

# Innes Hose Company Standard Operating Procedures



Date: January 1, 2010  
Completed by Chief Kim D. Jennings

# Innes Hose Company

## Standard Operating Procedures

### **Mission Statement**

It is the mission of the Innes Hose Company to provide the best possible care to the people and property that live, visit and travel through the area served by the Innes Hose Company. The Innes Hose Company will provide treatment to all persons without prejudice to race, color, creed, religion, or sexual orientation. We are constantly striving for improvements in the care we deliver, the quality of membership, the quality of training and education provided to our members, patients and members of the community. We will try our very best to save the property and lives we are called to assist at and provide kind and caring service.

# Innes Hose Company Standard Operating Procedures

## **Introduction**

The following document sets for the procedures set as standard for the Innes Hose Company. All members past, present and future shall be in full compliance with all provisions set forth in this document within one year after its enactment or date of membership.

# Innes Hose Company

## Standard Operating Procedures

### **Intent**

These rules cannot, nor are they expected to, provide a solution to every question or problem which may arise. Neither are they intended to limit any member in the exercise of judgment or initiative. They do, however, cover in a general or specific way many of the duties and obligations of the members of the Department. In situations not covered, members are expected to take the action any responsible person would take in similar circumstances. The Policy Manual, Standard Operating Procedures and Information Bulletins are a part of these rules and regulations and it will be the responsibility of all personnel to be familiar with and adhere to them. Ignorance of their content will not be accepted as an excuse for noncompliance.

Although considerable care has been used in compiling the Policy Manual, it is inevitable in so large a project that errors or omissions may occur. When errors or omissions are noticed by the user, it is requested that a memo be sent to the Chief, citing the section and chapter involved and the nature of the error.

# Innes Hose Company

## Standard Operating Procedures

### **General Requirements**

- All members will know and understand the Standard Operating Procedures (SOP) set forth by the Innes Hose Company.
- No alcohol will be permitted at the Fire Station.
- No members will speak to television, radio or newspaper reporters at the scene of an emergency, fire or accident. All questions will be handled by the Chief or Officer in Charge (OIC), unless authorized by the OIC.
- The privacy of the citizens we serve will be respected at all times. No comments about any alarm we receive will be discussed outside of the fire station.
- No member shall respond to any call while under the influence of drugs or alcohol.
- All members are expected to conduct themselves as professionals on all calls and while at the station.

# Innes Hose Company

## Standard Operating Procedures

### Job Descriptions

The Innes Hose Company is staffed entirely by volunteer members. These members have a variety of duties and job descriptions.

**President** – A member which is responsible for the administrative functions of the Fire Department. It will be the job of the president to come up with a budget for the Social side of the organization and present it to the members for adoption by no later than November of any given year.

**Vice-President** – A member which assists the President in his duties and acts for the President in his absence.

**Treasurer** – A member, which is responsible for the financial functions of the Department. This includes paying the bills and making deposits.

**Secretary** – A member, who is responsible for secretarial duties, including taking minutes, drafting letters, etc.

**Fire Chief** – A firefighter, which has the highest level of authority at a fire or emergency scene and is responsible for the general operations of the Fire Service. It shall be the duty of the Fire Chief to propose a budget to the Board of Directors for the operations side of the organization no later than November of any given year. The Chief will appoint the EMS Captain and Lieutenant and Forest Fire Warden(s) along with any unfilled positions before or at the February meeting.

**Deputy Chief** – A firefighter, which has the second highest level of authority at a fire scene and is responsible for assisting the Fire Chief in the general operations of the Fire Service. The member acts for the Fire Chief in his absence. It is the duty of the Deputy Chief to work closely relief association and members to issue all PPE, and report to the chief all unmet needs.

**Assistant Chief** – A firefighter, which has the third highest level of authority at a fire scene and is responsible for assisting the Fire Chief in the general operations of the Fire Service. The member acts for the Fire Chief or the Deputy Chief in their absence.

**Captain** – A firefighter, which assists the Chiefs at the fire scene and is responsible for assisting the Fire Chief in the general operations of the Fire Service.

**Lieutenant** – A firefighter, which assists the Chiefs at a fire scene and is responsible for assisting the Fire Chief in the general operation of the Fire Service.

**Fire Police Captain** – A firefighter that will assist the Chiefs at an incident with Crowd control and handle traffic concerns. The fire police work under direction of the Chief Officer and the police department of the jurisdiction that they are operating in.

**Fire Police Lieutenant** – A firefighter with the duties of the Fire Police Captain in his/her absence.

**EMS Captain** – A firefighter that handles the functions of the Quick Response Service (QRS) of the company. They will make sure the responders are certified as required by state standards and will assist in have continuing education as required. They will also make sure that the supplies are kept up to date and levels by working with Western EMS and supplying lists to the Chief to be ordered. It will be the EMS Captains provide a budget/list of needs or wants by the first week in October for the coming year.

**EMS Lieutenant** – A firefighter that will assist the EMS Captain and perform the duties of that office in the absence of the Captain

**EMS Privacy Officer** – a firefighter that will assist the EMS Captain in handling all paperwork and items as related to HIPPA regulations

**Firefighters** – A firefighter that will perform under the direction of the Chief Officer and strive to excel in all levels of customer protection and satisfaction. They will take training whenever possible and available. It will be the duty of all firefighters to know and follow to the best of their ability the Bylaws and SOG's of this department.

# Innes Hose Company

## Standard Operating Procedures

### Protective Clothing

The purpose of this procedure is to assure that all personnel are prepared for fire suppression, rescue operations or QRS calls immediately on arrival at an emergency scene, while maintaining the highest degree of personnel safety for all personnel.

This procedure shall apply to all personnel operating at the scene of any emergency incident or training exercise.

As with any procedure, primary responsibility for adherence to this procedure rests with the individual. Company Officers are responsible for enforcement of this procedure within their respective companies. Authority to deviate from this procedure rests solely with the Company Officer who bears full responsibility for the result of the deviation.

For the purpose of this procedure, full protective equipment shall consist of helmet with face shield or goggles, turnout coat, turnout pants, boots and gloves. All equipment is to be properly fastened and closed, with coat collar turned up and helmet ear flaps turned down.

All equipment shall be manufactured in accordance with appropriate NFPA standards. Alterations to any equipment, such as the removal or coat or pant liners, are prohibited. If the need for some alterations is needed it must be approved by the Fire Chief. Damaged equipment shall be brought to the attention of the Fire Chief.

Protective equipment shall be worn by all personnel during fire, rescue or QRS calls.

**DOT required vests will be utilized at ALL times when working on the highway as required by federal regulations**

All equipment will be kept at the fire station at all times, unless authorized by a chief officer of the department. The equipment is to be worn when responding to emergency calls in department owned equipment. The only exception to this procedure will be to the driver of the apparatus whom must dawn his/her equipment upon arrival at the emergency scene.

# Innes Hose Company

## Standard Operating Procedures

### SCBA Units

The purpose of this procedure is to assure that all personnel are prepared to perform emergency operations, while maintaining the highest degree of personal safety for all personnel.

The use of self-contained breathing apparatus (SCBA) is an essential part of the complete personal protective equipment provided for each member of this fire department.

All personnel are expected to use the SCBA whenever the need for respiratory protection is indicated. This shall include any atmosphere that is contaminated with smoke, gases or other by products of combustion or any atmosphere that contains any known contaminants not normally present in clean air.

Each member is responsible for restoring to service the SCBA they used during an emergency. This shall include replacing the cylinder with a full cylinder, cleaning of the face piece and harness, testing the unit for proper operation and storing the SCBA in its assigned position. Any problems should be immediately reported to the Officer in Charge and be tagged as "OUT OF SERVICE".

# Innes Hose Company

## Standard Operating Procedures

### Engine Operations

The driver of the engine shall be in charge of the pump operations and knowledgeable of all fire hose appliances, gauges and valves on the apparatus, and the location and types of hydrants.

# Innes Hose Company

## Standard Operating Procedures

### Alarm Procedures

#### Quadrant System

The quadrant system assigns a specific letter to each side of the structure and exposure. This system shall be used on all emergencies and all members shall be thoroughly knowledgeable with this system and its use.

The Officer in Charge shall take up a position on side 'A' of the incident. This position is to ensure ease of access to the Officer in Charge and allow subordinate officers and/or personnel to easily direct others to him.

Example structure:

Exposure 'C'

Exposure 'B'

Exposure 'D'

Exposure 'A'

# Innes Hose Company

## Standard Operating Procedures

### Responding

Under no conditions shall any member place himself/herself, members of the fire department or the public in danger due to excessive speed or reckless operations of fire department vehicles or personal vehicles, while responding to an alarm. Members responding to the emergency scene in their private vehicles shall exercise caution and proceed in an orderly and safe manner.

Members shall make every effort to ride the apparatus to the scene as to reduce the congestion at the emergency scene. Members who do respond to the scene in their personal vehicles shall park as to not interfere with the access or egress of other emergency vehicles.

Once members reach the emergency scene they are to report directly to a line officer for assignment.

Under no condition shall any member be allowed to operate any fire department vehicle responding to an emergency scene while under the influence of alcohol or drugs.

### Size Up

Rescue is the top priority when you arrive at the scene, followed by exposure protection, confinement of the fire, followed by extinguishments and overhaul. With salvage and ventilation being performed as needed.

### Rescue

Rescue is the top priority when you arrive at a fire scene. The Officer in Charge shall attempt to ascertain whether there is any person or persons in the structure and try to pinpoint where they are. The search and rescue team must make a quick and thorough search of the structure. The rescue team shall consist of a minimum of three (3) firefighters.

### Vehicle Fires

Upon arrival at the scene of a vehicle fire the apparatus should be placed no closer than 50 feet away from the auto on fire. In the event a pick-up truck is involved the distance shall be increased to 75 feet. In the event a tractor trailer is involved, first check for placards or indications that hazardous materials are involved. If no hazardous materials are present, then the apparatus should be placed no closer than 120 feet if hazardous materials are present or suspected, stay up-wind and refer to NFPA Guide to Hazardous Materials carried in each vehicle.

Do not position the apparatus near the fuel tanks of the vehicle involved.

Full protective clothing including SCBA is required.

Attack of the fire shall be made from the front side of the vehicle involved.(Refer to Appendix ?)

# Innes Hose Company

## Standard Operating Procedures

### Auto Accident with Injuries

During an auto accident involving injuries, the Officer in Charge shall take charge of the scene and coordinate efforts with the scene EMS person in charge of the patient. If the ranking officer is taking part in patient care, then the next ranking line officer shall assume the responsibilities of the Officer in Charge. The Officer in Charge shall decide when the scene is safe for the EMS persons to operate near or in the vehicles involved. (Refer to Appendix ? for Chain of Command)

### Chimney Fires

Upon arrival at the scene of a chimney fire the officer shall take a hand light and survey the situation. Two firefighters shall be in full turnout gear and pull a 1 ¾ "attack line at the front door. The line shall be charged and bled or air. The line should not enter the structure, unless directed to do so by the Officer in Charge or visible fire is present inside the structure.

To minimize damage all other firefighters shall remain outside the structure (except officers), until instructed by an officer differently. Chimney fires are considered structure fires and box alarm assignments will be followed.

### Structure Fires

All operations shall be a team effort and no person shall ever work as an individual and disregard the SOP established by the department. It is the duty of the members to report unsafe operations, unnecessary destruction of property, and to report violations of the departmental rules and regulations.

Only the highest ranking officer of the department shall comment to the media with regard to the call. The following generalities shall be used:

- A. With regard to Cause
  - a. Under Investigation
  - b. The investigation is incomplete
  - c. Not yet determined
  - d. No comment
  
- B. With regard to injuries
  - a. We had \_\_\_\_ number injured
  - b. Condition is unknown at this time
  - c. No Comment
  
- C. With regard to damage
  - a. Light
  - b. Moderate
  - c. Heavy
  - d. No Comment

# Innes Hose Company

## Standard Operating Procedures

### Structure Fires

All arson suspected fires shall be reported to the Chief ASAP, and in the event of a death or injuries or loss, the State Fire Marshall shall be notified immediately.

When a fatality has occurred as a result of fire, all efforts shall be made to preserve the scene. If the victim is obviously deceased, then the body shall be covered by salvage covers and left where found until the arrival of the State Fire Marshall and the Coroner. The fire scene should be viewed as a crime scene until proven otherwise.

A minimum of two firefighters shall be maintained when operations occur inside the structure or on the roof. When one of the two firefighters has to leave, both members must exit. No firefighter shall exit or leave their team without reporting to the nearest line officer.

No member shall mount or dismount the apparatus, unless the vehicle is at a full stop.

No member shall mount the apparatus in a position where they cannot carry out the duties assigned to it unless specifically told to do so by an officer.

All members reporting to the scene in their personal vehicles shall report directly to the Officer in Charge. When released from the scene all members shall return to the station to assist in the cleaning and reloading of hose and other tasks required to return the apparatus to an "IN SERVICE" condition.

Any person who wishes to leave for work must notify the ranking officer.

When inside a structure and you hear 2 long blasts on the air horns or sirens and/or three pulses in water pressure on the hose, exit the structure immediately.

### Quick Response Calls (QRS)

Any member responding to a QRS call will have either a minimum of First Responder and EMT.

You **MUST** have EVOC to operate any QRS designated vehicle and a minimum of First Aid and CPR.

Any responder to any Natural Call drilling scene **WILL** wear a hard hat and vest while operating on the scene.

**All persons responding to QRS calls will have Full Length Pants, Shirts and no open toed shoes!!!**

# Innes Hose Company

## Standard Operating Procedures

### Officers Duties

The Chief, Assistant Chief and the Company officers shall inspect members for compliance with the safety standards.

When deficiencies are detected, the member violating the standards shall be asked to correct the deficiency. Additionally, the officer shall report this to the Chief or Assistant Chief who can relieve the member from active duty in the firefighting unit until the violation is corrected.

#### Assistant Fire Chief's Duties

- Maintain alarm and alarm attendance records.
- Responsible for Incident Reports being sent to the State Fire Commission.
- Maintain Turn-Out Gear assignments and records.
- Maintain all inventory and supply records.
- Maintain all maintenance and apparatus records.
- Supervise necessary work details.

#### Forest Fire Warden's Duties

- Maintain Alarm Attendance Records for all wild fires.
- Responsible for completing all State Wild Fire reports and sending them into the Department of Natural Resources.
- Maintain all Wild Land Fire Equipment on apparatus and report any problems to the Chief.
- Be the public's advisor concerning controlled burning regulations.
- Supervise necessary work details.

# Innes Hose Company

## Standard Operating Procedures

### Members Duties

- Firefighters will familiarize themselves with the station, grounds, equipment and apparatus.
- Firefighters will be responsible for the care and cleaning of their protective equipment.
- Firefighters shall report in full turn-out gear for all fire alarms.
- Firefighters will attend, when possible, drills, training sessions and work details.
- Firefighters will respond, when available, to all calls in which he or she is qualified.
- Firefighters will not transfer or remove equipment from the Department vehicles without the permission of the Chief or designated officer.
- Firefighters shall comply with all mandatory training requirements.
- Firefighters who are injured while responding, at an accident or returning from an accident shall notify the Officer in Charge.
- Firefighters involved in an accident with Fire Department Vehicle shall notify the Chief or Assistant Chief.
- Firefighters at times may be required to act as the Officer in Charge. They should be knowledgeable of the officer's duties.

### Junior Firefighters

- Junior Firefighters are considered personnel under the age of 18.
- Junior Firefighters should attend all drills, training sessions and work details.
- Junior Firefighters skipping a day from school and staying at the fire house will be subject to disciplinary action.
- Junior Firefighter will not participate in hazardous duties.
- Junior Firefighters will comply with all fire department rules and regulations.
- Junior Firefighters will not respond on fire or emergency apparatus to emergency calls.
- Junior Firefighters shall report in full turn-out gear (if available to them) for all fire alarms. Their duties will be directed toward clean-up operations.
- Junior Firefighters will be responsible for cleaning and care of issued department clothing.
- Junior Firefighters will not enter the fire ground or fire building until after the incident has been declared under control and then only after obtaining permission from the Officer in Charge.

# Innes Hose Company

## Standard Operating Procedures

### Communications

An officer of the department should acknowledge the call. When members answer the alarm they are to acknowledge the call per Bradford County Radio Operations Protocols. (Refer to Appendix ?)

Members should know the apparatus names and signals. Also, they need to be familiar with the use of military time and the phonetic alphabet.

Members should know the radio frequencies used by the department and the channels they are on.

#### General Radio Procedures

Before transmitting, know what you intend to say. Push the transmit button and hold for approximately two second, then speak using a normal tone of voice. Keep background noise down when members are transmitting on the radio. Use plain language. Do not us “10” codes. **If you don’t know what you are doing, stay off the radio.**

Members having any problems with radio communications should direct their questions to officers of the department.

If Bradford County Dispatch goes out of service, Canton Base Station will become a temporary dispatch center.

A log book is next to the radio. When an alarm goes out the radio operator should try to establish the following information:

- Date
- Time of Dispatch
- Location of the scene
- On scene time
- Time Returning
- In Service Time

Times are based on the first truck out, first truck on-scene, etc..

# Innes Hose Company

## Standard Operating Procedures

### EMS Responses

- At least one certified First Responder or above must be responding for the apparatus to leave the station.
- Minimum Crew shall consist of a driver, a passenger, which will be both HIPAA certified and have a valid CPR certification.
- Members shall conduct themselves in a professional manner at the scene.
- Members shall maintain patient confidentiality.
- Members will report to the Officer in charge for assignments.
- Members' duties shall be followed and administered to the level of their certification.
- **The Person that has first contact with the patient has 24 hours to complete the QRS report.**
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### Officer in Charge

- The Officer in Charge will follow chain of command as well as certification level.
- The Officer in Charge is responsible for the overall scene, and assessing the situation.
- The Officer in Charge is responsible for assigning duties to all fire departments personnel.

### Driver Duties

- The driver must be certified in CPR.
- The driver shall drive in a safe manner and shall take orders from the ranking person that is giving care to the patient. This includes whether to slow down, speed up and whether or not to use lights and siren.
- The driver shall position the apparatuses to not interfere with arriving EMS units.
- The driver is responsible for initiating the run sheet, documenting mileage, times, date, etc. The run sheet will then be forwarded to the appropriate person in charge to document the call.
- The member that handled patient care is responsible to complete all documents on the recording system.

# Innes Hose Company

## Standard Operating Procedures

### Auto Accidents with Entrapment

- When arriving at the scene, make a quick assessment. Full protective clothing must be worn by all members working at the scene.
- Stabilize auto with cribbing blocks or equivalent method.
- Members should try and gain access to patient. Be careful of broken glass, jagged metal, etc. Maintain manual cervical stabilization; check ABC's and primary assessment. Begin DEFINITIVE EMERGENCY CARE until the rescue apparatus arrives.
- Extricate the patient.

# Innes Hose Company

## Standard Operating Procedures

### Driver Training Program

This program is intended to provide the department with qualified drivers. Drivers are to be classified as **Certified Drivers or Drivers in Training**.

#### **Resident Drivers**

- All Certified Drivers must be at least 21 and under 62 years of age.
- Certified Drivers of apparatus shall have a working knowledge of pump and related operations, all portable equipment, and generators on the apparatus.
- Certified Drivers shall successfully pass a Drivers in Training program or be grandfathered in as a Resident Driver.

#### **Drivers in Training**

- All members shall first be approved by the Chief before becoming a Driver in Training.
- All Drivers in Training shall be at least 18 years of age.
- All Drivers in Training must complete at least 10 hours of driving time on each piece of apparatus. The driving time shall be completed with the **supervision of a Certified Driver**.
- After completing the mandatory driving time, all Drivers in Training must complete and pass both a written and driving test. If the Driver in Training fails the test an additional 5 hours of operational time must be performed before the driver can retest.

# Innes Hose Company

## Standard Operating Procedures

### Driving Regulations

- Proper distance shall be maintained between moving apparatus to avoid rear-end collisions.
- Right of way at intersections shall be yielded.
- No driver shall attempt at anytime to leave members in the station or the station's general area by quick response to an alarm. This will avoid the use of personal vehicles.
- Any mechanical problem found in any apparatus while in use shall be reported to the Officer in Charge and documented on the run-sheet. If in doubt as to any harm being done to the apparatus, stop the vehicle at once.
- Under no circumstances shall any aspect of safety be sacrificed in order to increase the speed of the response.
- Only personnel who have successfully completed and passed the departmental driver/operator training course are permitted to operate department vehicles, unless the vehicle is being operated under the supervision of an officer as part of the driver/operator training program. **Note: Under extreme circumstances, when no Certified Drivers are available, a Driver in Training may drive during an emergency situation. The driver must have permission by the Officer in Charge and should be the driver with the most driver training time.**
- The driver shall not move the apparatus until all personnel have their seat belts fastened.
- All audible and visual devices shall be in operation when making an emergency response.
- The driver shall always maintain a speed consistent with safe operation of the vehicle under the prevailing conditions.
- When an emergency vehicle must approach an intersection the driver shall come to a complete stop until all other traffic in the intersection has yielded.
- The sole responsibility of the driver during an emergency response is to drive. The driver shall not operate the radio, sirens or other equipment.
- On approach to the emergency scene all drivers shall watch for emergency vehicles approaching from other directions.

# Innes Hose Company

## Standard Operating Procedures

### Training

All new Firefighters shall complete the following training requirements:

- First Aid with CPR
- Hazardous Materials Awareness Class

# Innes Hose Company

## Standard Operating Procedures

### Hazardous Materials

- When an alarm is received for a hazardous materials incident a full response will be dispatched to the incident.
- The Officer in Charge should immediately establish a command post up-hill and up-wind of the incident and a hazard zone should be established.
- Once the hazardous materials incident has been confirmed, additional agencies should be notified as needed.
- The Officer in Charge should notify law Enforcement Agencies to stop traffic in both directions of the incident.
- Command shall work with officials of the plant/carrier/etc. and determine the procedures necessary to handle the incident.

# Innes Hose Company

## Standard Operating Procedures

### Appendix A

#### **Response Rules**

**Structure Fire (Canton Borough)** → 2 Truck 1, 2 Engine 1, 2 Rescue 8, 2 Squad 1

**Structure Fire (Outside Borough)** → 2 Truck 1, 2 Tanker 6, 2 Engine 1, 2 Rescue 8, 2 Squad 1

#### **Automatic Alarms**

→ Follow Structure Fire Rules

#### **Brush Fires**

→ 2 Brush Truck 5, 2 Engine 1, 2 Tanker 6, 2 Rescue 8, 2 Squad 1

#### **MVA**

→ 2 Rescue 8, 2 Engine 1, As Officer Requests  
**2 Rescue 8 only to Fox and Franklin Twp.**

#### **Traffic Control**

→ Fire Police, 2 SU 1, As requested by  
The Officer in Charge or by Fire Police

#### **Carbon Monoxide Alarms**

→ 2 Rescue 8, 2 Engine 1

#### **Odor Investigation**

→ 2 Engine 1, 2 Rescue 8, 2 Tanker 6

#### **QRS**

→ 2 Squad 1, 2 Rescue 8, (only if FR or EMT is  
Responding or is on the truck)

(The Person that has first contact with the patient has 24 hours to complete the QRS report.)

#### **Hazmat Incidents (Ours)**

→ 2 Engine 1, 2 Rescue 8

#### **Hazmat Incidents (Mutual Aid)**

→ 2 Rescue 8 or Requested unit

#### **Water Incidents(rescues)**

→ 2 Rescue 8, 2 Engine 1

#### **Search**

→ 2 Rescue 8, 2 BT 5, 2 Engine 1

#### **Trees/Wires Down**

→ 2 BT 5 (Trees Down)  
2 Engine 1 (Wires Down)

**Pump Detail**

➔ 2 SU 1 with proper pump

**Mutual Aid**

➔ Equipment as requested by Mutual Aid  
Department IC and at least one (1) Fire Police

**Landing Zones**

➔ 2 Engine 1

These responses are the primary response rules and can be over ruled by any Officer. Respond as listed unless advised differently. If a piece of apparatus does not start move to the next and advise the Officer in Charge. **Respond to all alarms, do not ask!!!!!!**

**Kim D. Jennings**  
**Chief**  
**01/10/10**