

# North Shore Fire Department

## Standard Operating Guidelines

April– 2009

### Standard Operating Guidelines (SOG's)

**Fire Department and Operating Standard Operating Guidelines (SOG's) are to be used for guidance in response to and operations at fires and other emergencies. Response and operational (SOG's) will vary due to, station locations, response areas, water supplies and the type of fire or emergency situation. It is understood that situations may arise where these guidelines may not reasonably be followed. The Officer in charge shall depend on their training and experience when applying these guidelines. Common sense must be applied to all matters and certain latitude by Officers in charge is permitted, when just cause exists.**

The following (SOG's) have been drafted to ensure that the department's apparatuses responding to alarms is adequate and prompt. The assignment of apparatuses will depend on the type and location of the alarm. Response by department apparatus shall be as per department policy (*Apparatus Response*). In the event an assigned piece of apparatus is unavailable or out of service the next assigned comparable vehicle shall assume the assignment. When necessary the officer in charge may request Mutual Aid to complete the assignment.

#### **1.1 Still Alarms:**

- Engine #1 should respond with 3-5 firefighters.
- Engine #4 should respond with 3-5 firefighters.
- Rescue #3 should respond with 3-5 firefighters.

#### **1.2 Automatic Alarms:**

Response to Automatic Alarms will be as outlined below in sections 1.3, & 1.4 according to response area. When responding to automatic alarms only Engine #1 and Rescue #3 should respond using lights and sirens, additional vehicles should not do so

unless advised otherwise. If smoke or other visible signs of a working fire are observed en route. The Base should be advised to up grade to a **General Alarm**. If the alarm is cancelled , or the officer in charge or a member on scene advises the alarm is false. Engine # 1 and Rescue #3 will proceed to the scene and determine if possible the cause of the alarm, all other apparatus will return to the station.

### **1.3 General Alarms in areas with hydrant service:**

- Engine #1 should respond with 3-5 firefighters.
- Engine #4 should respond with 3-5 firefighters
- Rescue #3 should respond with 3-5 firefighters
- Tanker #1 should respond with 2 firefighters
- Tanker #2 should respond with 2 firefighters

### **1.4 General Alarms in areas without hydrant service:**

As above, and the Officer in charge may request Mutual Aid if necessary.

### **1.5 Medical Calls**

- All members report to Fire Hall
- Rescue Truck only to respond
- 3-4 of most qualified members to respond
- Other members to remain at Fire Hall for assistance
- Medical Reports must be fill out by responding members

## **Section 2: Operational Assignments**

### **Structural Fires in:**

#### **2.1 Areas in the Areas with hydrant services:**

- Engine #1 should proceed directly to the fire building and conduct fire attack and rescue operations as directed by the officer in charge.
- Tanker #2 should proceed directly to the fire building and nursing Engine #1 until a 4" supply line is provided.
- Tanker #2 should supply Engine #1 from the closest hydrant using a 4" supply line. (reverse lay)
- Rescue #3 should stage near the fire area. The officer in charge should size up fire attack and rescue operations prior to the arrival of Rescue #3 and assign it and it's personnel where needed.
- Following completion of it's nursing operation Tanker #2 may be used to supply another area if necessary.

- If a hydrant is some distance from the fire building, Tankers #2 should respond with 2 firefighters. The tanker should supply Engine #1 until Engines #4 can relay from the nearest hydrant.
- The officer in charge may request additional apparatus or mutual aid as necessary.

## **2.2 Areas without hydrant service:**

- Engine # 1 should proceed directly to the fire building and conduct fire attack and rescue operations as directed by the officer in charge.
- Engine #4 should proceed directly to the fire building and nursing Engine #1 until a supply line or a water bag operation is provided.
- Tanker #1&2 should respond with 2 firefighters each. Each truck will a water bag operation .
- The officer in charge may request additional apparatus or mutual aid if necessary.

## **2.3 Automobile Fires:**

- Engine #1 will respond with 3 – 5 firefighters and conduct fire attack and rescue operations as directed by the officer in charge.
- Engine #4 will respond with 3 – 5 firefighters proceeding directly to the fire scene and nurse Engine #1.
- Rescue #3 will respond with 3 – 5 firefighters proceeding directly to the fire scene and assist Engine #1's crew.

### **Automobile Accidents**

If fire is indicated, Engine #1 will be the first to respond, followed by Rescue #3

- Rescue #3 will respond with 4 – 5 firefighters.
- Engine #4 will respond with 3 – 5 firefighters, or any other piece of equipment deemed necessary by the officer in charge.

## **2.4 Seniors Homes and School Buildings:**

- The staging area will be established by the officer in charge.
- Engine #1 will respond with 3 – 5 firefighters to the main entrance.
- Rescue #3 will respond with 3 – 5 firefighters to the main entrance and assist Engine #1's crew.
- Engine #4 will respond with 3 – 5 firefighters to staging area established by the officer in charge and await further instructions.
- Tanker #1& 2 will respond to the staging area established by the officer in charge and await further instructions.

## **2.5 Oil and Chemical Spills**

- Engine #1 will respond with 3 – 5 firefighters.
- Rescue #3 will respond with 3 – 5 firefighters.
- Other apparatus may be called upon to deliver additional peat moss etc, if required.

## **2.6 Mutual Aid**

- Engine #4 will respond with 3 – 5 firefighters to the scene or station as requested.
- Tanker #2 will respond.
- Rescue #3 will respond for the transport of personnel, it should return to the station as soon as possible. If additional equipment is requested, the officer in charge will determine the need, keeping in mind our stations commitment to the communities we protect.

### **Dalvay Hotel**

- All trucks and all members will respond.
- Engine #1 will hook to hydrant on north side of hotel and run 4 inch line to hotel and supply hand lines
- Engine #4 will hook to hydrant on south side of hotel and boost sprinkler system
- Tanker #1&2 will assist with water needs
- Rescue #3 will set up in staging area to supply equipment and air
- Portable pump will be set up at pond when needed

## **2.8 Airplane Crashes Off Airport:**

Airport portable radio is to be taken on the first responding apparatus. The Airport Fire Fighting Service may be called upon for mutual aid depending on the size of the plane.

- Engine #1 will respond with 3 – 5 firefighters.
- Engine #4 will respond with 3 – 5 firefighters, this truck will nurse #1 with a single 2 1/2 " line only, and is to be held in reserve.
- Tanker #1&2 will respond with 2 firefighters. Each truck will feed #1 until a hydrant is connected or a water bag is deployed.
- Rescue #3 will respond with 4 – 5 firefighters.

**Policy Re: APPARATUS RESPONSE TO INCIDENTS**

**General: In order to reduce human suffering and cost of vehicle accidents the following policy will establish safe driving and operating procedures for the drivers and passengers of department emergency vehicles.**

## 1) GENERAL PROVISIONS

### Procedure on Leaving Fire Hall

- Pull trucks outside
- Close Doors
- Members to put on bunker gear
- A member is to call the Message Centre to report which trucks are leaving
- To reduce the numbers of vehicles on the fire scene members are encouraged to dress and travel with the fire vehicles.

a) All emergency vehicle drivers shall be trained on any specific vehicle they may drive in the emergency mode. Driver training is to be carried out as per department training policy.

b) All personnel riding in or on emergency vehicles are responsible for their own safety and shall be seated in an approved position and secured by seat belts while the vehicle is in motion (exception: while loading hose).

### 2) Driver and Passengers Responsibilities

a) The driver of an emergency vehicle is subjected to varying distractions and excitement and shall maintain a calm manner and be in control of him/herself and their vehicle at all times.

b) The driver of an emergency vehicle responding to an emergency shall have both hands on the wheel. Whenever possible operation of the siren and horns will be foot control. The radio when possible shall be operated by the person in the right front seat.

c) Only the driver and a maximum of two passengers, (at the discretion of the driver) shall drive in the front of an emergency vehicle responding to an emergency call.

d) Whenever an emergency vehicle is in operation, its headlights and running lights shall be on. While responding to an emergency, all vehicles will display headlights and all emergency lights, siren and/or horn shall be used in accordance with the provincial Highway Safety Act. Common sense should be exercised in the use of sirens and other audible warning devices.

e) While responding to an emergency, the driver of a vehicle shall observe the posted traffic laws, including speed limits, traffic lights and stop signs.

NOTE! "Lights and sirens do not give the emergency vehicle driver any right to disobey traffic laws."

f) If an emergency vehicle driver receives a traffic ticket while operating a department emergency vehicle, they shall be responsible for the violation and any fine issued as a result of the citation. Receipt of a citation shall be cause for disciplinary action.

- g) All drivers should use extreme care when approaching and passing through intersections. When approaching an intersection controlled by a stop sign or red or yellow traffic light the vehicle shall come to a complete stop and proceed only when safe to do so.
- h) When approaching an intersection, the driver shall proceed with caution at the posted speed limit or slower if necessary.
- i) Extreme caution shall be used when passing any vehicle or group of vehicles.
- j) When approaching a school bus in either direction, caution shall be exercised. If a school bus is stopped with signals flashing "DO NOT PASS" come to a complete stop and assure it is safe to proceed before passing the bus.
- k) In all cases the driver shall maintain a safe following distance so as to be able to stop safely and/or avoid collision with the vehicle in front.
- l) An effort should be made to avoid backing an emergency vehicle if possible. However, when it is necessary to back a vehicle the following procedures should be used:
  - i) the driver should appoint one person only as a spotter;
  - ii) the spotter should be 2 to 3 meters behind and to the left of the vehicle;
  - iii) the spotter should survey the area around the vehicle for potential hazards including overhead obstructions;
  - iv) the driver should make both visual and verbal contact with the spotter before putting the vehicle in the reserve gear;
  - v) the spotter should guide the vehicle back to the desired location with the use of hand signals.
  - vi) If the driver has no one available to act as a spotter he shall walk around the vehicle to check for hazards, people or other obstructions, before moving the vehicle.

**Policy Re: INDIVIDUAL RESPONSE TO INCIDENTS**

**General: In order to reduce human suffering and cost of vehicle accidents the following policy will establish safe driving and operating procedures for individual members of the department responding to emergencies with a private vehicle.**

- 1.a) All members of the department while responding to an emergency call in a private vehicle **shall** observe the posted traffic laws, including speed limits, traffic lights, stop and yield signs etc.
- b) A member responding in a private vehicle with a emergency light shall keep in mind that this device **does not** give the driver any right to disobey traffic laws.

- c) Any member who receives a traffic citation while responding to an emergency call is responsible for the violation and any fine or other punishment issued as a result of such citation. Receipt of a citation **shall** be cause for departmental disciplinary action.
- d) A member's first priority while driving a private vehicle to an emergency call shall be to insure that he/she arrives safely at their destination.

**Policy Re: PROTECTIVE CLOTHING**

**General: The following are the North Shore Fire Department guidelines for wearing protective clothing. This policy shall apply to all members.**

**Definitions: Full Protective Clothing: Helmets with faceshield, nomex hood, turnout coat, boots with turnout pants and gloves.**

**“Gear Up”: The order to wear Full Protective Clothing.**

- 1) When the Officer in charge orders “Gear Up” full protective clothing shall be worn when operating on the fireground or other incidents.
- 2) When responding from a Fire Station, all members should attempt to “Gear Up” prior to response.
- 3) The Officer in Charge may use their discretion to regulate the “Gear Up” criteria in terms of unusual circumstances such as extremely long responses, out of quarters responses, or when the vehicle is moving at the time of a dispatch.
- 4) While operating at an accident/rescue incident or a water/rescue incident, all members should wear whatever protective clothing or equipment is required to afford personal protection.
- 5) When operating forcible entry equipment, hand tools and power tools, full protective clothing shall be worn.
- 6) The Nomex hood shall be worn when engaged in interior structural fire fighting or any other situation where burn injuries to head and face are likely to occur.
- 7) Full Protective Clothing will be used during overhaul operations. The use of SCBA will be at the discretion of the officer in charge.
- 8) Faceshields shall be utilized at any time the need for eye protection is apparent such as during overhaul, when operating hand or power tools, when fighting trash fires, grass fires, and any other fires where the S.C.B.A. facepiece is not being worn.

- 9) Gloves shall be worn when engaged in fire fighting, overhaul, training with hose and ladders, when using hand or power tools, and any other situations where injuries to the hand are likely to occur.
- 10) In training and drill situations, full protective clothing to protect against foreseeable hazards shall be worn.

**Policy Re: DISPATCH AND COMMUNICATIONS**

**General : The purpose of this policy is to ensure prompt accurate receipt of emergency information, the timely dispatch and response of the appropriate equipment and personnel to the scene of an emergency.**

Dispatch : The North Shore Fire Department will respond to any fire or other emergency which threatens LIFE SAFETY or PROPERTY. In the case when the North Shore Fire Department is not the appropriate agency or is not capable of delivering the requested assistance, or if the situation is not a true emergency, an attempt will be made to place the caller in contact with an appropriate Agency.

Timely response and effective management of fire and rescue situations represent the most immediate priorities of the dispatcher. Upon the receipt of adequate information (location and description of the emergency) The Message Centre will receive all telephone alarms and dispatch the appropriate responders with the capability to control the emergency situation.

The judgement of both dispatch and response personnel is an integral part of the decision process, consideration of both the information received and the knowledge of the responding personnel will have to be relied upon to assure prompt arrival of the appropriate responders at the emergency scene.

To facilitate communication the base station at the Fire Hall will be staffed while a fire call is in progress.

**Acknowledgement**: All units responding to an alarm shall acknowledge by stating the unit number, number of personnel on the unit and the location of the alarm.

**While Responding**: All fire and rescue responses will be with warning lights a siren. While responding , units may communicate with one another if radio traffic permits. Timely and useful communications during this period can set the stage for effective action and improve the overall fire attack or rescue effort. Factors such as hydrant location, hazards, access, traffic conditions and response routes may be communicated.

Example:

("Pump to all other trucks – York road is closed by drifting.)

**On Scene Reports:** On scene reports shall be made to the Base at the Fire Hall. Units arriving at the incident should report “On Scene”

Example:  
 (“Pump on scene”)

**Size-up Report:** The first unit arriving at the scene of an incident will give a brief size-up report describing the situation.

Examples:  
 (“Fire station nothing showing”) or (Fire station working fire”)

If conditions at the scene are obviously different from the reported nature of the incident the first arriving unit may request a change to the alarm.

Example:  
 (“Pump to Fire station we have a working fire make this a General Alarm”.)

**Emergency Messages:** The term “Emergency Message !” will be used by any unit or personnel with a radio encountering an immediately urgent or perilous situation. All other radio traffic will cease and the unit or person with the “Emergency Message” will be permitted to send their message.

Example:  
 (“Emergency message !” Pump, Fire station we require an ambulance.”)

NOTE:

If the “Emergency Message” is not acknowledge by the fire station contact 911.

**Radio Codes:** “Plain Language” radio messages should be used to facilitate understanding.

The following coded messages shall be used.

- |                          |                              |
|--------------------------|------------------------------|
| 10 - 4 = Acknowledgement | 10- 17 = In route too        |
| 10 - 5 = Negative        | 10 - 20 = Give your location |
| 10 - 7 = Out of service  | 10 - 21 = Call... by phone   |
| 10 - 8 = In service      | 10 - 45 = Death              |
| 10 - 9 = Repeat message  |                              |

**Policy Re: BOMB SCARES / THREATS**

**General: In order to reduce the risk of serious injury to Fire Department personnel the following policy is established for incidents involving the report of a Bomb or other explosive devices.**

1. The Fire Department **is not** to be dispatched directly to these incidents. They are to be paged as follows:  
  
**“NSFD respond to a still alarm, report to the station and call The Message Centre”**
2. The Chief should contact Central the Message Centre to determine what type of assistance is required.
3. If the fire Department is required at the scene the following precautions should be taken:
  - Limit personnel and equipment responding to site.
  - Establish a staging area for department personnel and equipment.
  - Establish direct communications with the senior police officer.
  - Limit the movement of department personnel in the building or area.
  - Assure all personnel are wearing full protective clothing.
4. Fire Department personnel **are not** to participate in the search for any bomb or explosive device.

**Policy Re: TOOLS AND EQUIPMENT**

**General: In order to maintain the tools and equipment for the Department and to insure that all tools and equipment are in a safe and reliable condition the following procedures are to be used:**

- 1) A monthly visual inspection of all tools and equipment owned by the Fire Department Should be carried out.
- 2) When applicable the inspection and testing of all tools and equipment should be carried out in accordance with the manufactures specified procedures.
- 3) All tools and equipment found not to be fit for service shall be removed from service immediately. Lieutenants are responsible for maintenance of their assigned equipment. They shall repair or replace the tool or equipment as soon as possible reporting deficiencies to the Captains
- 4) Tool and equipment may be loaned to members of the department for a brief period of time with the approval of the Chief or his designate: The name, phone number and signature of the person borrowing the tool or equipment shall be record on the form supplied by the Department.

**Policy Re: MAINTENANCE REQUIREMENTS**

**General: In Order to ensure that all department equipment and apparatus is in good repair this policy has been established.**

- 1) The Chief shall have care and control of the Fire Station, apparatus and equipment therein.
- 2) The Captains are responsible for the Fire Station, apparatus and equipment therein.
- 3) As per department policy the person assigned to have care and control of the Fire Station, apparatus and equipment shall:
  - 3.1 Maintain the Fire Station and the apparatus and equipment of the Fire Station assigned to them, in a proper state of repair and efficiency.
  - 3.2 Obtain a qualified person to carry out necessary repairs or maintenance.
  - 3.3 Maintain a written record of all preventative maintenance and repairs and supply a copy of the record to the Chief at the end of each month.
  - 3.4 Immediately report to the Chief or his/her designate any break down of an apparatus that will require it to be removed from service.
  - 3.5 Along with the Chief determine if, when and how apparatus removed from service will be repaired or replaced.
  - 3.6 Request funding from the Chief for any repairs required to fix the apparatus.

**EXCEPTION: during an emergency when the repairs are required to maintain fire fighting of other emergency operations.**

**Policy Re: (SCBA) TESTING PROCEDURE**

**General: In order to reduce the risk of serious injury to all members Of the Department and to insure that all Self Contained Breathing Apparatus ( SCBA) is in a safe and reliable condition the following procedures are to be used:**

- 5) A monthly inspection and testing of all (SCBA) owned by the Fire Department Should be carried out.
- 6) The inspection and testing of all (SCBA) should be carried out in accordance with the manufactures specified inspection and testing procedures.
- 3) The air in all (SCBA) cylinders should be replace every 90 days.
- 4) A completed inventory list of all tested (SCBA) shell be provided to the Chief.
- 5) A complete list of expiry dates on tanks shall be kept by Captains.

**Policy Re: HOSE TESTING PROCEDURE**

**General: In order to reduce cost to the Department and to ensure that all equipment owned by the department is properly accounted for the following inventory procedures are to be used:**

- 1) An annual inspection and testing of all the fire fighting hose owned by the Fire Department will be carried out each year.
- 2) The inspection and testing of all fire fighting hose should be carried out in accordance with NFPA Publication #1962 "Care, Use and Maintenance of Fire Hose."
- 3) The person conducting the inspection and testing shall check each length of fire fighting hose as follows:
  - a) Check all couplings and gaskets and replace as necessary;
  - b) Check all hose jackets for cuts, wear and damage, remove from service as necessary;
  - c) All fire fighting hose is to be pressured tested.
- 4) The Completed inventory list of all tested hose shall be provided to the Chief.

**Policy Re: INVENTORY PROCEDURES**

**General: In order to reduce cost to the Department and to ensure that all equipment owned by the department is properly accounted for the following inventory procedures are to be used:**

- 1) An annual inventory of all the apparatus and equipment owned by the Fire Department will be carried out each year.
- 2) The Chief will be responsible for ensuring that all inventory lists are current. The Chief may delegate the responsibility for the actual inspection and tabulation of the department equipment to other members of the Department.
- 3) The person conducting the inventory shall check the inventory list for the station and vehicle as follows:
  - a) all equipment on all vehicles
  - b) all furniture, computers and other office equipment
  - c) all hose, protective clothing, tools and other loose equipment stored in the fire station.

- 4) The completed inventory lists are to be provided to the Chief by March 31<sup>st</sup> of each year.
- 5) The Chief shall review each list of the inventory and record any inconsistency, missing or damaged equipment.

**Policy Re: PURCHASING PROCEDURES**

**General: In order to reduce cost to the Department and to ensure that all purchases of material for department use are properly accounted for, the following procedure is to be used:**

- 1) Purchase Orders shall be used for the purchase of all materials for the Department.
- 2) The Chief will be responsible for ensuring that all purchases within the Department are properly authorized. The Chief may delegate this authority to other members of the Department provided the person's signature and spending limits are recorded and kept on file.
- 3) The person issuing the Purchase Order shall fill out the order completely, including:
  - a) Supplier's Name and Address;
  - b) Shipping Address;
  - c) Date;
  - d) Quantity, description and price.
- 4) The Purchase Order copies shall be distributed as follows:
  - d) white- to supplier;
  - e) pink - to Chief,
  - f) yellow & green - to Chief, then to the Company.
- 5) Purchase Orders are to be issued to and signed by only those persons authorized by the Chief,
- 6) Purchase Orders are to be issued only for those items that have been approved in the annual budget.
- 7) All invoices are to be attached to the proper Purchase Order