



PINEVIEW FIRE PROTECTION SERVICE OPERATING PROCEDURES 2026

These Standing Operating Procedures are issued under the authority of the Fire Chief

Signed - _____

Date - _____

Copy _____ of _____

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Mission Statement

The Pineview Fire Protection Service is dedicated to providing public safety services to our citizens that result in improved quality of life and peace of mind.

As a team, we strive to minimize losses and suffering through emergency service delivery, public education, public information, and community service activities.

We will provide our service and treat those we serve and each other in a manner that is honest, fair, and unbiased; honor our heritage, actively participate in our community, and serve with integrity; strive to support the individual development, personal satisfaction, and pride of all members; and endeavor to uphold the unique camaraderie and trust that is the Fire Service.

100-General Guidelines

101 – Purpose

Firefighting is a very complex process involving the proper combination of a great many variables combined at just the right time. If the timing is off or the wrong variable used at the wrong time, the outcome can easily become

disastrous.

Standard Operating Procedures are set up to aid and assist the members in the day to day operation of the Pineview fire service and are to be used as a firm guideline to meet the challenges of a well-organized operation.

102 – Scope

These SOPs are to be followed by all members of the Pineview Fire Service, regardless of the jurisdiction in which the department is operating in.

103 – Authority

These SOPs have been developed and sanctioned by the Fire Chief of the service and are issued under authority.

104 – Distribution

The SOPs shall be posted at the station for all members to view; each member will receive a copy by paper. The SOPs will be printed as required, but be aware printed copies may become outdated.

105 – Amendments

All members of the department are eligible to submit amendments to the SOPs or propose new SOPs.

- All proposed amendments shall be brought to either of the chief officers so all the department officers can discuss the amendment and its validity and make recommendations.
- Amendments or proposals shall not contravene Provincial laws or statues, or accepted professional practices.
- The officers will bring forth the proposed amendment to a regular monthly meeting for a group discussion as to its proposed merits. Based on feedback from the officers and the members at the meeting the chief officers will approve or deny the amendment.

106 – Maintenance

The Officers, or designate shall be responsible for the maintenance of the SOPs on a regular bases, ensuring all amendments and new SOPs are correctly entered into existing SOPs, ensure all members of the department receive notice of amendments and updates of the SOPs.

107 – Chain of command

The chain of command of the Department shall be:

Chief

Deputy Chief

Safety Officer

Captains

Fire Fighters

- The first arriving Officer shall assume command of an incident.
- If no Officer responds, a fire fighter with experience shall assume command.
- A superior officer may assume command on arrival or leave command with the present IC (Incident Commander), if conditions permit. .
- If there is a change in IC all personnel, other departments, and agencies will be informed of the change in command.

108 – Prospective members

- Applicants will fill out fire department Membership/Medical application form, criminal recordcheck, drivers abstract if required.
- Applications will be brought forward to the Officers for review.

- Applications then will be brought forward by a member of the department at a regular monthly meeting to be voted on.
- The Chief Officers may modify the new membership requirements so as to not to dissuade potential applicants.

109 – Orientation

. On joining the department all new members will be given an orientation of hall procedures. All new members shall complete an orientation, covering the following areas;

- Issuance of PPE
- Command structure with introduction to all Officers
- Introduction to members
- Bylaws, rules and regulations, SOPs

The probationary training requirements shall be completed before any new member responds to any emergency calls.

110 – Code of conduct

As a basic condition of membership, all members of the PFS have an obligation to conduct their official duties in a manner that serves the public interest, upholds the public trust and protects the department's resources and professional image. To this end all members have the responsibility to:

- A. Perform their duties to the very best of their abilities and in a manner that is efficient, is cost effective and meets the needs of the public.
- B. Demonstrates integrity, honesty and ethical behavior in the conduct of all department business.
- C. Ensure that personal interests do not come in conflict with official duties.
- D. Ensure that all department resources including funds, equipment, vehicles and other property are used in strict compliance with department policies and solely for the benefit of the department.
- E. Conduct all dealings with the public in a manner that presents a courteous, professional and service-orientated image of the department.
- F. Treat the public and other members fairly and equitably without regard to age, color, disability, ethnicity, national origin, political affiliation, race, religion, sexual orientation or any other factor unrelated to the department's business.
- G. Avoid any behavior that could fall under the definition of misconduct.
- H. Report for duty when paged, to the best of your ability, fully equipped, fit and able to perform assignments.
- I. Ensure that their activities and decisions pertaining to community services, personal actions and the management of public funds are consistent with the department's policies and practices.
- J. Members must, at all times, display and promote loyalty to the department and its personnel whether on duty or off.

110.1 - Code of Ethics

A separate code of ethics sheet will be provided and signed by all members.

A. All members are held to a certain code of ethics and standard of behaviour to which compliance is expected. Non-compliance with this code may result in disciplinary action which could include termination of membership. This code affirms the department's commitment to uphold the highest moral and ethical standards.

B. While it is sometimes difficult to apply general principals to specific situations there are, however, some basic questions department members can ask themselves before committing to a course of action.

Is it legal? – will the action violate any law or regulation.

Is it consistent with SOPs? - do I know what the SOPs are and have I

assessed the risks or effects.

Is it the right thing to do? – how would the action make me feel if my decision was published in a newspaper? Would I feel good if my family knew about my decision or action?

- C. All members are encouraged to discuss unclear or borderline situations with their officers and peers as the needs arise in order to determine what is the proper action or decision to make.
- D. Members are expected to be sincerely interested in and dedicated to the department and show compassion for those whose lives have been affected by crisis.
- E. The member's responsibility extends beyond fighting fire and other easily identifiable duties. They must be loyal to the department and fellow members while insisting their peers act in accordance with this code.
- G. Members should be cautious and guard speech both on and off duty. This also applies to posting on social media
- H. Members are expected but not obligated to pursue education and training opportunities.
- I. Members are expected to be the type of people who inspire confidence and respect, while being able to accept criticism and praise graciously.
- J. Members must not use their association with the department to obtain personal gain.

110 .2 – Disciplinary Actions

Pineview Fire Protection Service believes in the responsible adherence by all members to rules, regulations, position duties, standing orders and SOPs of the department. A positive approach will be taken to disciplining members for non-adherence: taking into consideration the seriousness of each incident and the circumstances. Very serious or blatant non-conformance can result in the dismissal of a member from the Fire Department.

Levels of Discipline:

In an effort to provide fair and just treatment of infractions of the rules and regulations of the department, the following procedures shall be followed:

First Level Discipline: The Fire Chief and officers of the firefighters shall act as the first level disciplinary adjudicators.

Second Level Discipline: The Fire Chief and officers shall act as the second level adjudicator. All second level discipline shall be in writing, discussed with and signed by the member being disciplined. A copy of this letter shall be attached to the members personnel file.

Third Level Discipline: The third level disciplinary adjudicator shall be a disciplinary committee consisting of the Fire Chief and officers.

Disciplinary Action:

Disciplinary actions are taken to promote the efficiency of department operations. In exercising discipline, the department will give due regard to each members legal rights and will ensure that disciplinary actions are based on objective considerations without regard to age, color, disability, ethnicity, national origin, political affiliation, race, religion, gender, sexual orientation or other non-merit factors.

A. When a member has been given a written reprimand, disciplinary demotion or is dismissed from the Department, the member shall be informed, in writing, as to the reason(s) for such an action.

B. A member who is to be interviewed with respect to the proposed action as referred to in (A) shall be notified of the time and place of the interview.

C. A member who has been subjected to disciplinary action may, after 24 months of continuous service, from the date of the disciplinary action was invoked request that his personnel file be purged of any record of the disciplinary action. Such requests will be granted providing:

The member's file does not contain any further record of disciplinary action during that 24 month period, and

The disciplinary action is not the subject of an unresolved grievance.

Any conflict, situations, issues, or problems **shall not** be brought up in a monthly meeting. All conflicts will be resolved starting at the lowest level possible, starting with the members involved, then officers, Deputy Chief and Chief.

110.3 – Relationship to Community

- Each member shall be expected to demonstrate the highest standard of personal integrity, truthfulness, honesty, loyalty and fortitude in all

public activities.

- All members shall avoid any activity giving rise to conflict of interest, actual or perceived.
- No member shall use Departmental names, logos, letterhead or affiliation in any way to obtain profit or personal gain.
- No member shall use affiliation with the Department in connection with a partisan political campaign or lobbying activities in any way.
- Members shall consider every person a customer.

110.4 – Relationship to Pineview Fire Protection Service

In supporting the mission of the PFS, members shall abide by the ethics statements, organizational statements, SOP's and policies of PFS.

- All members shall take reasonable steps to protect against disclosure of confidential information.
- All statements of policy or position shall be formally approved by the Chief Officers before public release.
- Only the Chief Officers have the authority to speak on behalf of the department unless given permission from either of the Chief Officers.
- No member may use departmental titles or affiliation in connection with a commercial or organization endeavour.
- Members shall use their affiliation only during their term of such affiliation.
- Members shall maintain high standards of professional competence and meet qualitative and quantitative standards of performance; they should seek and participate in appropriate professional development activities.
- Members shall seek to advance the welfare of the PFS through accountability for the proper use of municipal funds, personnel, equipment and other resources.

110 .5 – Relationship to Each Other

Each individual member of the PFS shall be responsible and accountable for their own actions, and to some extent, for the well being of other members.

Members shall be:

- Considerate of one another's values, ideals and possessions.
- Discrete when communicating with other members of the department.
- Tolerant of our differences whether they are gender, colour, religious faith, and or sexual orientation, these are the differences that make us better able to serve the needs of a diverse community.
- United during good times and in difficult times, organizations must continue to work together as a team.

Exploitation, discrimination, abuse, harassment and insensitivity are always wrong. It is the responsibility of all members to strive to eliminate them whether they are unconscious or conscious, covert or overt, while taking care to respect the rights of others.

Respect towards positions of authority and leadership shall be granted as the people who have earned such positions have worked to obtain them and such positions are critical to our form of decision making.

200 - Personnel Guidelines

201 – Personnel Files

A personnel file may be kept on any member of the department if deemed so by any of the officers. The file may contain but not limited to:

- Application forms
- Training certificates

- Letters or memos of disciplinary action
- Any other pertinent form, letter or memo

Any member file will only be accessible to himself, the Deputy Chief or Fire Chief after a verbal request. The personnel files shall be kept under the supervision of the Fire Chief in a secured filing system. Access to personnel files will be in strict confidence. Any member who has been subjected to disciplinary action, after 24 months of continuous service from the date the disciplinary action was invoked, may request that his personal file be purged of any record of the disciplinary action. Such requests shall be granted providing the members file does not contain any further record of disciplinary action during that 24 month period and the disciplinary action is not the subject of an unresolved grievance.

202 – Photos

All photos taken with a PFS cameras remain the property of the PFS.

All photos shall be removed from the camera to the PFS computer only, as soon as possible.

No fire department photos shall be given to any person or agency without the written permission of the Chief.

No fire department photos shall be posted on the internet without the permission of the Chief.

The only photos permitted at an emergency scene are official photos with PFS equipment (except with permission of either of the chief officers). This includes cell phones or any other recording device.

At an emergency scene all bystanders are to be at such a distance as to prevent them from taking any imagery of a victim / patient interfering with their privacy.

203 – Internet

Email, website, laptop and internet tools and equipment are the property of the department. The department reserves the right to access, retrieve, review, read and or disclose any message composed, sent, or received through email or any sites visited, downloads made, or any other activities

conducted on the internet using department equipment.

Members are expected to maintain the highest of professionalism in all communications and actions when using E-mail or the Internet.

All communications should be treated as formal documents using professional language and meeting proper business standards.

Messages or postings made using E-mail or the Internet must not contain content that may be reasonably considered offensive or disruptive to any member. Offensive content would include, but not be limited to: sexual comments or images; racial slurs; abusive, harassing or threatening content; or any comments that would offend someone on the basis of their age, colour, gender, marital status, veterans status, sexual orientation, religious or political beliefs, national origin or disability. The broadcasting of unsolicited personal views on social, political, religious or other non business related matters is prohibited.

At no time shall any member post or discuss confidential department information through email or internet.

Members should report any misuse of email or internet tools or violations of this policy immediately to the Chief.

Members who violate email or internet policies will be subject to disciplinary procedures up to and including expulsion.

205 – Probationary Fire Fighter

All probationary members shall serve a mandatory 6 month probationary training period.

Probationary members shall complete the all training required of them to the satisfaction of an assigned officer as soon as possible in the probationary period.

Probationary members shall not be permitted to respond to any emergency calls until they have completed probationary training.

It is understood that some probationary members may not be able to train to the full level traditionally expected of a trainee. This can be for a number of reasons, some of which are beyond the trainee's control.

On a case by case basis the chief officers will decide when a trainee is elevated from probation.

206 – Qualifications

Due to the nature of our small volunteer fire dept. formal training may not be possible or to the level ideally desired. The below qualification requirements are to be used as a guide.

206.1 Fire Chief

- Five years' experience in the department
- A combination of education and experience may be considered.
- Level 1 training
- Safety Officer training
- Local Assistance training from Fire Marshalls Office, nfpa
- Command training ICS

Job Description

- A. Report to the BC Fire Commissioner.
- B. Oversee, regulate and manage the fire department. The Fire Chief shall control all activities.
- C. Enforce the specifications and manner of wear of uniforms and PPE as stated in firefighter rules and regulations.
- D. Establish rules, regulations and procedures as necessary to ensure fire department efficiency and effectiveness.
- E. Enforce the department's rules, regulations and procedures.
- F. Monitor the expenditures of funds allocated to the department.
- G. Monitor fire department personnel training and development.
- H. Develop a command structure and take command of fire and rescue operations as required. I. Recruit new members as required.
- J. Set SOPs for personnel and operations. He/she is the ultimate authority over departmental SOPs.
- K. Represent Pineview Fire in the development and renewal of mutual aid contracts.
- L. Investigate the cause of all fires within the jurisdiction of the department.
- M. Enforce requirements for fire fighter plates and tax credits.
- N. Appointed by the Rural Hedley Property Owners Society Board.

206.1 Deputy Chief

- Several years experience in the department
- Experience as a Captain in the department
- A combination of education and experience may be considered.
- Level 1 training
- Safety Officer training
- Command training

Job Description

- A. Report to the Fire Chief.
- B. In absence of the Chief, assume the Chiefs duties in an acting role.
- C. Demonstrate a working knowledge of fire safety and fire prevention.
- D. Organize and prepare training activities.
- E. Demonstrate leadership.
- F. Work as member of a team to prepare per-emergency plans.
- G. Participate in public fire education. i.e. fire prevention.
- H. Demonstrate a working knowledge of fire fighter safety.
- I. Exemplify conduct and appearances at all times.
- J. Provide overall direction of operations while delegating authority for tactical operations to subordinates.
- K. Shall cause all incidents to be remedied quickly and with the least possible danger to life using proper tools, equipment and procedures.
- L. Perform other related duties.
- M. Elected by the fire department membership.
- N. Assist the Chief in developing and maintaining the SOPs.
- O. Be a positive participant in the department fundraising events.

206.2 Captain

- Two years as a Firefighter in the department.
- Level 1 training.
- Possess leadership skills and be capable of maintaining a positive relationship at all levels of the department. Possess the training required by the department. Command training.
- Willingness to upgrade training by taking courses, etc.

Job Description

- A. Report to the Deputy Chief.
- B. Fulfill all requirements as described in a Firefighter job description.
- C. Work as a member of a team to prepare pre-emergency plans, policies and procedures. D. Participate in fire prevention activities.
- E. Demonstrate a working knowledge of OH&S standards and practice within the ability and desire to implement them.
- F. Exemplify conduct and appearances at all times.
- G. Use sound judgement and discretion when responding to inquiries regarding classified and confidential information.
- H. Must be willing to assume the position of the Deputy Chief in his absence, directed by the Fire Chief.
- I. Direct fire ground operations in absence of the Deputy Chief or Fire Chief.
- J. Be a respected member of an effective working team, dedicated to maintaining and improving the department's image within the community.
- K. Perform other related duties.
- L. Elected by the membership.
- M. Willingness to upgrade training by taking courses, etc.
- N. Be a positive participant in the department fundraising events.

206.3 Safety Officer

- Should be a current ranking officer or Firefighter with three or more years of firefighting experience and MUST have safety officers training, appointed by the IC as deemed necessary at the start or during any emergency situation.
- If not appointed, the IC assumes these responsibilities as Safety Officer.
- Continuing education.

Job Description

- A. Report to the Fire Chief or Incident Commander (IC).
- B. Assist in safety aspect of all training programs.
- C. Maintaining safety for members, support personnel, bystanders, utilities, while operating at the scene of an emergency situation.
- D. Maintain records of accidents, occupational deaths, injuries, illnesses and exposure and provide analysis and reports to the Fire chief.
- E. Provide safety bulletins, posters and newsletters via fire dept. bulletin board / newsletter. F. Act as an additional set of eyes and ears for the Fire Chief or Incident Commander by observing all firefighting and rescue operations for life threatening hazards.
- G. Look for obvious and not-so-obvious hazards that may cause serious injury or death to firefighters and develop plans to correct them.
- H. Advise the Fire Chief or Incident Commander of any apparent hazards.
- I. Any member shall have the ability to stop or delay firefighting or rescue operations in the event that a hazard poses an immediate threat to life/safety of rescuers in said operations.
- J. In the event that an operation has been stopped or delayed by the on scene Safety Officer or any member, it is the responsibility of that member to notify the Fire Chief or Incident commander immediately as to the reason and hazards that caused said operations to be stopped or delayed.
- K. Due to the nature of our emergency responses there is a certain level of inherent risks associated with all emergency operations. It is the responsibility of the On Scene Safety Officer to ensure the overall safety of rescue personnel without interfering in the firefighting or rescue operations themselves except as noted herein.

206.4 Fire Fighter

- Be willing to meet the minimum training requirements set by the fire dept.
- Demonstrate an ability to work as a positive member of a team.
- Continuing education.

Job Description

- A. Report to any fire dept. officer
- B. Operate all fire dept. equipment and apparatus safely and only to his/her training level.
- C. Have a working knowledge of basic first aid and CPR.
- D. Work as a team member in all types of emergency operations (rescue, fire suppression, etc.)
- E. Respond to alarms as expediently as safety allows and abiding by the laws of the Highway Traffic Act.
- F. Abide by the department's rules of conduct and safety.
- G. Report all fire safety concerns within the community.
- H. Attend all meetings, drills and training possible.
- I. Be familiar with the response jurisdiction.
- J. Maintain conduct and appearance so as to reflect on the department in a manner promoting good relations with all concerned.
- K. Promote Fire Prevention and Fire Safety whenever possible. L. Be a positive participant in the department fundraising events. M. Perform other such duties as assigned.

207 Personnel Equipment (pagers/on Call)

Each firefighter will be issued a uniform shirt, belt, cap and T-shirt. The uniform shirts are to be worn when conducting fire department business and functions if possible. Refer to Firefighter Rules and Regulations. All equipment issued to the member is the property of the UCFD and shall be returned upon leaving the department.

Each firefighter will be issued a radio (when practical) after the six month probationary period

For on call polices/procedure refer to Firefighter Rules and Regulations section four.

208 – Medical Eligibility

Any member responding to a call, training, or other department activity shall report any medical conditions or any other condition that may hinder or

restrict completion of certain tasks to the IC prior to leaving the hall or commencing training or activity.

Any member requiring ongoing medical care for any injury or condition, e.g. broken limbs, strains, sprains, concussion, pregnancy, illnesses, communicable disease, etc, which may restrict or hinder their ability to respond to calls, train, and or perform certain tasks, shall consult with their doctor to determine their restrictions, if any.

Annex G shall be used as a guide to determine the ability of the member to respond to calls and or perform certain tasks.

Changing medical conditions shall require the member and their practitioner to re-evaluate their medical condition to change or add any restrictions as required.

Pregnant members shall be re-evaluated monthly by their practitioner to change or add any restrictions as required.

Return to duty form shall be used to allow a member to return to unrestricted duties.

The department shall reimburse the member for any costs to have return to duty form completed.

If deemed necessary, either of the Chief Officers may require, from a Firefighter, a doctor's note indicating their physical/mental limitations and or abilities.

209 – Apparatus Accidents

Members are responsible for avoiding unsafe acts and situations that may endanger them, fellow members, and the public or might cause damage to the property of others or the department.

Department vehicles that are involved in an accident of any type, whether parked, involving a stationary object or another vehicle, shall be reported immediately.

Accidents shall be investigated and proper remedial action taken to prevent

recurrence of similar accidents.

Failure to abide by safety rules and regulations and/or to follow appropriate reporting procedures will result in appropriate disciplinary action.

209.1 – Vehicle Accident Scene Procedure

1. Stop the vehicle immediately and check for injuries, including those in any other vehicles involved or pedestrians.
2. Advise dispatch via radio of:
 - type of accident**
 - location**
 - injuries, if any**
3. If the incident occurs while in route to a call, request additional unit(s) to cover the call.
4. Provide treatment to the injured as capable and request appropriate response units via dispatch, RCMP, EHS, and a second department.
5. Request dispatch to notify the Chief or designate of the accident.
6. Protect the scene through the use of warning lights, traffic cones etc., to prevent further injury or damage.
7. Remove vehicles and obstructions from the roadway only on the orders of the RCMP.
8. Do not discuss the accident or make any statements to anyone except to the proper authorities.
9. Document the scene as much as possible, pictures, license info, etc.
10. All members involved in the accident shall be checked by EHS and transported to hospital as required.

11. Members not transported shall see their family doctor as soon as possible and have a return to duty form completed prior to returning to duty.

209.2 – Post Accident Procedure

On return to the hall the driver and the IC of the apparatus shall prepare and submit a narrative summary report of the incident. The report will contain:

Date, time and location of incident

Person(s), apparatus, and/or equipment involved

Statements from person(s) involved and witnesses

Photographs of the accident scene and damage to the vehicle.

All completed forms and photographs shall be forwarded through the chain of command to the Chief.

209.3 – Chief Responsibilities

The Chief or designate should respond to the scene upon notification to ensure all operational issues are addressed, make a visual survey of the accident scene and ensure photographs are taken.

Photographs, digitally dated and timed, if possible, should be taken of the following:

Damage to the department vehicle

Damage to any other vehicle(s)

Damage to any other non-vehicular property

The intersection or area of the accident, in all directions

Any skid marks that may be present

Any visible contributing factors to the accident.

The Chief shall ensure that all required accident report forms, statements, and other pertinent data are completed and recorded.

210 – Personnel Accidents/Injuries

All personnel accidents and or injuries at incidents, training, or other authorized department activities shall be investigated and documented.

- The IC of the incident, training, or activity shall take actions as appropriate for the accident or injury. As the seriousness of the accident or injury increases so should the immediate corrective action.
- The Chief or designate shall be notified as soon as possible after an accident or injury has occurred.
- The Chief should be responsible for beginning the investigation process.
- An accident form shall be used to document the accident/injury.
- The Officers shall meet as soon as practical to review the accident or injury.
- A form shall be used to obtain statements from witnesses prior to the meeting to help clarify the circumstances of the accident or injury.
- The Officers shall determine any recommended corrective action(s) to

be taken by the member(s) involved.

- The Officers will also determine if any measures can be taken to prevent a similar accident or injury in the future. This could include revision of training procedures and/or remedial training for all members.
- Upon completion the completed Accident or Injury Investigation report shall be forwarded to the Chief for review.
- All Accident/Injury Investigation reports shall be filed in the personnel file of the member(s) involved in the accident/injury and the accident /injury file of the department.

300 – Safety Guidelines

301 – Accountability Tags

All Firefighters shall have two accountability tags with their name on it issued to them.

- The accountability tags shall be affix by velcro to the helmet.
- On arrival at an incident it is the responsibility of all members to report to accountability staging for further instructions.
- When assigned a job the tag will be moved to the appropriate place on the accountability board by the accountability person.
- Do not allow anyone to retrieve your accountability tag for you or retrieve another person's accountability tag for them.
- A PAR (Personnel Accountability Report) shall be conducted at regular intervals to account for all personnel.
- On termination of the incident all members shall retrieve their accountability tag from the personnel accountability board prior to leaving the scene.
- The Accountability person or IC shall ensure all personnel are accounted for prior to leaving the scene.
- To ensure safety you shall present your tag upon demand to the Accountability person, IC or Safety Officer before being assigned a duty.

- If your accountability tag becomes lost or damaged report it to the IC or Safety Officer immediately.
- If you find an accountability tag, report it to the Accountability person, IC, or Safety Officer immediately

302 – Personnel Accountability Roll Call (PAR) .

The Accountability person shall carry out a PAR at intervals of no longer than 30 minutes at all incidents involving

- Fire,
- Hazmat,
- confined space entry, where members are out of direct sight of other members,
- when changing from an offensive to a defensive mode,
- When an unexpected catastrophic event occurs, for example in the case of a flash over, back draft or structural collapse,
- After an emergency evacuation,
- At the first report that a member is missing,
- When a fire is declared under control,
- At the discretion of the Incident Commander or any incident deemed necessary by Incident Command.

All members on scene and tagged in on the personnel accountability board or B.A. control Board, rehab board or any other board that may be used shall be accounted for.

PAR may be conducted over the radio or by sight.

Any personnel not accounted for during PAR may require a search team to be deployed to the last known position of the missing personnel.

PAR may be conducted at any time, not more than 30 minutes, on the order of the IC or Safety Officer if circumstances dictate.

The Accountability person shall get authorization from IC to carry out the PAR, the Accountability person must be aware of other radio traffic also going on.

302.1 – PAR Procedure

1. The Accountability person should announce over all frequencies being used that it is minute 25 and PAR will take place in 5 minutes.
2. At minute 30 the Accountability person shall contact each sector for a count of members in that sector.
3. The Accountability person shall compare the numbers from each sector with the numbers on the accountability board.
4. The Accountability person shall inform either PAR correct or PAR incorrect.
5. If PAR is incorrect, the Accountability person shall inform the IC as to which sector is missing

303 – Zones

Zones shall be set up at all incidents to control the movements and safety of bystanders, personnel, and equipment.

The RCMP may be required to assist in enforcement.

The use of caution tape should be considered to mark zones.

303.1 – Hot Zone

The hot zone shall be the immediate area around the incident required for the operation to take place.

If it is an incident requiring SCBA, all personnel in the hot zone shall be dressed in full turnout gear and SCBA.

The Accountability person or IC shall have the accountability tag(s) of the SCBA Officer and or Sector Officer(s) in the hot zone and the SCBA Officer is to monitor SCBA usage.

303.2 Warm Zone – Silver Zone

The warm zone shall be the immediate area outside of the hot zone.

If it is an incident requiring SCBA, all personnel in the warm zone shall be dressed in full turnout gear and SCBA.

You may find Sector Officer(s) in this zone and or SCBA Officer(s) in this zone.

303.3 Cold Zone – Green Zone

The cold zone shall be the immediate area outside of the warm zone in use by the department. (Full Turnout Gear to be worn)

Incident Command shall be in the cold zone.

No bystanders shall be in the cold zone.

If required the search team shall be in the cold zone.

303.4 Staging Area

The staging area shall be located in the cold zone.

The staging area will consist of personnel and equipment, apparatus will stage at a safe distance from personnel and equipment.

All members of PFS shall report to staging as soon as they are on scene.

When a member is tagged in on the accountability board they will remain there until they are assigned a task by the IC.

303.5 Collapse Zone

If the incident involves a structure a collapse zone of a distance equal to one and one half times the height of the structure shall be enforced.

No apparatus shall be parked in the collapse zone.

The cold zone shall not be in the collapse zone.

The collapse zone and the hot zone may be the same.

304 – Accountability Person(S)

Every incident shall have an Accountability person.

The IC may be the Accountability person on a small uncomplicated incident. As the incident grows in size and or complexity the IC shall appoint an Accountability person. Ideally this person is able to work in the red zone.

The Accountability person may require an aide.

The Accountability person shall be positioned on the scene as to monitor the movement of personnel to and from the hot zone and all other zones, collecting tags as they report.

The Accountability person shall use the personnel accountability board to assist in this.

SCBA board is used to keep track of interior SCBA teams. (SBCA person is in charge of this Board.)

Rehab board is used to keep track of SCBA teams or any other personnel that may need vitals checked and fluids replenished along with rest. (Rehab person is in charge of this board)

305 – Self Contained Breathing Apparatus SCBA

SCBA shall be provided for and used by all personnel working in areas where:

- The atmosphere is hazardous
- The atmosphere is suspected to be hazardous
- The atmosphere may rapidly become hazardous
- Below ground level
- Confined spaces

Members operating inside collapse zone using SCBA shall operate in teams of two or more and are to remain in close proximity and communication with each other.

At least one member of the team shall have a radio tuned to the working frequency of the incident (UCFD pager/radio channel or as designated by IC)

A second SCBA team shall be available to relieve or assist the first team prior to the first team entering the danger area.

All members using SCBA shall be regularly trained in the safe and proper use of the equipment.

Members who have facial hair that interferes with the face piece seal shall be prohibited from using SCBA.

Eyeglass frames shall not pass through the seal area of the face piece, unless of a design allowing a proper seal.

Members under the influence of alcohol, medications or drugs shall not wear SCBA.

It shall be the responsibility of the individual members to properly clean the mask and pack after each use, following the approved posted procedure. Full cylinders are to be installed of the same manufacture as the pack, leak tested, and made ready for storage and immediate use. Defects shall be documented and the SCBA shall be removed from service if the defect is not repairable, the Chief or Deputy Chief shall be notified of any defects.

305.1 Operations

1. SCBA teams shall operate on air until the yellow LED indicates on the Heads up Display of 1 team member or 50% of air remaining in bottle of 1 team member or SCBA person radios to team time is up, exit the structure.
2. SCBA team members shall exit together.
3. SCBA team members shall exit if a low air alarm sounds.
4. SCBA team members shall exit if one member experiences problems.
5. SCBA team members shall remain on air for at least 1 minute after exiting a hazardous atmosphere to allow any toxic gasses to dissipate.
6. Personnel shall rehab after a second bottle of air.
7. Personnel may resume SCBA tasks after sufficient rest and rehab.

306 – Personnel Alert Safety Systems (PASS)

All SCBA shall be fitted with a PASS device.

Non integral PASS devices shall be turned on prior to entering the hot zone.

All personnel shall be instructed in the operation of the PASS device prior to using SCBA.

All personnel shall be instructed as to the meaning of the various alarms and what actions to take in each situation.

PASS devices shall be tested by the member prior to entering the hot zone.

A malfunctioning or missing PASS device shall prevent the member from entering the hot zone.

306.1 – Activation

If a PASS device is activated all personnel shall check their own device and the device of all team members to ensure there was not an accidental activation.

The team leader shall report to the IC if there has been an accidental activation and there is no emergency with the team.

If all personnel are accounted for and the activation is found not to be accidental a MAYDAY shall be declared.

307 – Personal Protective Equipment(PPE)

All personnel shall be issued PPE meeting NFPA standards at the time of manufacture.

All personnel shall be instructed in the correct way to wear and use all PPE prior to responding to any incident or training exercise.

Personnel shall not respond to any incident unless the appropriate PPE for that incident is available to them and is worn.

PPE is not to be stored in personal vehicles, it is to be stored at the station unless personnel are out on an emergency call, or training.

PPE may be used for other activities only if it is approved by the Chief or Deputy Chief.

Bunker gear shall accompany all persons on emergency calls except medical calls, grass fires or as directed. (Grass/wildland fires require boots, wildland gloves, helmet and nomex coveralls).

307.1 – Turnout Gear

All personnel shall be issued turnout gear of a size to fit properly allowing movement and complete protection.

All closure devices shall be in working order.

Turnout gear shall be inspected after each use checking for rips, tears, dirt, and bodily fluids.

Dirt and bodily fluids shall be removed by washing by a professional company. Under no circumstances are firefighters permitted to machine wash their bunker gear.

Holes are to be repaired, if possible, or the gear is to be scrapped.

All turnout gear should be professionally washed as required.

Turnout gear will be dried between uses to prevent mold growth.

Any deficiencies shall be reported to the Chief or Deputy Chief immediately.

Turnout gear shall be worn at:

Fire incidents, with the exception of grass fire/woodland fires

MVC's

Public service calls

Any incident with the potential to require the use of SCBA

Or as directed.

307.2 – Helmet

All personnel shall be issued a helmet.

Chief and Deputy Chief shall be issued a white helmet.

Captains shall be issued a black helmet with captain sticker.

All other fire fighters shall be issued a black helmet with firefighter sticker.

EMS qualified personnel may wear an appropriate EMS sticker as well.

5. Qualified Safety Officers shall be issued a red Helmet (if one is employed by the dept.).

6. The wearer shall properly adjust it so as it stays on the head offering maximum protection.

7. The helmet shall have a face shield, or NFPA approved goggles, chinstrap in working order and helmet flashlight (if not issued another version of light).

8. All helmets shall be cleaned when soiled and inside webbing dried after each use.
9. All helmets shall be marked with the wearer's fire department number.
10. Any deficiencies shall be reported to the Chief/Deputy Chief immediately.
11. Helmets shall be worn:
 - With turn out gear**
 - At brush fires**
 - At MVI's**
 - At public service calls**
 - Or as directed.**

307.3 – Fire Gloves

- All personnel shall be issued firefighting gloves sized for a proper fit and maximum protection (both structure fire gloves and wildland gloves).
- Gloves shall be inspected after every use for cuts and holes.
- Gloves shall be cleaned of flammable materials following the manufactures instructions.
- Gloves shall be dried between uses (to avoid mold growth).
- Gloves shall be marked with the wearer's fire department number.
- Any deficiencies shall be reported to the Chief/Deputy Chief immediately.
- Firefighting gloves shall be worn:
 - With turnout gear**
 - With coveralls**
 - Or as directed.**

307.4 Nomex Hood

- All personnel shall be issued a Nomex hood.
- The hood shall be inspected after every use for holes and dirt.
- Hoods shall be marked with the wearer's fire department number.
- The hoods shall be washed when required following the manufactures instructions.
- Any deficiencies shall be reported to the Chief/Deputy Chief immediately.
- The hood shall be worn with SCBA at all times.

307.5 Fire Fighting Boots

All personnel shall be issued properly sized firefighting boots allowing for maximum protection and mobility.

All boots shall be inspected after every use for cuts, holes, and dryness.

All boots shall be marked with the wearer's fire department number.

Boots shall be dried between uses.

Any deficiencies shall be reported to the Chief/Deputy Chief immediately.

6. The firefighting boots shall be worn:

With turn out gear

With coveralls or as directed.

307.6 Fire Rated Coveralls

All personnel shall be issued a pair of properly sized Coveralls allowing for maximum protection and mobility.

All coveralls shall be inspected after every use for rips, tears, bodily fluids, dirt, and flammable materials.

Rips and tears are to be repaired if possible.

Dirt and bodily fluids shall be removed by washing and hung to dry.

The coveralls shall be washed as required.

All coveralls shall be marked with the wearer's fire department number.

Any deficiencies shall be reported to the Chief or Deputy Chief immediately.

The coveralls may be worn:

At grass & forest fires

At public functions (equipment displays, open houses, parking attendants etc.) At training sessions as permitted by the OIC

At MVI's outside coverage area if weather conditions allow

For general station duties or as directed.

307.7 Safety Glasses

All personnel shall have available to them a pair of CSA approved safety glasses.

Personnel, whose vision is so impaired that they cannot see adequately without prescription lens, should not wear safety glasses.

The glasses may be worn:

At medical responses

At training sessions as permitted by the OIC

307.8 Medical Gloves

All personnel shall carry at least one pair of department supplied medical gloves in each of their turn out gear, coveralls, and medical response clothing.

All gloves shall be removed prior to entering the vehicle after a call

All gloves shall be properly disposed of on return to the hall and not left at the scene of the incident.

Medical gloves shall be worn;

At all medical responses, to be donned prior to assistance.

At MVI's under the firefighting gloves, to be donned prior to leaving the apparatus.

308 – Vehicle Operation

All department vehicles equipped with air brakes require the driver to have, as a minimum, a class 3 license with an air brake endorsement.

Non air brake equipped vehicles require the driver to have Class 5 license.

All members must be approved by the Chief / Deputy Chief prior to being able to operate an apparatus after having proved they have an acceptable level of driver training.

If no qualified member responds, another department shall be paged out to respond.

No member under the age of 18 shall be permitted to drive any department vehicle.

No member with a provisional license shall be permitted to drive any department vehicle.

All vehicles shall be operated in compliance with all traffic laws.

All drivers shall be directly responsible for the safe and prudent operation of that vehicle under all conditions.

The driver shall only operate emergency lighting, sirens, and air horns, if required, as directed by the BC Motor Vehicle Act, the Traffic Management Guidelines for Emergency Scenes and departmental SOPs.

All drivers shall approach red lights, stop signs and or intersections with emergency lights, siren, and air horns in operation.

All drivers shall attempt to make all other drivers aware of the presence of the department vehicle when approaching traffic, do not assume they can see or hear you. Be prepared to stop or slow down until the right of way is given to you

308 .1- Qualifications For Driver/Operator

The member must have served their probationary period in the PFS unless waived by the Chief / Deputy Chief.

The member must possess an unrestricted BC class 5 License or better.

The member must write and pass the air brake endorsement.

The member must undergo and pass pumper and driver training sessions on all the department vehicles.

The member must have no mental or physical impairment.

309 – Decontamination

The IC shall monitor the condition of all personnel for the presence of contaminants on their clothing (PPE, medical jackets, civilian) and on their bodies.

Any member, who in the opinion of the IC, who is contaminated with fire by-products, bodily fluids, hydrocarbons, or other substances, which may pose a hazard to the member or others shall be advised to remove the contaminated clothing prior to getting on any apparatus. The member shall be advised to shower as soon as possible.

All contaminated clothing shall be cleaned.

If a member refuses to decontaminate they shall be advised of the potential health risk they are putting them and their family in.

All members refusing to decontaminate shall be advised the department may not be liable for any future medical problems or conditions, which may arise from not decontaminating.

All members who refuse to decontaminate shall have their names noted in the response report.

310 – Emergency Evacuation

Upon indication of an imminent structure failure, the air horns of the nearest apparatus shall be sounded for three 5-second blasts followed one minute later by a second signal of three 5-second blasts of the air horns.

All fire fighters in the structure shall immediately leave the structure and report to the Accountability person and or the IC to be accounted for.

An evacuation order shall also be issued over all radio frequencies in use at the incident.

Upon indication of imminent danger in the Hot Zone/Red Zone of a structure fire, the air horns of the nearest apparatus shall be sounded for three 5-second blasts followed one minute later by a second signal of three 5-second blasts of the air horns. All fire fighters in the Hot Zone shall immediately leave the Hot Zone and report to the Accountability person and or the IC to be accounted for.

An evacuation order shall also be issued over all radio frequencies in use at the incident along with paging tones.

A PAR shall be conducted to confirm all personnel have evacuated and been accounted for.

311 – Mayday Procedure

The initial Mayday call shall immediately be followed by the location and the nature of the problem of the effected personnel, if possible.

On hearing a Mayday call all personnel shall maintain radio silence; the IC only shall use radio communications until further notice.

The IC shall prepare to send a search team to the location of the Mayday.

Unless personal safety is threatened, personnel shall not abandon their work assignments unless ordered to by the IC. The rescue has precedence but certain suppression and related activities may be necessary in order to accomplish the rescue.

A PAR shall be conducted as soon as possible after a Mayday call to account for all personnel on scene.

The IC may order all other personnel to switch to another frequency to continue the operation.

The IC will advise when general radio traffic may resume.

312 – Rapid Intervention Team(RIT)

A Rapid Intervention Team should be available at the following incidents:

- Structure fires
- Hazmat incidents
- Any situation deemed necessary by the IC

The RIT shall consist of at least four fire fighters, with a high level of training, in full turn out gear and SCBA.

The RIT shall not be tasked with any other duties.

The RIT shall carry appropriate equipment and tools when entering the Hot Zone.

The RIT shall have radios tuned to the frequency being used on the fire ground.

313 – Vehicle Inspection

All department vehicles shall be inspected annually according to the Province of BC Motor Vehicle regulations by a licensed garage for the type of vehicle.

All department vehicles shall be inspected on a regular scheduled basis to prevent, identify and correct unsafe conditions.

A preventive maintenance program shall be established and records shall be maintained.

Any department vehicle found to be unsafe shall be placed out of service until repaired.

Any problems with the department vehicles shall be reported immediately to the Chief / Deputy Chief.

314 – Dress

All personnel shall wear appropriate PPE, clothing and footwear to fit the type of response and the weather conditions.

Long pants and steel toed footwear should be worn at all maintenance nights, practice nights if PPE is not necessary.

When working in the apparatus bay steel toed foot wear and long pants should be worn for safety reasons.

315 – Safety Vest

When the nature of the incident requires personnel to work in or near moving traffic a safety vest shall be worn by all personnel prior to leaving the apparatus.

Safety vests are not required for personnel, dressed in full PPE and SCBA, actively involved in fire suppression.

All personnel on-scene performing duties or not shall wear a Safety Vest when working or moving in or near moving traffic.

All personnel shall wear a Safety Vest / jacket on direction from an officer.

If any PFS personnel chose not to properly wear PPE or Safety Vest / jacket when required they will be excluded from the emergency scene.

If your feet are on the street, your vest is on your chest.

316 – Operation Around Water Sources

317 – Assaults On Personnel

Personnel and scene safety is highest priority of the department.

If a member is assaulted on a scene, a Mayday call should be issued immediately.

RCMP shall immediately be called to the scene.

EHS shall be called to the scene to check out the assaulted member.

400 – Response Guidelines

If, whilst firefighters are at the fire station, an emergency alarm is phoned in, the firefighter acting as station dispatcher will call Kelowna dispatch to inform of the alarm.

401 – Responding To Station

When responding you are representing the department, drawing negative attention to yourself does nothing for the image or esteem of the department.

All personnel will follow the rules of the road when responding to the station or scene. The rules indicated in the BC Highway Traffic Act and Responding to Emergency Scenes by First Responders will be followed.

It is the responsibility of each driver to understand and follow these rules. Never respond under the influence of drugs or alcohol.

402 – Reporting

On receipt of an emergency page all available members shall report to the fire station to obtain appropriate PPE, equipment, and assignment.

403 – Personal Vehicles

While it is recognized that members are expected to respond to emergencies as quickly as possible, it must be done in a safe manner.

Private vehicles are not emergency vehicles and are therefore not afforded any exemption or special privileges under provincial law. The only exception are the Chief and Deputy Chief who may upon displaying the appropriate warning signals while responding to an alarm.

The department accepts no liability, nor does it carry any insurance coverage for member's private vehicles while responding to and from calls.

You may be held criminally responsible for your actions should an accident occur.

When proceeding to the station or the scene all members shall:

- Obey all speed limits and signs.

- Adjust your speed accordingly for the road, weather, and visibility conditions
- Continually watch and adjust your speed when pedestrians are present
- Obey all stop signs and red lights; come to a complete stop

Passing other vehicles is not encouraged or recommended.

Members shall not pass a school bus with flashing red lights.

Members are not to display four way flashers while driving to an alarm. Four way flashers should be displayed as required when the vehicle is stopped.

404 – Hall Arrival Fire/Emergency

1. Open truck bay door.
2. Put on bunker gear
3. When two(2) members are present and 2 are able to respond (one qualified driver and one experienced fire fighter), the base operator will contact Dispatch and confirm call out details (or co-driver does confirmation from the vehicle).
4. Remember if any Officer does not respond, fire fighters with enough experience may respond. In the case of no response from our department due to lack of personnel or experienced personnel, you will then call Dispatch and say we have no one to respond at this time and get them to page the closest mutual aid fire department to the call. This goes for all emergency calls.
5. If step 4 above happens, the radio room operator should go down the calling list and try to get in contact with members to respond to the station.

404.1 – Hall Arrival Medical Calls

1. Open truck bay door.
2. Put on appropriate response gear
3. When two(2)members are present call Dispatch and confirm call out details.

405 – Hall Departure

The driver of a vehicle should complete a circle check ensuring that all doors and cabinets are shut and all equipment is secure on the outside of the vehicle.

The driver shall check for any objects or personnel in the path of the vehicle prior to moving the vehicle.

All power cords and airlines shall be disconnected prior to moving the vehicle.

All personnel in the vehicle shall be belted in prior to the vehicle moving.

All SCBA shall remain strapped to the seat until scene arrival.

Only one vehicle at a time shall exit the hall onto the apron, allowing the driver an unobstructed view of the street.

The driver and the person in the officer seat shall ensure that traffic has stopped on the highway prior to the vehicle entering the highway.

406 – Arriving On Scene

Once on scene the Officer (or senior firefighter) shall transmit an Arrival Report on the UCFD channel.

An Officer or experienced fire fighter will assume command and identify who they are on the radio.

After command is established pictures should be taken immediately along with a 360 degree check of scene with appropriate PPE, SCBA.

IC shall report findings of the 360 and scene to base station and update all arriving units as to the situation of the emergency scene.

IC then will give orders to arriving units as to their job tasks.

Remember it is NOT necessary for the IC to explain the reason why he is commanding the scene the way he is. Department members are to respond to direction as required then, if / when time permits, members may ask why the IC managed resources the way he did.

It is encouraged to critique a call afterwards to make it a learning experience for everyone.

Firefighters are also asked to remember that each member who responds to an emergency scene would likely command/manage resources somewhat differently than another, even though each method may achieve the same aim. Let the IC do his job. It is a different perspective when you are the one in charge vs the one watching and not having the ICs responsibility.

406.1 Traffic Control at an Emergency Scene

The safety of our Fire Fighters is paramount at any Emergency Scene. The following directions will be followed at any emergency scene or Mutual Aid call.

- a. The Stop/slow sign will be used
- b. Each fire fighter will wear a reflective vest, whether or not they are wearing Bunker gear.
- c. will have a light wand
- d. will be 150 yards away from the nearest emergency vehicle to aid in their visibility to oncoming traffic at night

Remember Command must be established in order to operate a safe and effective scene. When possible, photographs should be taken for the evidence file.

407 – Stand Downs

If dispatch stands down the response prior to scene arrival, the IC shall down grade the response and continue to the scene to confirm the situation at the scene.

The IC may stage some units at a convenient location and or return some / all units to the hall.

An incident Report will still be filled out.

In the case of medical call that is stood down a MFR Patient Care Report will be filled out even though no assistance was given.

408 – Personnel

Personnel to crew the first out unit shall be selected by the IC if possible to meet the needs of the incident from the members initially responding.

If, in the opinion of the IC, the personnel responding are either too few,

inexperienced, or not qualified to respond to the incident, the IC shall immediately have another department paged out to assist or supply the needed expertise.

If possible the IC shall respond to the incident with the available personnel and equipment to assist the other department.

409 – Hall Return

On the return to the fire hall no emergency lights shall be used.

At 150 Meters from the fire hall all emergency lights of the apparatus shall be turned on.

Spotters may be used to ensure traffic stops and remains stopped while the apparatus is backed onto the tarmac and into the fire hall.

Spotters may be used when backing apparatus on the road and into the hall.

When safely on the apron, emergency lights shall be turned off.

The crew of each apparatus shall ensure equipment and supplies used during the response have been:

- Cleaned
- Replenished
- Fueled
- Returned to the proper storage

Any fire departments on standby shall be stood down by phone or radio as soon as possible.

When all equipment/vehicles are ready to respond Dispatch is to be informed the department is back in service.

The IC or designate shall fill out the incident report in a legible manner with all pertinent information on the incident.

All notes, tactical work sheets, etc. shall be attached to the response log.

410- Cast Of Characters

The following personnel and groups may be on scene or found at incidents

Pineview Fire Protection Service Operating Procedures

and have the duties, tasks, functions, and or impact on the incident as follows.

410 .1 – Incident Commander

- Assumes and confirms command
- Evaluates the situation (size-up) and refers to on scene check list
- Initiates and controls the communication process
- Identifies strategy, attack plans, and assignment of resources
- Develops effective on scene organization
- Reviews, evaluates, revises, the attack plan
- Provides ongoing command, transfer of command, and termination of command

410.2 – Sector Officers

- Assigned by the IC to manage a specific area of the incident scene
- Determines the resources required for the task to be carried out
- Manages resources assigned to their area
- Updates IC to the progress being made

410.3 – Command Aides

- Assigned to assist IC or Sector Officer
- Manages communications and information
- Keeps track of assignments, location and progress of sectors
- Carries out other tasks as required

410.4 – Fire Fighters

- The workers who make up the fire department
- Usually respond as a group on an apparatus
- Carry out tasks on the scene
- Works directly under an Officer

410.5 – Safety Officer

- Provides overall safety operations
- Supports and reports to the IC
- Monitors for safety hazards
- Can stop any operation deemed unsafe

Pineview Fire Protection Service Operating Procedures

Represents safety policies, procedures, and requirements

May be Safety Sector Officer with support of other Safety Officers

410.6 – Radio Room Operators

- Supply radio communications for the incident scene
- Assist command by coordinating calling out additional resources
- Maintains log of all communications between scene and radio room

410.7 – Support Personnel

- Staff of outside agencies, Red Cross, Public Works, etc.

410.8 – Customers

- May be injured, requiring MFR's, ambulance
- Displaced from their home, traumatized because of the damage

410.9 – News Media

- Fires are significant news event
- Require a secure location away from the command post
- Only one informed person deals with the media (Chief or Deputy Chief).
- Others are not authorized to communicate with any media without specific written permission from a Chief officer.

410.10 – Police

- Represent the authority and the ability to control the location
- Manages spectators, traffic control, investigations, etc.
- Start and control evacuation

410.11 – Spectators

- Are curious members of the general public (remember that the public are not entitled to confidential information so be aware of what you tell them).
- May interfere with the overall operation, must be kept well clear of emergency scene. May be exposed to the hazardous products of combustion

500 – Tactical Guidelines

501 – Command

At all incidents the Incident Command System (ICS) shall be used.

The first Officer on scene shall establish command by notifying all responders, via radio, the name of the IC and the location of command by street, area, or apparatus and the working frequency of the incident.

When command has been established a complete size up shall be carried out, a 360, and an incident plan devised and carried out

The IC may delegate areas of responsibility and tasks to other Officers and firefighters to allow for efficiency, safety, and the effective use of personnel and equipment.

The structure or area may be divided up into sectors to allow for more effective control of the incident.

The sectors shall be;

- Alpha sector front facing road
- Beta sector left side
- Charlie sector rear
- Delta sector right side
- Floors 1, 2, 3, etc.

Support functions may be designated to allow for more effective control of the incident, water supply, safety, manpower, logistics, etc.

All milestones should be announced over the working frequency of the incident;

- Arrival

- Command established,
- IC location
- Under control
- Termination

The IC should conduct a post incident critique of all incidents after all apparatus and equipment have been made ready for the next incident.

502 – Change Of Command

The initial IC may retain command for the entire incident or turn over to another officer or member.

Upon arrival of a senior officer, command may be passed over to the senior officer at the request of the IC or on the senior officer's assessment that it is necessary to assume command.

Command shall only be passed at the command post and only after the present IC briefs the new IC on the incident and the plan in place.

The change in command shall be announced over the working radio frequency.

503 – Rules Of Engagement

A risk assessment shall be carried out by the IC, Sector Officers, and Safety Officer prior to carrying out any operations.

The department operations are based on the premise that, no activity shall be undertaken unless the benefit outweighs the risk.

The IC and Officers shall be committed to a safe scene and utilize all recourses and training acquired to the best of their ability

504 – Risk Assessment

The following rules shall be used to determine the amount of risk to expose members of the department to at incidents.

504.1 Great Risk

1. Great risk may be taken if there is the possibility of saving life.
2. Activities that present significant risk to the safety of members shall be limited to situations where there is the potential to save lives.
3. A thorough size up of the situation, the equipment on site, the availability of water, the number of trained responders, are factors in determining the survivability of lives.

504.2 Some Risk

1. Some risk may be taken to save property.
2. Activities that present some risk to the safety of members shall be limited to situations where there is the potential to save property
3. A thorough size up of the situation, the equipment on site, the availability of water, the number of trained responders, are factors taken into consideration before entering saveable property.

504.3 No Risk

1. No risk shall be taken when there is no possibility of saving life or property.
2. After a complete size up of the situation, the IC shall make a calculated decision regarding defensive operations whereby all attack is done from outside of the structure.

505 – Emergency Traffic Control

Control of traffic at emergency scenes is crucial to the safety of all personnel, participants and bystanders on or near the scene.

The Emergency Traffic Manual details the placement of apparatus, pylons, and signage for emergency scenes and operations.

The guidelines in the Emergency Traffic Manual will be followed at all scenes.

Traffic Control will be left up to the RCMP on whether to close the road and control the flow of traffic.

506 – Response To Hazmat Incident (Awareness Level)

The first officer or member to arrive on the incident site shall assess the situation and ascertain the hazardous material involved by visually, (if possible by binocular)

If information is needed on the hazardous material the officer or member shall then immediately call CANUTEC collect at: 613-996-6666 for information on the chemicals involved.

The responding apparatus shall set up a safety perimeter, preferably uphill and upwind, around the incident site, wearing all protective equipment and S.C.B.A.

PFS shall remain in control of the incident site until the proper officials arrive and assume operations of the emergency scene.

507 – Marine Responses

Initiate a call for the nearest mutual aid swift water rescue boats and equipment

Initiate contact with the person that initiated the request. If that person is on scene, the IC shall request them to maintain visual contact with any victims in the water.

Contact shall be made with the incoming mutual aid informing them as to the nature of the emergency.

Contact RCMP, informing them as to the nature of the emergency.

508 – Automatic Mutual Aid

Vehicles, personnel and equipment will be sent to the response area automatically for specific incidents by the dispatcher as per mutual aid agreements.

508.1 Requested Mutual Aid (May be Altered by the IC)

Apparatus, personnel and equipment may be sent to other Fire Departments, other Agencies, and Organizations as requested.

The degree of assistance will be dependent on the availability of personnel and equipment.

The first arriving Officer shall be the IC, if no Officers respond an experienced fire fighter shall be the IC.

The IC shall determine the response after contacting the requesting organization.

508.2 Additional Mutual Aid

When additional mutual aid is required to support an incident in response area, the IC shall request specific apparatus and personnel as per the following:

Station response – all available apparatus and personnel

Engine/Pumper Company

Tender Company

Road Rescue Company

BC Ambulance

Manpower support – all available personnel,

508.3 Major Incidents

The following incidents shall be classified as major incidents;

Structure fire

Electrical equipment fire

Equipment/machinery fire

Flammable liquids fire

Heating equipment fire

Chimney fire

MVI

MVF

508.4 Minor Incidents

The following incidents shall be classified as minor incidents;

Controlled burn

Floods/leaks

Smoke investigation

Special service (patient lift, etc)

Spills leaks gas/fuels

Suspicious odors

600 – Communication Guidelines

601 – Uses Of Channels

may use truck radio for the mutual aid transmission, when you have received your orders from IC, truck radio then will be switched back to PFS channel.

Incident Command will monitor the following

- PFS main channel (repeater)
- Ops 1
- Ops 2
- Mutual Aid
- Other channels as needed

602 – Operation Of Radios

As per separate training, radio protocol

603 – Mayday

The term MAYDAY shall only to be used in emergency situations – the term shall never be used in drills or in any practice evolutions.

If a MAYDAY is called, even in a drill, it means a fire fighter is down and needs help

The transmission of MAYDAY shall be used by personnel to inform the IC of situations requiring immediate action or assistance.

Discretion in the use of MAYDAY shall be applied to prevent its overuse and abuse.

All other radio traffic stops until emergency situation concluded.

603.1 EMERGENCY COMMUNICATION

The term EMERGENCY shall be used by anyone on the scene who needs to communicate an urgent message.

604 – Team Designations

All teams or units entering a burning structure or hot zone shall have at least one portable radio.

Each team or unit shall be designated with a title, e.g. Attack 1, Hose Team 1, Rescue 2

700 Critical Stress Incident (CIS)

CIS is the result of facing and attempting to deal with an event or situation beyond the normal capacity of human beings to cope with. These stress reactions may be physical, cognitive, emotional or any combination of these. The more intense reactions will interfere with the responder's ability to function at the scene and later in the person's personal life. CIS reactions are normal and expected.

CIS management is in place to reduce the impact of CIS reactions. It offers professional intervention to the reactions to minimize stress-related injury to members.

A response to any incident that exposes personnel to unusually strong emotional involvement shall qualify for a CIS debriefing. The following are examples of incidents which may warrant debriefing, but not limited to:

An event that has significant emotional power to overwhelm the usual coping mechanisms

Serious injury or death of a department member or other emergency personnel in the line of duty

Mass casualty incidents with serious injury or death

Death or serious injury of a child

Dealing with victims known to the responder

Events that seriously threaten the lives of the responders

Serious injury or death of a civilian following department operations that may be extraordinary and involving prolonged expenditure of physical and emotional energy 3. All new members should be briefed on CIS reactions and information sessions should be presented as required as part of the safety program. Information and training programs for responder's families can be made available.

701– Scene Management

Minimizing the exposure to stressful incidents results in fewer stress-related problems. Command shall brief incoming personnel of the extent of the incident upon arrival to reduce the element of surprise to responders.

Rotating and or removing initial responders from the scene as soon as possible should limit exposure to a critical incident.

If circumstances permit, personnel directly involved in high stress incidents should be considered for immediate removal from the scene. If personnel are limited and this is not possible, command shall designate a rest area away from the general area of the scene and free of the public and the media for responders to refresh and then be put back on duty as needed. This location shall not be the command post or manpower pool but could be the REHAB area.

Breaks should be mandatory for every ½ to 1 hour of working exposure to the incident.

702 – Activation

Any member who feels that a debriefing intervention is required shall inform Chief/Deputy Chief, who will then begin the process to obtain the CISD team.

Only trained CISD members shall conduct a debriefing.

703 – Debriefing

When a time for the debriefing has been arranged, the Chief/Deputy Chief shall designate an area for the debriefing which provides ample space,

privacy and freedom from distractions.

The Chief/Deputy Chief shall make at least two attempts to notify all involved of the time and location and encourage the member to attend.

During the debriefing, the Chief/Deputy Chief shall consider a stand-by response from another department.

Attendance at debriefings is voluntary but all personnel involved in the critical incident are strongly urged to attend. It is important to realize that a firefighter's attendance may help the others even if they do not feel they themselves will benefit from the process. The debriefing is strictly confidential. Personnel attending debriefings are not required to speak if they choose not to.

704 – Rehab

Rehab is to permit personnel to rest and prevent stress and over exertion so as to not create any adverse condition, which could have been prevented. All information observed and collected is strictly confidential. Rehab personnel will consist of Medical First Responders, or Emergency Medical Technicians, if possible.

Rehab will be initiated at the request of the incident commander. It is the duty of all officers to be aware of personnel's involvement at a scene, and make the recommendation to the Incident Commander when they feel that rehab would be beneficial.

Members shall report to rehab when directed, or whenever the following conditions exist:

- Firefighter has exhausted two (2) SCBA bottles
- Firefighter has been involved in any non-strenuous firefighting activity for two (2) hours. Firefighter is showing signs of stress or fatigue from activities, or heat and cold exposures, i.e. (wildfire, search and rescue)
- Firefighter has been exposed to emotionally disturbing scenes and is displaying signs of stress.

Upon arrival to the rehab area, the firefighter will submit to a vital stats check if requested by the attending MFR or EMT. The firefighter is under the control

of the rehab officer, and can only be released by that officer, and must conform to that officer's direction. If at any time, during any event, any firefighter displays any signs or symptoms that are indicative of an underlying medical condition, an ambulance shall be summoned to assess the firefighter.

5. No person will be permitted to smoke within 20 meters of the rehab area.

800 – Medical

801 – General

Members shall not enter a residence or scene unaccompanied on a response, you shall enter residence in a team of 2 or 3 (maximum 3 unless additional personnel are requested) you will not enter by yourself.

If EHS Dispatch directs the department to STAGE, the unit responding shall park well back from the site, out of sight, until directed by RCMP, dispatch or EHS to proceed to the site.

Sirens and red lights may lead to further distress for the patient and their family so may be turned off ½ KM from the scene if safe, possible and practical

Vehicles shall be parked as close to the scene as possible without impeding traffic or preventing access to the scene by an ambulance.

All responders shall be wearing appropriate equipment for the type of response along with their ID tag, if issued

Be professional, polite, and considerate; respect the condition of the patient and the concerns of the family.

All information concerning the response shall be kept strictly confidential.

All equipment used shall be returned to its proper stowage and all supplies used shall be replenished on completion of the response.

If a patient becomes unruly / inappropriate to department members the IC may offer to withdraw the firefighters or if necessary withdraw them at his discretion.

802 – Patient Care Report (PCR)

A PCR shall be started and completed as much as possible for each patient. On the arrival of the paramedics all data on the PCR shall be relayed to them. The white copy shall be forwarded to the EHS MFR office by mail if required. A PCR shall be filled out even if no treatment was given.

803 – Cardiac Arrest

Members shall not enter a residence alone and will wait for backup prior to entering any residence.

On arrival the defibrillator and medical bag shall be taken to the patient's location and an assessment of the situation shall be made, minimum personnel in the residence to complete tasks.

804 – Dress

If responding members are deemed to be unhygienic to respond to a medical call in the IC's judgment they shall be asked to remain outside to assist with traffic control and not respond to the incident and possibly put the patient in more jeopardy.

805 – Training

All members shall be offered Medical First Responder Training.

No member shall be forced to complete medical certification if they do not desire to attain.

All members are to be qualified Standard First Aid and recertified as required to stay current.

806 – Personal Protection

All members shall have medical gloves on prior to leaving the vehicle on a medical response.

All members should have eye protection prior to leaving the vehicle on a medical response.

Medical gloves are to be used on one patient only, if moving to another patient; the gloves shall be replaced with a new pair.

The driver shall ensure all medical gloves are removed and hands are washed / sanitized prior to personnel entering vehicle.

All gloves shall be placed in the garbage can.

All medical waste shall be disposed of properly on return to the station after each response.

807 - Disinfecting

Any equipment contaminated during a response shall not to be placed back into a medical bag until decontaminated.

All contaminated equipment shall be bagged in plastic and returned to the station. .

Handle all contaminated equipment, supplies, or other materials with the utmost care until they are properly cleaned and disinfected

To disinfect equipment contaminated with blood or other bodily fluids, clean thoroughly with department supplied disinfectant.

Surfaces, such as floors, woodwork, vehicle seats, and counter tops shall be cleaned of any visible soil prior to using the disinfectant.

Wash all soiled medical response clothing and overalls.

Scrub boots, shoes, and leather with soap, a brush and hot water.

Do not use kitchen sinks.

Definitions

AED-Automated External Defibrillator

CIS-Critical Incident Stress

CISD-Critical Incident Stress Debriefing

Code 3- Response-all emergency lights, sirens, and air horns Code 2- Response-emergency lights only e.g. water shuttle Code 1 - Response-no emergency lights or

Pineview Fire Protection Service Operating Procedures

sirens and air horns Customer- People in need of the fire departments services

DNR-Department of Natural Resources

ERG Guide-Emergency Response Guide for Hazards Materials HUD-heads up display in SCBA

IC-Incident Commander

KED -Kendrick Extrication Device

MFR-Medical First Responder

MVI-Motor Vehicle Collisions

MVF-Motor Vehicle Fire

MCI-Mass Casualty Incidents

NFPA-National Fire Protection Association

Officer seat-is the front passenger seat of the apparatus

OIC-Officer in Command

OPS-Operation channels

Page-a signal from dispatch indicating a fire, medical emergency or other situations that requires an emergency response.

PAR-Personnel Accountability Roll Call

PCR-Patient Care Report

PFD-Personnel Floatation Device

PPE-Personnel Protective Equipment

SCBA-Self Contained Breathing Apparatus

