advance notice to and receive permission from the Station Captain or Live-In Proctor.
5. Any guest shall be out of the station by 10:00 hours, except when given permission by the Station Captain or Live-In Proctor.

2.3 New Membership Inquiries

Prospective new applicants and applicants in the application process commonly call the firehouse inquiring for additional information on how to join or the status of their application. Prospective

new applicants (those that have not filled out an application) should be directed to our website to fill out an inquiry of interest: <https://www.morningsidevfd27.com/recruitment/>

Applicants in the application process who are requesting an update should be directed to the Membership Committee. At this point in the process, they should be familiar with the recruitment@morningsidevfd27.com email address, which provides them regular updates on their application. Please request the applicant email that email address and ask for an update.

At times, prospective new members will claim they have emailed recruitment multiple times with no response. The recruitment team usually takes 24-72 hours to respond because of the volume of email received. If they are within that window, ask the applicant to be patient. If the applicant claims it has been longer, please reach out to membershipcommittee@morningsidevfd27.com on their behalf and provide the person's name. Under no circumstance should you provide the prospective new member the email, phone number, or other contact information of a member of the Membership Committee. Please use the process above.

2.4 Ride-Alongs

The MVFD participates in the county Ride-Along program to assist in the Membership Committee's recruitment efforts. Typically, a prospective new member completes their ride-along prior to starting the application process. Some ride-alongs choose to ride-along during the application process to stay engaged, meet the crew, and begin to learn about Morningside.

As a member of Morningside, you need to understand that a ride-along is usually a prospective applicant's first interaction with the membership of the department. First impressions are critical and extremely difficult to alter once formed. Therefore, it is necessary for our membership to be engaging, friendly, and forthcoming with all ride-alongs.

The Membership Committee sets the expectations for all ride-alongs including conduct, dress code, attitude, and specific times to be at and depart the station. Ride-alongs are provided the following information: <https://www.morningsidevfd27.com/recruitment/ridealong/>

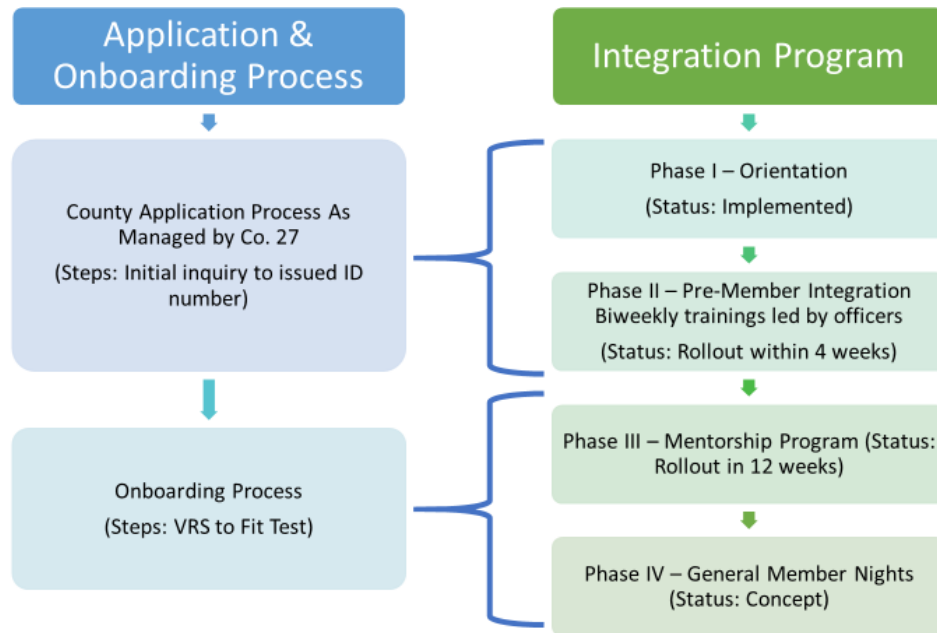
Upon entering the station, a ride along should ring the door bell, introduce themselves, and then be introduced to the Station OIC. From there, the ride-along should be directed to fill out the county form in General Order 13-02 "Ride-Along Observer Program". The member should also make a copy of the ride-alongs photo ID and attach it to the county form in G.O. 13-02. The completed form should be left in the Station Officers mailbox. After that, the ride-along should be provided a station tour and an explanation of the expectations of being a ride-along on a Fire or EMS apparatus.

2.5 New Member Integration Program

The Membership Committee, in partnership with the Operational Officers, implemented a program to increase engagement with new members across all phases of the application and onboarding processes. The goal is to form personal bonds and a basic level of operational competence early in the process thereby increasing retention.

In January 2018, the Membership Committee implemented the first phase of the program known

as “Phase I - Prospective New Member Orientation”. The purpose of this phase is to set expectations for and increase engagement with new members prior to entering the application process. The implementation of Phase I lays the foundation for “Phase II – Pre-Member Integration”. Phase II consists of twice-monthly training sessions led by the Operational Line Officers for potential new members in the application process. The purpose of Phase II is to keep potential new members engaged throughout the long application process by increasing interaction between them and operational members. Less detail is available for Phase III and Phase IV as those are policies



expected to be implemented by mid-2018.

2.6 Personal Protective Equipment

Each member must maintain his or her issued Person Protective Equipment (PPE) in proper working order and keep that gear in the station unless authorized there otherwise. Proper care, use, and servicing of PPE is essential to remaining safe and protected in the Immediately Dangerous to Life or Health (IDLH) environment. Your PPE is the boundary between life and death.

Members must regularly inspect their PPE to ensure proper fit and that it is not compromised or defective in its ability to protect them in the IDLH environment. Members are permitted to remove their PPE from quarters for sanctioned training, cleaning, repair, or other purposes that are each approved, in advance, by a Captain or above. Members are prohibited from participating in any activity involving the use of their issued PPE, which is not explicitly approved prior. Permission to remove PPE for Maryland Fire Rescue Institute (MFRI) run training is not required. However, members must coordinate the use of any other tools, equipment, or apparatus.

Members must wear the issued coat, hood, gloves, and trousers provided by the County. Members do have the ability to purchase and wear their own boots, helmet, and eye protection.

The Department does not provide reimbursement for personal items. Members must ensure that any purchased items comply with National standards and are approved for use by Prince George's County.

A member may not modify issued, or purchased, PPE in any way unless approved prior by an Officer. An approved vendor must make any modifications, such as lengthening a coat or shortening of trouser cuffs. Members are not authorized to make these types of modifications on their own. Repairs, such as patches, replacing reflective trim, fixing broken snaps/hooks, etc. must also be done by an approved vendor. Members are not authorized to sew, stitch, patch (including company patches), or restore any defect that may have occurred throughout the life of the gear. Again, an approved vendor must perform any modifications or repairs to PPE.

Members may carry personal hand tools, belts, lights, rope, webbing, chocks, pocket tools, etc as part of their PPE ensemble. However, an Officer may review any item carried by any member at any time. If an Officer deems an item to be inappropriate or unsafe, the member may be instructed to remove the item from operations. If the member does not permanently remove the item from their PPE compliment, they may face disciplinary consequences.

2.7 On-Duty

2.7.1 Arriving at the station

When a member reports for duty, they must first check in with the OIC. The OIC will assign them a riding position and update them on the day's activities/schedule. Members should also reference the day room board and riding assignment board for details not covered by the OIC. It is expected that on-duty members are dressed appropriately and in compliance with all grooming standards prior to assuming on-duty status. This means that their PPE is ready to go and that they are in proper footwear, clothing, grooming, and hygienic condition.

Members are not authorized to assume an on-duty status while under the influence of any controlled or uncontrolled substance that would prevent them from operating in a safe and focused manner that is also within the established confines of the law. This includes, but is not limited to, any degrees of intoxication or affect from drugs (over-the-counter, legally prescribed, or illegal) or alcohol. If a member reports for duty and is suspected to be under the influence, the station OIC must be immediately notified. If the station OIC determines an influenced state, the individual is to be immediately removed from service and operationally suspended pending further investigation by the Station Captain and Chief Officers.

Additionally, members should not assume an on-duty status if there are severe or troublesome problems in their outside life which are prohibiting them from operating in a safe and focused manner. On this note, members under distress in their personal life are encouraged to talk and seek resources through the Department. Whether simply talking or providing actual resources, the Department can help members correct or navigate their way through a host of personal or family related problems. The MVFD prides itself in its performance capability and sense of family. We are here to support each other through the good and bad.

2.7.2 Apparel and Appearance

Members are discouraged from wearing apparel from surrounding jurisdictions that would give the appearance of belonging to an organization, or more importantly, acting on behalf of an

organization, other than the MVFD. If a member does not possess MVFD apparel approved for duty status, non-descript work clothes will suffice.

At no time are open toed shoes, sleeveless shirts, dresses, tank tops, or thin strap/strapless shirts, stained, odorous, dirty, torn, ripped, or excessively revealing clothing to be worn while on-duty. Nor is apparel with political, contentious, profane, vulgar, racist, discriminatory, inappropriate, unprofessional, or obscene content allowed. If questionable and uncertain, the OIC will provide input.

Additionally, tattoos, piercings, and body art are not prohibited in most instances regarding type, location, or quantity. There are a few exceptions. At no time while on-duty may sexually explicit, profane, controversial, demeaning, or suggestive, piercings, or body art be exposed or implied. Additionally, the MVFD will not tolerate any hateful, racist, gang related, discriminatory, or other nefarious symbolism from any of its members.

The Department celebrates members who adorn body art and creatively express themselves through this art form. However, individuals should respect the position of the organization to provide for the safety and professional image of the membership at large. Examples of unauthorized body art or piercings include, but are not limited to: piercings/devices that present a hazard impeding the proper donning/doffing of a members PPE or other equipment, piercings/devices that are in size or location that could result in getting caught and even torn out by a patient or piece of equipment, piercings/devices to the genitals or body parts typically covered from public view where the device is visible through the clothing.

Members who arrive for duty in any of the unauthorized circumstances may be asked to cover up or asked to leave until a correction has been made. Repeated violations will be problematic and may be followed with more permanent administrative action. If there are any questions, the OIC will provide judgment and guidance.

2.7.3 Preparation

As soon as the OIC provides a riding assignment, the member should prepare their PPE accordingly. The member should also conduct a riding position check of all tools and equipment of which they may be responsible. Additionally, it is good practice to conduct a brief review of each compartment for all apparatus to observe changes and maintain familiarization of inventory.

To be clear, it is bad practice to get a riding assignment and proceed directly to the day room to socialize, watch tv, or generally participate in activities that do not prepare you for your shift.

2.7.4 General Members

General Members are a vital component to the organizations success. General Members must satisfy their riding obligations (in or out of state) as prescribed in the Department's *By-Laws*. If a General Member is staying over night, or for a series of days, they are to reside in the open bunkroom, commonly referred to as "Gen-Pop". General Members are entitled and encouraged to fully utilize all of the station amenities to make their stay comfortable and within reasonable accommodation.

At no time, should a General Member enter a Live-Ins private room unless specifically tasked with a Department function, or with the consent of the Live-In member. Additionally, after a tour

for a General Member is complete, they are to package and or remove all personal items from the bunk space they occupied and ensure the area is ready for the next occupant. This includes, picking up any trash, cleaning out the dresser of all personal items, and general removing the area of any signs of habitation. If any items are left behind, they may be placed in the General Member's locker for safekeeping, or be thrown away if unknown. Again, the general rule of leaving things better than you found them and being responsible for your personal items and cleanliness goes a long way to keeping an orderly firehouse.

2.7.5 Conduct

While on-duty, members are expected to conduct themselves in the utmost professional of standards at all times. This applies whether inside the firehouse, on an incident, or while out in public view. At no time will harassment, sexual contact, bullying, recklessness, violence, illegal, immoral, or unethical conduct be tolerated. Behavioral violations of these norms and policies will be documented in a member's official record and dealt with swiftly.

Members are expected to be professionals and ambassadors of the MVFD and the trade. A good attitude is a must. Clear and concise communication to other members, responders, and the public will help mitigate incident tension and increase effectiveness. Spite, bitterness, attitude, subversion, instigation, resistance, and generally unhelpful demeanors have real consequences to patients, victims, and our overall effectiveness and perception amongst peers and the citizens.

If at any time, a member observes inappropriate behavior by any emergency personnel, they are to immediately bring it to the attention of the OIC. The OIC will address these issues in the appropriate forum. Members are within right to express their concern and to instruct the behavior or acts to cease. However, MVFD personnel are not to engage in hostile conversation, arguments, or elevated confrontations with any personnel in or out of the firehouse. If an issue is not resolved with an initial response, let the chain of command address the conduct.

2.8 Off-duty

2.8.1 Off-duty and In Quarters

MVFD members are encouraged to visit the station during their off-duty hours. For the Live-Ins, this is unavoidable. While in quarters and off-duty, members must be considerate of the schedule of activities going on within the firehouse and the needs (e.g., sleep, training, meals) of the on-duty personnel. If members are causing a disturbance or otherwise being a distraction, the OIC has the authority to dismiss them from the firehouse.

2.8.2 Other

Members are required to report any arrests, criminal charges, or convictions to the Station Captain or a Chief Officer as soon as possible. Following any of these circumstances, members are not to be in the firehouse (on or off duty) or representing the organization in any capacity, under any circumstances, unless otherwise directed, until authorized.

2.9 Disciplinary Protocol

This section is in addition to the information contained within MVFD *By-Laws Section 11. Discipline, Resignation, and Termination*. The Deputy Fire Chief (VC827A) is in charge of the disciplinary protocol. Personnel who violate the MVFD *By-Laws, Operations Manual*, or other

accountable laws, statutes, or regulations, will face counseling. Counseling will be administered verbally and/or in writing. Typically, simple violations will be handled by verbal counseling and not involve notifying the Deputy Fire Chief. For more serious matters, as described below, the Deputy Fire Chief is to be notified by the Officer(s) addressing the issue. This notification should be made in a timely fashion. If the Deputy Fire Chief, then Fire Chief, should be contacted. See below for more detail. In the case of either verbal and/or written counseling, there may, or may not be, administrative and/or operational consequences included as part of the disciplinary protocol.

As soon as an incident is reported to an Officer, that Officer must begin gathering details and documenting fact. Speculation or uncertainty is not sufficient grounds for discipline. If not specifically observed by an MVFD Officer, infractions are to be immediately reported to the OIC as soon as possible.

If written counseling is to be administered, the Officer handling the issue should make the proper notifications as described above. This notification should include a summary of the incident and the actions taken so far. The Deputy Fire Chief will determine if the action taken is adequate and if notification to the Fire Chief (for awareness or contribution) is necessary. The Deputy Fire Chief will also handle the Department-wide and/or Officer-wide communication regarding the matter, if necessary. If the incident involves a Company Sergeant or Lieutenant, their chain of command will be notified and involved as well.

There is no set consequence to a particular violation. Each individual person and situation is considered to accommodate for circumstantial variances, intent, and previous patterns of behavior. However, each instance of a violation must be addressed with either verbal or written counseling.

2.9.1 Verbal Counseling

- Is to be used in most instances regarding issues of common error that do not include damage to MVFD apparatus, violation of law or state medical protocol, physical contact with another person, or confrontations with non-members while on-duty. Verbal counseling is not appropriate if an incident involves an accident with an MVFD vehicle or driver, threats of violence, a physical confrontation, sexual harassment, sexual assault, or other violation of law (including medical protocol). If an Officer is uncertain, contact the Deputy Fire Chief for clarification.
- When used, the counseling must include the policy violated and the reasoning why it must be followed. After counseling, the Officer(s) involved must be confident that the member now adequately understands the proper way to act or react if the situation were to repeat itself. If not, then the Officer(s) may escalate to written counseling.

2.9.2 Written Counseling

- Will be written in MVFD memo format and retained in the member's personnel file.
- Will summarize the facts of the event, identify the violated policy, and will capture any consequences administered (e.g., suspension, work detail, recommendation of charges, membership revocation, etc).
- A member may provide a written response to accompany the letter at their discretion.

2.9.3 Consequences

Verbal or written counseling will most likely include some form of consequence as result. Consequences are administered with the intention of expressing the severity of the circumstance to the individual, restoring confidence in the other members of the Department, and helping the individual who committed an infraction to understand their error. Consequences are not to be implemented because of personal differences or biases, unevenly applied to all involved, or excessive considering precedent.

Consequences may include, but are not limited to:

- Assignment of a Work Detail, which may include, but is not limited to:
 - o A review of the violated policy and assignment to draft a summary of understanding.
 - o Cleaning a piece of apparatus or area of the firehouse.
 - o Providing a written letter of apology to an individual harmed/affected by the incident.
 - o Providing a Department briefing or summary of the violation and how to best react.

- Administration of a suspension, which may include, but is not limited to:
 - o Operational suspension
 - Assigned for a defined period of time (e.g., 12-hours, 24-hours, 3-days, etc).
 - Note, only the Fire Chief and President may suspend personnel for longer than 3-days. If the suspension is to last longer than 6-weeks, the Fire Chief or President must submit charges and a recommendation to a trial board in accordance with Department *By-Laws*.
 - o Full suspension for a defined period of time.
 - Assigned for a defined period of time (e.g., 12-hours, 24-hours, 3-days, etc).
 - Note, only the Fire Chief and President may suspend personnel for longer than 3-days. If the suspension is to last longer than 6-weeks, the Fire Chief or President must submit charges and a recommendation to a trial board in accordance with Department *By-Laws*.

- Revocation of membership
 - o The process is outlined within the MVFD *By-Laws*

3.0 RESPONSE PLAN

The Fire Chief sets the protocol on the apparatus response plan. Under most circumstances, deviations from this guidance must be approved by the Fire Chief beforehand. In emergency situations, the OIC may implement a temporary solution until coordination, and a more permanent solution, can be worked out with the Fire Chief.

MVFD units are not to respond unless dispatched on an incident. Units may proceed to investigate under a status of “available / on-air”, at the discretion of the OIC if he/she has reason to believe an emergency is occurring within our response area.

Incidents may be generated in several ways. The following information provides background and protocol for each:

- Walk in's
 - It is not uncommon for citizens to arrive at the station with an emergency, or to report an emergency elsewhere. All members in quarters are obligated to continuously monitor the doorbell and general activity near the entrances of the firehouse for citizens who are in distress and/or need assistance.
 - When a civilian arrives in quarters to report an incident, the observing member must immediately announce the condition over the paging system, or activate the house bells, to alert other personnel in the firehouse. All riding members are to report to the location (e.g., front ramp, front door, back parking lot, etc...) as announced and be prepared to administer aid or respond otherwise. There is no excuse for an on-duty person not to report.
 - No member may turn a citizen away who is attempting to seek assistance or report an incident. If a civilian approaches the firehouse with a police matter, the member should advise the citizen to contact the appropriate law enforcement agency.
 - When the OIC arrives, he/she will make the determination if PSC needs to be notified and if additional resources should be requested. Unless the OIC directs action, members should refrain from contacting PSC regarding a walk in unless it obviously apparent and warranted.

- Phone calls
 - Citizens have also been known to contact the station via telephone to report incidents or request help. Members should gather as much relevant information as possible, such as: name of person reporting, address of emergency, the exact nature of problem, and if relevant, are there any weapons involved or violence occurring.
 - Once this information has been collected, the member should page out the emergency, or activate the house bells, and review the information with the OIC.
 - The OIC will make the determination on the next course of action and provide notification to PSC, if necessary.
 - Prank calls are unfortunately an issue to contend with. Members should not engage in any rhetoric on the phone that incites this behavior. Instead, members should document as much information as possible, as stated above, and immediately report such to the OIC for their decision on the course of action.

- Dispatched runs
 - Typically, the MVFD will be alerted to respond via the pre-alert and established dispatch process of PSC. All members are encouraged to pay attention to the nature of the incident, the address, and other units that are responding on the call. This will facilitate information sharing amongst the crew if there is a question regarding any of these data points while en-route.

4.0 APPARATUS AND VEHICLES

The greatest asset at the MVFD is our people. The next most valuable asset is our apparatus, tools, and equipment of the trade. Members will spend countless hours on these pieces and should take great pride in the appearance, knowledge, and care of all of these vehicles. To put it

bluntly, it is the marriage of our talented membership to the apparatus (including the tools and equipment) that enables the MVFD to provide service. If any one of these components is not serviceable or in proper working order, we will fail in our mission. Each member is responsible for ensuring that every piece of apparatus, every tool, every onboard stock of supply, and every piece of equipment is in proper working order and condition. Do not assume that someone else has checked it or replenished a used item.

The OIC, the driver, and each riding member MUST ensure the apparatus is properly restocked, re-organized, and properly returned to service after each and every call. To be clear, there is no greater priority after a call than restoring an MVFD unit to be fully mission capable. The morning checks routine as an opportunity to pause and purposely review the apparatus condition. Members WILL NOT wait, or leave matters to be corrected or addressed until the next day's checks. Failing to properly restore the apparatus to the proper condition after an incident may be cause for counseling and even disciplinary action. To overemphasize, this is not a matter to be taken lightly by anyone.

Additionally, the MVFD has millions of dollars invested in the ownership of these assets. Reckless, improper, inconsiderate, or otherwise irresponsible treatment of the apparatus, tools, or equipment, by any member, will not be tolerated and will be met with swift and immediate corrective action. Again, it is vital that these physical assets be ready to respond at all times. Failure to maintain the readiness of our apparatus, tools, and equipment may result in the unnecessary suffering, injury, or even death of those we serve and even our members.

Periodically, members may need a specific piece of equipment or tool for a personal project and/or off-station training activity. These instances must be coordinated with a Captain or above for approval. To be clear, no member may take any piece of equipment or tool from quarters for a non-operational reason with the expressed consent of a Captain or above.

4.1 Apparatus and Vehicle Operator Qualification

Regardless of previous experience, licensure, or certification, no member is authorized to drive or operate any apparatus or vehicle without first completing all relevant portions of the "Driver/Operator Training and Certification" portion of the *Training Manual*. Any deviations from this guidance must be authorized, in advance, by the OIC. This includes compliance to all training requirements, certification and documentation requirements, and obtaining the final signature of authorization in the *Training Manual*.

Non-emergency related use of the Ambulance, Engine, Rescue Engine, Rescue Squad, Truck, and Auxiliary Vehicles must be (verbally) approved, in advance, by the OIC. If the OIC is uncertain, they must contact the Station Captain, or a Chief Officer. When in doubt, the OIC should do what is in the best interest of the citizens, the Department, and the membership.

At a minimum, all personnel operating any MVFD apparatus or vehicles must possess a current license that is not under any suspension or probationary conditions. Additionally, all driver/operators must be able to perform a complete function and maintenance check of the apparatus or vehicle.

4.2 Apparatus and Vehicle Accidents/Damage

Any MVFD vehicle or apparatus involved in an accident must have an accident report package completed in accordance with established procedure. To be clear, there are no exceptions to this policy.

When an accident occurs:

- The involved apparatus or vehicle is to be immediately removed from service via a notification to PSC (phone call or radio transmission) and remain in place.
- The apparatus or vehicle OIC should assess the incident as normal routine and advise PSC of any needed resources (e.g., a BLS transport, an Engine company, a Rescue assignment, etc...).
- The Battalion Chief and Safety Officer will be dispatched to the accident scene to complete a report and begin the accident package. Members may be removed from service and directed to provide a urinalysis test at the discretion of MVFD leadership or the Safety Officer.
- The (station) OIC should be immediately notified if not on scene. The Station Officer shall immediately notify the Fire Chief, Deputy Fire Chief, Assistant Fire Chief, respective Company Captain and President of the occurrence as soon as possible. Photos should be included if possible and decisions reference the apparatus status should be directed via the chain of command. Early notification is essential.
- Await County Police and record the license plates, vehicle descriptions, and driver's license information for any non-MVFD personnel involved. However, do not place members in harm if a person involved in the accident is becoming hostile or attempts to flee the scene. If a person leaves, you must still remain on scene to complete the accident process.
- If there is a hazard as result of the accident, it should be addressed. However, best efforts should be made not to disturb the scene and to preserve any evidence.
- If there is a patient onboard the Ambulance, another transport unit must be requested and alerted to respond for a patient transfer. During this time, patient care must continue.
- Upon returning to quarters, the vehicle or apparatus OIC and driver/operator must complete an accident package and submit to the station OIC. The station OIC will then submit the report to the Captains and Chief Officers to start the internal investigation process.

Depending on the initial circumstance, a driver/operator may have their driving and operational status immediately suspended pending the results of the investigation. This decision is not taken lightly and will be at the discretion of a Chief Officer. Additionally, a driver/operator may be required to submit for a urinalysis test to examine for the presence of controlled substance that may have contributed to the accident. It is MVFD policy to fully support law enforcement in their investigative efforts, refusing to comply or participate in an accident investigation in any way will be grounds for immediate suspension and possibly revocation of membership. To be clear, the MVFD has a zero-tolerance policy for being in an on-duty status and under the influence of a controlled or uncontrolled substance which would inhabit or negatively affect the safe and focused performance of any duties.

If a vehicle is damaged from anything other than an accident with another vehicle or collision with a fixed object while moving, the following must occur:

- The unit should be removed from service via a notification to PSC (phone call or radio transmission);
- The (station) OIC should be immediately notified if not on scene.
- The driver/operator should:
 - o 1) Not move the apparatus or vehicle from the site where the damage occurred.
 - o 2) Assess if the vehicle or apparatus is still capable of remaining in service.
 - o 3) Obtain pictures and video of the damage.
 - o 4) Obtain statements and contact information by any witnesses.
 - o 5) Await further guidance from the unit or station OIC.

If the unit is drivable, it should be returned to quarters and a full report should be submitted to the station OIC by use of MVFD memorandum template. If the unit requires a tow, the driver/operator should ensure the vehicle is secured prior to towing. The driver/operator may be required to accompany the vehicle during the tow. In any case, the driver/operator must complete a written report using the MVFD memorandum template and submit to the station OIC immediately upon their return to quarters. The station OIC will then coordinate the report to the Captains and Chief Officers to start the internal investigation process.

Note, if a driver/operator is found to be at fault for an accident or incident which resulted in damage to MVFD vehicles or apparatus, the driver/operator may be required to pay the insurance deductible. This determination will be made by the Department accident and injury investigation team.

4.3 Apparatus and Vehicle Maintenance

The responsible parties will coordinate scheduled and emergency maintenance. Unscheduled and emergency maintenance reporting will be conducted in the process outlined in the “Apparatus Checks” section of this document.

4.4 Apparatus and Vehicle Technical Information

The Department retains the official service and operations manuals for each piece of apparatus in the fleet. All members are encouraged to review this information. Those certified as driver/operators should make it a specific point to become intimately familiar with the details contained within these documents.

The Department has only one copy of this information. It is important that these documents be treated delicately and returned to their proper storage location in as good, or better, condition in which they were found. The Department relies heavily upon this information to maintain the scheduled maintenance program and to troubleshoot emergency breakdowns.

4.5 Apparatus and Vehicle Tools and Equipment

Each apparatus and vehicle is equipped and configured for use in a customized fashion. This inventory is maintained by the respective Company Captains. Members must become intimately familiar with the inventory items, their names, uses, operating protocols, performance capabilities and limits, servicing limits, and maintenance procedures. At no time, is a member to remove a tool or piece of equipment without first checking with the station OIC. This does not include general use or familiarization while in quarters and on the apparatus bay floor.

If a member is conducting morning checks or general inventory reviews throughout their shift and discovers a missing/broken/damaged/low-supply condition for any tool, stocked item, or piece of equipment, they are to immediately rectify the condition and contact the unit or station OIC. If the issue cannot be immediately remedied, the item should be removed from service, documented in the Station Log Book, communicated to the entire department as prudent, and left in a proper location for the responsible Department member to address (e.g., tool room, Chief's Office, boiler room, etc). Failures in the readiness of our tools and equipment are unacceptable.

4.6 Use of Auxiliary Vehicles

The MVFD maintains a fleet of auxiliary (support) vehicles that can be used for response or general benefit of the Department. All of these vehicles are to be kept clean, serviced, above $\frac{3}{4}$ (gas/fuel) tank, in proper working order, and ready to support operational demands at any moment. They are also to be included in the daily checks routine. To be clear, the member who signs the vehicle out/in is responsible for returning it to a clean, fueled, and proper state that is ready for the next use. There is no excuse to return these vehicles below $\frac{3}{4}$ fuel, dirty (inside or out), and not in proper working order.

These vehicles serve many purposes. When these vehicles are being signed out for purposes other than on-scene support, either the Utility Truck or EMS Support Vehicle MUST be kept in quarters to support real world operations. When being utilized for on-scene support, the unit must status and respond or proceed as warranted. If responding, the driver must follow all emergency response protocols and be authorized to operate MVFD vehicles in the response mode. Otherwise, the unit will proceed.

Members may not use MVFD auxiliary vehicles for personal business. The following summarizes the primary uses, outlines the secondary purposes, and generally provides key information to ensure responsible and proper use:

- Car 827
 - o Is to be used only by the Fire Chief and/or President unless specifically directed otherwise by only those members or the OIC.

- Utility Truck 827
 - o Is primarily to be used as the primary response vehicle for VC827A and VC827B.
 - o Is also used for operational support on incidents upon request of the on-scene commander or the MVFD OIC and for grounds keeping on MVFD property. This includes instances such as, but not limited to: personnel change over, delivering food/water/clothes/supplies/other-resources/etc, transporting out-of-service tools or equipment like SCBA-packs/hose/rescue-equipment/etc... back to quarters, or transportation of refuse from one part of the station to the dumpster.
 - o Other uses of this vehicle include, but are not limited to: picking up a member or ride-along at a nearby metro station, grocery or supply trip for the on-duty crew, travel to Department related training, or travel to other Department related events/activities (commission meeting, association meeting, etc...). Secondary purpose use must be approved by the OIC beforehand.

- EMS Support Vehicle 827

- The primary purpose of this vehicle is to support the operational needs of the MVFD EMS program. This includes, but is not limited to: swapping out personnel on-scene or the hospital, rendezvous with the EMS duty Officer for supply replenishment, etc. It may also be used for delivering supplies/meals/clothes/other-resources/etc to the ambulance crew on prolonged incidents.
- Other uses of this vehicle include, but are not limited to: picking up a member or ride-along at a nearby metro station, grocery or supply trip for the on-duty crew, travel to Department related training, or travel to other Department related events/activities (commission meeting, association meeting, etc...). Secondary purpose use must be approved by the OIC beforehand.

5.0 STATION MANAGEMENT

Our fire station is old and we are pushing it to the maximum in terms of occupancy and operational demands. It is imperative that we take care of our station to ensure our response capability and that we can continue to operate out of it for years to come. The following information should be observed as general do's, don'ts, and other noteworthy practices that will keep the Department running efficiently and effectively into the future. In addition, and as a rule of thumb, any time a member finds something to be missing, broken, or in low supply, the member should report such to the OIC. The OIC will provide notice to the Station Officers for correction.

The Duty Day section addressed the orderly flow of operations throughout the typical day, which includes station cleaning. However, there are several other matters that need to be addressed in order to keep a fully function station.

5.1 Station Tools and Equipment

Station tools and equipment include all Department property in the firehouse and on the apparatus. Members are required to be upstanding stewards of the care, use, and maintenance of all tools and equipment. It is imperative that each and every member do their best to ensure the proper use, servicing, and restoration of these items. If a member is found to have mistreated and been otherwise irresponsible with a tool or piece of equipment, the Fire Chief may require that individual to reimburse the Department for any cost incurred to replace or repair such item.

With advanced approval by a Captain, Chief Officer, or the President, members may temporarily borrow tools or equipment of the Department for personal use. These instances are addressed on a case-by-case basis and may be denied for any cause. Members must return the borrowed item within the prescribed timeframe in a condition equal to or better than from which it was taken.

Additionally, the member borrowing the item is completely accountable for the item while it is in their possession. They may be held fiscally and administratively accountable for any incidents or damages associated with the borrowed item.

5.2 Personal Property

All members are to maintain neat and orderly storage of any personal belongs in quarters while both on/off-duty. Use common sense. This means that personal items (e.g., coats, hats, bags, shoes, bedding, laptops, cell phones, books, food, personal tools, etc) are not to be left

haphazardly strewn about the common areas causing clutter or interference with operations or another member's general use of those areas. Personal items not being used should be kept neatly and securely in the member's bunk space when not in use. It is important that each and every member respect each other's belonging and the stations common spaces. Our fire station is small and we have upwards of 25+ members in quarters at any given time. We must maintain organization and access of the common areas.

Additionally, members should be considerate of the germs and dirt brought into the common space by their personal items. Shoes, clothing, and other items which may contain harmful bacteria or substances should be kept off of the eating surfaces.

The MVFD is not responsible for any personal items that are lost, broken, or damaged within the station, unless the item was requested by the department for a specific use or activity. In this case, a member may work with the President and/or Fire Chief to discuss replacement or reimbursement.

5.3 Climate

The station contains several zoned heating and air-conditioning systems. If you do not know how to operate the HVAC system, **DO NOT TOUCH IT!** Settings in the established zones are purpose driven. Members should refrain from haphazardly adjusting the temperatures or turning the system on/off without consideration and common sense. When in doubt, ask the OIC.

5.4 Power

The station is equipped with an emergency generator that can power many aspects of the station. Members should become familiar with alternate power operations and understand that extra considerations and measures may be needed to ensure that the apparatus and battery driven equipment receive priority of available energy during periods of an outage. We are a resilient organization that must continue operations in the face of adversity such as a power outage.

As a general practice during normal day/night, lights, fans, tv's and other electronics should be turned off and/or unplugged when not in use. This will conserve overall energy consumption, reduce fire hazard, and save on cost/effort associated with replacing burned out items.

5.5 Security

The firehouse is to be kept secure at all times. This includes keeping the entrance doors and garages doors closed and locked when not open for a specific purpose or actively monitored by on-duty personnel. It is imperative that the on-duty crew ensures the access to the firehouse is not open and free when no personnel are present to monitor entry/exit.

Drivers are to close the garage doors behind them after pulling out on the ramp unless other members are in the apparatus bay. If there are no members remaining in the apparatus bay when leaving for a call, drivers should not assume that another member in quarters will close the door.

The door code is not to be given out to non-members. If an individual asks, simply tell them that you are unable to provide them with that information and they should ring the doorbell if they need assistance. Prospective new members may receive the door code once they finish the application process, pass the physical, and are issued an ID number. You can verify this by

checking to see if they have an Aladtec account created. New members are issued an Aladtec account within a week of passing the physical. Direct questions of membership status to membershipcommittee@morningsidevfd27.com.

The internal spaces and belongings, both personal and Department owned, should be kept locked and/or secured as best as possible. Doors with locks should not be propped open unless for a specific purpose with a member monitoring the location. The Department is not responsible for lost or stolen personal property of any member or visitor. However, if a member's or visitor's personal item was requested for use at a specific Department and was lost/stolen/broken/damaged, that individual may seek reimbursement. In that instance, a member will work with the Fire Chief and President to determine if reimbursement is appropriate.

Theft by any member of Department property or another member's personal belongings will be considered a crime and dealt with accordingly. There is zero tolerance for taking things that do not belong to you.

5.6 Policy

The MVFD is disciplined to its policies. The Fire Chief has directed that the *By-Laws*, the *Training Manual*, and the *Operations Manual* drive the organizational structure and individual behavior. These documents capture who we are, what we do, and how we do it. In certain circumstances, deviations may be necessary as determined by the OIC. These instances should be the exception and not a common occurrence. Deviations will require coordination between the station OIC, the Fire Chief and/or President with justification.

The MVFD core documents provide the standard for each member to follow. Each and every member is required to be familiar with and adhere to this information. Additionally, each member should be observant and critical of any inconsistencies and submit those issues, or request for addition/removal, via email to the Station Captain. The Station Captain will review submitted change request with the fellow Officers and Fire Chief for consideration.

The Station Captain, or his/her designee, is responsible for making sure policies in the *Operational Manual* are current and available. He or she will coordinate an annual review of the *Operations Manual* documents to ensure relevance and prudence. The *By-Laws* are managed by the By-Law Committee. However, changes can occur at any point. As changes occur, the Executive Officer in coordination with the Station Captain will ensure a Department wide communication is provided, which highlights the specifics. Additionally, the Executive Officer will also ensure that the soft copy is updated on the Department website, Facebook Staffing page, and that the hard copy, located in the Watch Office, is also updated.

5.7 Supplies

Stocks of cleaning supplies, cleaning implements, and ordinary household consumables (e.g., toilet paper, hand-soap, sponges, etc) are to be kept readily available for use by all members. If the station, apparatus, tools, and equipment are to be kept clean and in top working order, then the Department must ensure that members have access to all necessary supplies.

If there is a need for specific product or implement, please provide the request to the Station Officers. Do not wait to submit a request until a supply has run out or an implement is completely unusable. It will take time for these supplies and products to be delivered.

For all EMS supplies taken out of the supply room and put on the ambulance please utilize the supply checkout sheet located in the EMS supply room. The checkout sheet will require you to list how much of the specific supplies you took out, the date, and your PG ID number. When a low amount of a certain supplies is noticed, immediately notify an EMS officer so they can submit an order to restock.

5.8 Internet

Neither members nor visitors may use the MVFD network for an illegal, immoral, unethical, corrupt, extorting, harassing, or otherwise nefarious purpose. Access to the Internet is an amenity amongst the member benefits portfolio. The MVFD will fully cooperate with law enforcement regarding the investigation and forensics of any issue presented to the organization. This includes illegal downloads, pirating software, hacking, denial of service attacks, introduction of malware/spyware, or other perceived negative use of the service.

5.9 Purchases and Acquisitions

The General Assembly must approve expenditures at the monthly Department meeting. There are exceptions to this policy as identified below and in the Department *By-Laws*.

5.9.1 Pre-authorized Purchases

When authorized by the Fire Chief and/or President, a member may make purchases under \$1,000 without advanced approval by the General Assembly. The purchase may be made via the Department accounts or a member's personal cash/debit/credit account. Purchases from a member's personal account will be submitted for reimbursement to the General Assembly at the next company meeting. A receipt, invoice, or other proof of purchase must be provided with the request. Reimbursement will be approved by the General Assembly and then executed by the Treasurer within 60 days.

As a reminder, purchases **over \$1,000** must always be approved by the General Assembly in advance and then sent to the Boards of Directors for research and/or in execution by the Treasurer in accordance with Department *By-Laws*.

5.9.2 Methods of Purchase

For authorized amounts and expenditures, members are encouraged to use their preferred method of acquisition (e.g., cash, credit, debit). In certain instances, access to Department cash or credit may be given in advance. As is the case with all Department assets, the member in possession of the cash/debit/credit resource is specifically responsible for the safekeeping, proper use, and general use of good judgment.

Fraud, waste, abuse, theft, embezzlement, laundering, illegal, immoral, unethical, or otherwise questionable use of Department donations, funds, money, or credit will not be tolerated. Each member is obligated to understand the full terms and conditions if entrusted to spend, retain, hold, transfer, or transport Department fiscal assets of any sort.

To be clear, there is no room for error or appetite for mistakes regarding our credibility or legality when it comes to the fiduciary and fiscal matters of the Department. Each violation of

this condition will be dealt with directly by the Fire Chief and President to determine wrongdoing, cause, circumstance, and to then decide upon an appropriate response.

6.0 AUTHORITIES

6.1 Operational Officers

Per the Department *By-Laws*, the Fire Chief has ultimate authority and control of the organization. In most instances, the written direction of the Fire Chief is the foundational guidance in which all members will follow. Specifically, the Fire Chief's written guidance will supersede the *Operation's Manual* and the *Training Manual* until textual changes can be made that would reflect the desired changes. However, in circumstances where the *By-Laws* are in conflict to the Fire Chief's direction, the Department *By-Laws* shall take precedence until the changes can be implemented through the established by-law change protocol.

In accordance with the Department *By-Laws*, the Fire Chief, the Deputy Fire Chief, and the Assistant Chief are elected positions. The Fire Chief establishes the remaining Operational Officer ranks as he/she sees fit. In either circumstance of elected or appointed, the following roles and responsibilities govern the authorities of these positions.

6.1.1 General Orders

Operational Officers shall:

- Whether elected or appointed, serve at the pleasure of the Fire Chief.
- Communicate up and down the chain of command as warranted by the severity and/or urgency of issue using their best judgment. Deviation must be warranted under defensible circumstance.
- Manage subordinate officers and members assigned in a professional and respectable manner that observes all legal and statutory regulations.
- Comply, promote, and enforce the MVFD standards contained within the *By-Laws*, the *Operations Manual*, and the *Training Manual*.
- Organize and assume responsibility of the policies, training, equipment, documentation, and technical standards within their respective Company.

Operational Officers may:

- Initiate projects, measures, improvements, and initiatives within their respective Company through the formation of a task force, committee, or assignment to a member. Note, matters requiring expenditure will require a vote of approval at the monthly Department meeting unless a budget/purchase-authority has been granted prior.
- Provide moment in-time direction and decision making to any operational matter brought to them requiring immediate attention.
- Implement discipline, along with documentation and notification through the chain of command to the disciplinary coordinator for violation of Department policy or other deserving rationale. Or, may choose to forego discipline and simply document and report a matter through the chain of command.

6.1.2 The Fire Chief

- Ultimate authority and responsibility for the MVFD
- Public Information Officer

6.1.3 The Deputy Fire Chief

- Disciplinary Coordinator
- Emergency Management
- Liaison to the Town of Morningside

6.1.4 The Assistant Fire Chief

- Compliance
- Safety
- Quality Assurance

6.1.5 Executive Officer

- Program Tracking
- Metrics and Reporting
- Target Solutions Compliance
- Policy Review and Dissemination

6.1.6 Planning Officer

- Annual Report & Strategic Plan
- Financial forecast and planning
- Special Projects

6.1.7 Station Command

- Live-In program
- Station Staffing
- Support Vehicles
- Station Supplies
- Uniforms
- Station Policies
- Smoke Detectors

6.1.8 Rescue Command

- Organization and configuration of Rescue Company (Squad and Rescue Engine) inventory
- Rescue related policies and aspects of the *Training Manual*
- Rescue training (in conjunction with training committee)
- Department training liaison

6.1.9 Truck Command

- Organization and configuration of Truck Company inventory
- Truck related policies and aspects of the *Training Manual*
- Truck training (in conjunction with training committee)
- Driver's training policy and procedure in conjunction with the other Company Captains.
- Maps

6.1.10 Engine Command

- Organization and configuration of Engine Company inventory
- Engine related policies and aspects of the *Training Manual*
- Engine training (in conjunction with training committee)
- Fit Test Compliance
- Pre-Plans

6.1.11 EMS Command

- Organization and configuration of EMS Company inventory
- EMS related policies and aspects of the *Training Manual*
- EMS training (in conjunction with training committee)
- EMS supplies
- eMEDS Compliance
- CPR & EMT Compliance

6.2 Apparatus Technicians

Each Company Captain will designate an apparatus Technician for each “heavy” vehicle within their Command. The auxiliary fleet may be bundled for one person, but will be managed under the Station Command. The Technicians will be referred to individually as the **A-Ambulance/Wagon/Squad/Truck** (etc...) **Technician**. These individuals must be a fully qualified and certified operator of their designated apparatus. The Technicians will serve under the established Command Officers. However, Technicians are not in the operational chain of command and will not don an Officer designation, privilege, or responsibility. They are strictly support positions to the Company Captains. They will however, receive priority to drive their vehicle when in quarters and on-duty.

Technician duties (Note* some of these items may require development and/or updates to documentation and checklist):

- Ensure that the daily and weekly in-house checks are being properly performed and documented by members
- Personally complete and document the monthly check and inspection
- Ensure the Annual Maryland State Inspection is scheduled and completed on time
- Ensure Preventative Maintenance is scheduled and completed as required
- Ensure emergency maintenance is properly documented and coordinated along with the OIC at the time of the incident, the Company Captain, the Head Technician, and the Fire Chief.
- Ensure any warranty and/or insurance work is scheduled and completed
- Ensure all vehicle manuals and/or operator documents are properly retained and available for reference by members/drivers
- Ensure member submitted apparatus tickets are addressed in a timely manner
- Conduct general care and in-station maintenance/repair to the apparatus and it's inventory
- Support the drivers and drivers-in-training with information and knowledge regarding their apparatus, it's operating capabilities and limitations, and relevant check-out procedures as they deem appropriate

6.3 Head Technician

The Head Technician will be designated by the Fire Chief and will report directly to him/her. In short, the Head Technician will oversee all efforts regarding apparatus maintenance and repair and shall complete the following duties:

- Manage a budget assigned by the Board of Directors to complete scheduled and unscheduled maintenance
- Granted decision authority on maintenance and repair issues, in collaboration with the Fire Chief and the assigned Apparatus Technician, to maintain operational readiness of the fleet
- Work with each of the Company Captains and individual Technicians to address apparatus goals, ideas, problems, solutions, and request that the Commands offer
- Provide broad oversight, tracking, input, and collaborate with each individual Technician as they work to satisfy their duties

6.4 Administrative Officers

The Administrative Officers of the MVFD provide critical management and oversight of organization specific concerns. In addition to the duties contained within the Department *By-Laws*, Administrative Officers perform other critical tasks such as: payments and collections, management of investments, records development, records management, and other tasks as delegated by the Department President.

Administrative Officers do not oversee or direct daily duty related activities or emergency operations. Additionally, any special request for support or suggestions should be coordinated through the established OIC to maintain integrity of the chain of command. The on-duty OIC is the Department official responsible to the Fire Chief for the successful conduct of the MVFD mission. The Department's *By-Laws* contain the requirements, as well as, the "Duties & Prerogatives" of the Administrative Officers.

6.5 Committees

Committees and committee work is essential to maintaining progress towards the future of the MVFD. Committees are an extension of the President's administrative authority and are delegated specific authorities and tasks, as outlined by the MVFD *By-Laws*. Committees are officially recognized by the Department and are tasked to manage functional areas and/or special projects within the organization (e.g., Membership on/off boarding, training, social events, etc...), or disbanded at the direction of the President.

Committees have the full authority to represent the organization in their efforts as it relates to the collection of information, best practices, purchase/service bids, etc. However, it should be clear that unless specifically assigned a budget and/or purchase authority by the membership, committees must not commit the organization to cost or contract without obtaining the necessary approvals.

Committees will autonomously perform their duties with energy and vigor. Committees may generate forms, procedures, and/or processes that align with their effort and general complement existing policy. It is important that a strong sense of project management is observed throughout all endeavors for efficiency and record keeping. Each committee will be led by a chair who is able to include additional members as needed for no specific duration. Note, the Fire Chief, in

collaboration with the President, may direct that certain members be added to a committee structure. These instances are accounted for in the information listed below.

6.5.1 Grants and Fundraising

- Lead the effort to develop submissions for all Federal, State, County, and Town grant programs.
- Coordinate corporate and foundation charitable giving and donation programs.
- Initiate and coordinate proactive financial solicitations, to include, but not limited to: the annual residential mailer, individual project funding requests with local business, and other like efforts.

6.5.2 History

- Will maintain the historical record of the Department from establishment through current day.
- Will identify, preserve, and showcase artifacts and historically preserved mementos to the membership and community as a reminder of our path, our accomplishments, and tools/techniques/equipment of days gone by.
- Will document (in writing and visual media) momentous Department events for inclusion into the Annual Report & Strategic Plan, as well as for general posterity.

6.5.3 LOSAP

- Will record, document, and submit the proper LOSAP status report to ensure processing of member benefit.

6.5.4 Membership

- Responsible for the recruitment, application processing, on-boarding, and off-boarding of all MVFD personnel.
- Includes:
 - o Proper, complete, and secure records documentation and retention of all personnel's information related to the MVFD.
 - o Communication to perspective candidates, those in the process, and those who fail or incomplete the required process as needed.
 - o Tracking of monthly and yearly member hour contributions via the scheduling software.
 - o Outreach to members not meeting minimum obligations.
 - o Initiating the MVDF off-boarding process for members who wish to be removed from the organization, or who do not respond to outreach within 90-120 days of contact. Note, if a non-probationary or full member is being removed for cause and without a specific request, authorization of this action must come through a motion at the monthly Company meeting and as governed by the Department *By-Laws*.

6.5.5 Moral, Welfare, and Recognition

- Coordinate the annual company banquet event.
- Lead and execute smaller quarterly company events in station to include, but not limited to: cookouts, holiday breakfast, dinners, Live-In events, and seasonal activities. Events of

this type are primarily hosted to show appreciation to members, their families, and friends of the Department for their continued support. They are also intended to strengthen our bonds and sense of family.

- Develop awards and recognition packages for outstanding performers as it relates to inter-Departmental excellence (e.g., initiating and executing a project to better the organization) and for operational excellence or bravery on an incident. In instance of an operational recognition, the MWR committee will have to work with the OIC to gather information and develop justifying narratives.
- Shall have event specific budgets awarded and purchase authority. All invoices and receipts must be retained and submitted to administrative leadership for reimbursement (if necessary) and record keeping.

6.5.6 Training

- Consists of a Chairperson that organizes members and establishes decorum.
- Membership includes the Department Captains.
- Maintain the daily training cycle and ensure members are provided with fresh and relevant topics. See the “Test, Training, and Exercise” section of this manual for further information.
- Coordinate all internal and external training beyond daily company drills. This includes associated activities such as the MFRI approvals, taking ideas from membership to General Membership meetings and BOD meetings for approval and funding, driving the training program from observations, and input from the operational officers.
- Propagating Department or operational policy or procedure changes from the MVFD, FEMA/NFA, DHS, NFPA (if followed, State, County, or MVFD Company Officers.
- Track training metrics for annual reporting and potential audit purposes (e.g., annual report, legal request/subpoena, etc...).

6.5.7 By-Laws

- Consists of a Chairperson and a team as chosen by the President
- Responsible for conducting an annual review of the *By-Laws*
- Responsible for advising MVFD personnel on correct Departmental procedures as outlined by the *By-Laws*
- Will assist members in procedure involving *By-Law* amendments during the drafting, general membership vote, and finalization process of amendments
- Will ensure the most current version of the *By-Laws* are available on the company website

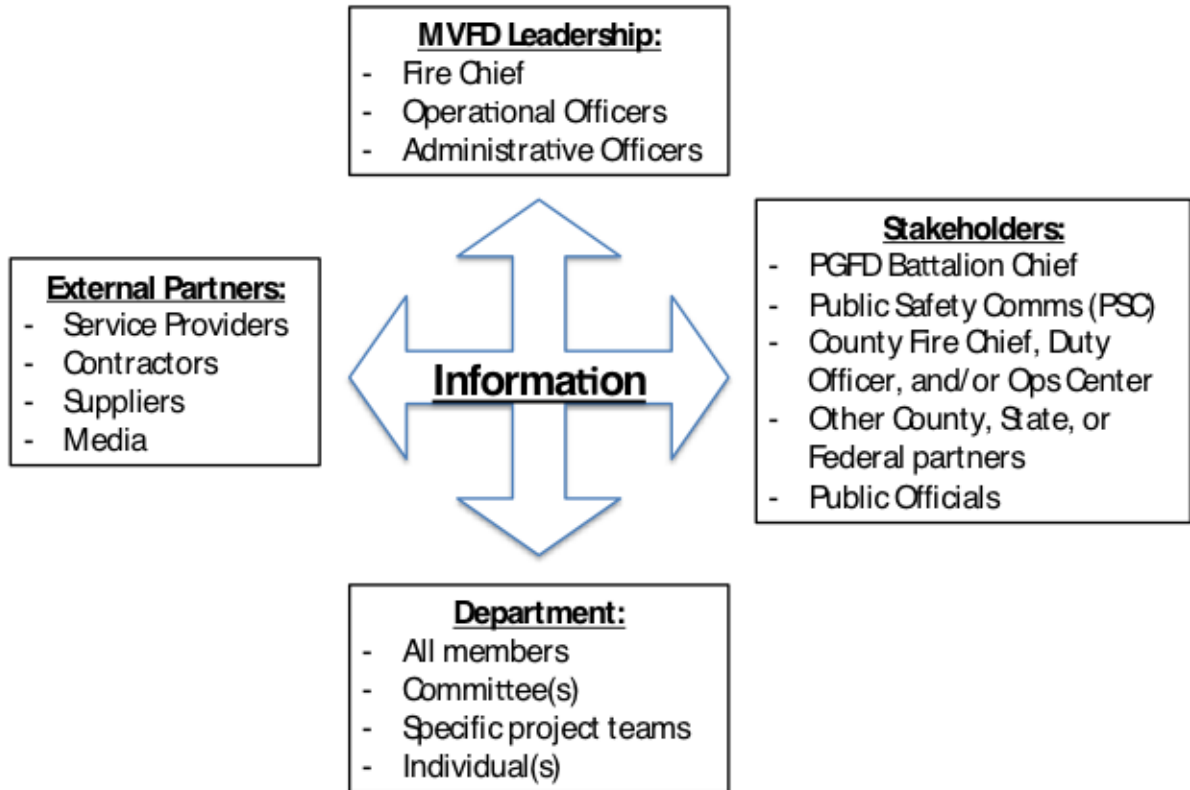
7.0 COMMUNICATIONS AND NOTIFICATION

7.1 Communications platforms

The MVFD utilizes several public and private methods of communication. Members are expected to ensure they have access to each and that they take appropriate measures to proactively stay engaged. Each member is encouraged to be involved in discussion, share information, submit requests, and participate in general news/commentary shared within each of these platforms.

These information-sharing mechanisms include:

- *By-Laws, Operations Manual, Training Manual*



- The Morningside VFD email distribution list
- The “Morningside Staffing” Facebook page
- The “MVFD” Facebook messenger chat and live streaming capability
- The notification capability of Aladtec
- The public facing website (<https://www.morningsidevfd27.com>)
- The public facing Facebook page
- Briefings at the Department monthly meeting
- Staff meetings
- Committee meetings
- In person and face to face exchange

7.2 Communications arrow

The below graphic is a helpful tool to consider when the need to share information arises. It is important to note that only the Fire Chief, his/her designee, the Administrative Officers, or the OIC will communicate with **External Partners** or **Stakeholders**.

Simply put, when a member has a piece of information worth sharing, they should consider each of these four audiences and then consider the most appropriate platform or method listed to send that message to the receiver. In high stakes, a complete read back acknowledgment of the message or executed task should be given by the receiver back to the sender. For example, if the ambulance technician gives a “Start CPR” command, the appropriate response for the intended personnel should be “Starting CPR”. This type of communication minimizes error and misunderstanding.

7.3 External Communication

The Fire Chief, or his/her designee, are the only authorized spokespersons for the MVFD. This applies to civilian, media, and government official inquiries. It is important that our official communications and positions on issues follow the best practices and methods associated with the public information officer trade.

Members should freely interact with the citizens and public officials in a manner that demonstrates the best of the Morningside Volunteer Fire Department. However, if a citizen, media figure, or government official inquiry is going beyond basic conversation or asking questions germane to an issue, members will refrain from making comment and refer the individual to the available OIC. The OIC can determine if an immediate comment needs to be made. In most instances, OICs should gather the exact question and contact information of the individual and then advise that person that they will pass the information to the Fire Chief. The Fire Chief can then provide an official response in a timely manner.

If any member or an OIC is further questioned or pressured to provide a comment, they are to state that they are not authorized to provide an official response and again advise that they will share the request with the Fire Chief as soon as possible. It is vital that this information be passed to the Fire Chief immediately. Not only must we be fast to respond ahead of speculation, but it is important that the public maintain trust in what we tell them.

This policy also applies to instances where a government official (county, state, or other) is inquiring into the details of an incident. For example, if a police officer requests an official statement regarding something a member witnessed on an incident scene, that member should still coordinate with the OIC prior to making a response. In the event an EMS official requests an official statement in response to a citizen complaint or EMS quality assurance review questioning the actions of members involved in an incident, the member still has the right to have an officer participate in the inquiry.

7.4 Internal Communication

Members are encouraged to freely and frequently utilize the listed communication platforms above to share information or ask questions. It is also helpful for members to think before asking, or making a statement, to ensure that they are using the right communications method and asking their question (or making their statement) to the right audience.

Members should note that professionalism and words matter at all times. All Department and County policies regarding workplace language, behavior, demeanor, and content appropriate for the workplace will be observed and enforced. No exceptions. Harassment, instigation, inappropriate content, lying, speculation, and generally unconstructive dialog will not be tolerated.

7.5 Social Media

Members are encouraged to document incidents, their experiences, and creatively express themselves on the Department's, and their own, social media platforms. Before posting about an incident, experience, or other Department related matter, each member should consider how their post would be viewed by other members, the fire service community, or the public at large. Specifically, members must be considerate of victim privacy, compassion for any life or material

loss, and legitimate Health Insurance Portability and Accountability Act (HIPPA) constraints. If you are uncertain as to whether or not a subject matter is appropriate, please contact an officer.

Members must also be conscious of using social media to express controversial, inappropriate, illegal, unethical, or otherwise contentious content. Even if a post is unrelated to the Department, an individual that is a member of this organization represents its values, morals, and general sense by association. Aside from negative perception upon one's self and the Department, the consequences of social media posts are absolutely real considering current and future employment in both the government and private sector. Harassing, demeaning, bigoted, inhumane, discriminatory, and other socially determined negative content can place a member's status within this organization into question. Again, if you are uncertain, ask your fellow members. We are all here to support one another in and out of the firehouse.

7.6 Notifications to Operational and Administrative Officers

There are specific circumstances in which the Fire Chief, his/her Officers, and/or the Administrative Officers of the Department must be notified of immediately. The OIC is responsible for determining these instances and determining the appropriate personnel to contact. However, each and every member should be tuned to these circumstances and support the OIC by ensuring awareness, facts, and other pertinent details. These include, but are not limited to:

- Operational status of MVFD equipment
- Illegal, unethical, or other discipline worthy behavior by a member or other responder
- Media inquiries
- Conflict or confrontation with other jurisdictions
- Incidents in which official statements must be provided by a member to a sworn official