STANDARD OPERATING GUIDELINES
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Purpose

The Bristol Fire Department is committed to providing the safest possible work environment for all personnel. It is important that all personnel operating at incidents and/or training scenarios operate in a safe manner. Each must practice as a “safe person” for their own safety, as well as to minimize risk to others.

Scope

All Bristol Fire Department personnel

Guideline

Operating at emergency incidents and/or training scenarios poses an inherent risk of injury – or worse, death. With that thought in mind, all personnel are expected to operate under the following risk management profiles.

1. We will risk a lot, in a calculated manner, to save SAVABLE lives.
2. We will risk little, in a calculated manner, to save SAVABLE property.
3. We WILL NOT RISK OUR LIVES AT ALL for lives or property that are already lost.

This risk management profile will be applied to all incidents and/or training scenarios and will be continuously re-assessed throughout the operation. When considering the survival profile of victims, personnel must consider fire conditions and other conditions affecting survival.

Example, A fire in a rear bedroom of a house, with smoke throughout the house may allow a survivable environment if a search and rescue effort is initiated quickly. We MAY extend risk, in a calculated manner, under these conditions.

A significant fire in a residence with dense smoke under pressure to floor level throughout the house, there is a low probability of survival. A very cautious, calculated rescue and fire control operation would be warranted.

A fully involved building, this would project almost a zero survivability profile, firefighters should avoid and offensive fire attack.

Victims buried by a trench collapse or under water for 10 minutes or more, would be unlikely to survive therefore an extremely cautious and well planned, safe; recovery operation is required by qualified individuals with required skill sets.

Rescuers should consider notification time, dispatch processing time, response time, and time on the scene as part of the survivability calculation.
Actions in a calculated manner require:
- Incident Command established.
- Proper personal protective equipment used.
- Accountability system established.
- Safety procedures in place.
- Continuous risk assessment by all.
Purpose

To provide a guideline governing against the contact of potentially infectious body fluids and medical waste.

Scope

All Bristol Fire Department personnel

Guideline

1. On all Motor Vehicle Crashes (MVC), especially where people are trapped and extrication is required, full protective clothing will be worn. Surgical gloves (rubber) will be worn by anyone who is involved with patient care.

2. On all medical incidents (lifting assistance) where personnel are involved with patient care, surgical gloves (rubber) will be worn for protection against contaminated blood and/or body fluids.

3. After each incident, protective clothing that is contaminated with blood/body fluids will be sealed in red “BIOHAZARD” bags and is to be washed in accordance with NFPA 1581 Infection Control Program and NFPA 1500 Occupational Safety and Health Program.

4. Upon removal of surgical gloves, they are to be placed in a biohazard trash bag or container located in the ambulance that is on scene.

5. Surgical gloves (rubber) are located in all ambulances.

6. THESE GUIDELINES ARE FOR YOUR OWN PROTECTION.
Purpose

The purpose of this Standard Operating Guideline is to provide specific information and procedures for the Bristol Fire Department for the issuance, inspection, maintenance and retirement of personal protective equipment (PPE). This guideline establishes a system to regularly inspect PPE and equipment assigned to fire department personnel and to set standards for the maintenance of these items.

Scope

All Bristol Fire Department personnel

Guideline

BFD is responsible for providing firefighters with protective clothing and equipment to safeguard them from injury when involved in Fire Department activity. Inspection, care, and maintenance of structural firefighting personal protective clothing are the responsibility of everyone in the chain of custody including BFD and the end user.

Procedure

1. Issuance of Personal Protective Equipment
   Each firefighter of BFD will be issued a standard set of PPE including:
   
   A. Turnout jacket and turnout pants shall be coordinated, matching manufacturer and manufacturing time period.
   B. Turnout boots (NFPA approved label)
   C. Helmet with Structure Shroud (NFPA approved label)
   D. Gloves
   E. Hood (Nomex or Carbon Hood with Bib with an NFPA approved label)
   F. Goggles or Defender Shield

2. Use of Personal Protective Equipment
   A. All issued PPE remains the property of the Town of Bristol Fire Department.
   B. All approved structure fire PPE shall be used when fighting fire or responding to any incident requiring structure fire PPE.
   C. All PPE shall be returned to Bristol Fire Department prior to termination/separation or any type of leave of absence from the department.
   D. All personnel shall be financially liable for any non-BFD related damage to PPE.
   E. PPE is to be used only for BFD service related business, including organized and requested mutual aid and strike team assignments. Any other use must be approved by the Chief.
   F. No alterations or customizing shall be done without prior approval of the Chief in charge of PPE.
3. **Purchase of PPE**
   A. If fire department personnel independently purchases any item that would be part of the standard issue, it must meet current NFPA standards and be approved by the Chief in charge of PPE.
   B. If any personal item is damaged, destroyed or otherwise made unacceptable for use, BFD will replace the item with a standard issue item, without regard to the quality, cost or brand of the original item.
   C. Personally purchased items shall be retired as recommended by NFPA.

4. **Records**
   At a minimum, BFD will maintain the following information:
   A. Person to whom PPE is issued
   B. Date and condition of PPE when issued
   C. Manufacturer and model name or design
   D. Manufacturer’s identification number, lot number, or serial number
   E. Month & year of manufacture
   F. Date(s) and findings of advanced inspections
   G. Date(s) and findings of advanced cleaning or decontamination
   H. Reason for advanced cleaning or decontamination and who performed the cleaning or decontamination
   I. Date(s) of repairs(s), who performed repair(s), and brief description of repair(s)
   J. Date of retirement
   K. Date and method of disposal

**Inspections**

1. **Inspection Program**

   Fire department personnel shall conduct a routine inspection of their PPE after each use. The Chief in charge of PPE shall inspect PPE at least annually or more frequently depending on use. In addition, any time personnel are using or servicing PPE and a deficiency is discovered, immediate action to correct the deficiency is required. At a minimum, each item shall be inspected for the following (as applicable):
   A. Soiling
   B. Contamination
   C. Physical damage (rips, tears, missing hardware, closure systems, thermal damage such as charring, burn holes, melting)
   D. Loss of seam integrity or broken or missing stitches
   E. Damaged or missing reflective trim
   F. Loss of face opening adjustment (hood)
   G. Cracks, dents, abrasions (helmet)
   H. Damaged or missing components (goggles, screws, etc.)
   I. Shrinkage
   J. Loss of elasticity or flexibility
   K. Exposed or deformed steel toe, midsole or shank (boots)
   L. Loss of water resistance (boots)
   M. PPE shall be of like quality and thermal protection of all fire department personnel.

   *(See Attachment 1 Routine Inspection Procedures)*
Standard Form for Reporting

The Routine Inspection Form (attached) shall be used to record the findings of the annually or as needed inspection. The instructions are provided with the form. These forms shall be retained in a binder, located at the main station and made available for review.

2. Advanced Inspections

At least once every 12 months or whenever an end user routine inspection indicates that a problem may exist, an advanced inspection on PPE is required by a certified inspector. The Chief in charge of PPE will perform inspections and determine if garments shall be send out to a qualified vendor to perform cleaning and necessary repairs in accordance with NFPA 1851.

Cleaning, Repair, and Storage

1. Routine Cleaning
   A. Light cleaning shall be performed by the user without taking the item out of service and should be performed after each use.

   (See Attachment 2 Routine Cleaning Procedures)

2. Advanced Cleaning
   A. This cleaning should be performed at least annually, or after contamination.
   B. Advanced cleaning may only be performed by a certified and advanced cleaning independent service provider.

3. Drying
   A. Follow manufacturer’s instructions or air dry in an area with good ventilation.
   B. Drying shall be out of direct sunlight.
   C. Machine drying is acceptable, following guidelines in NFPA 1851, Chapter 7, 7.4.

4. Repair
   A. Repairs shall be performed only by the certified manufacturer, or independent service provider.
   B. Specific instructions for repairs can be found in NFPA 1851, Chapter 8.

5. Storage
   A. All components shall be clean and dry before being stored out of direct sunlight.
   B. When transporting components, PPE shall be placed in a bag or protective case.
   C. PPE should be kept out of very high or very low temperatures and stored away from contaminants.
   D. Where possible, pants and coats shall be stored by hanging not folding.
Retirement

A. Any item more than 10 years old and having been routinely used shall be retired. These shall not be reused.
B. Any items that has been worn or damaged so that repairs are not cost-effective shall be retired. These shall not be reused.
C. Any item that has been contaminated so that decontamination is not possible or cost effective shall be retired. These shall not be reused.
D. Any item that has been contaminated by chemicals, biological agents or radiological particulates shall be retired. These shall not be reused.
E. Any item no longer of use to the organization for emergency operations but are not contaminated, defective or damaged shall be retired. These may be used for training purposes but not live-fire training.
F. Any item used in an event of a serious injury or death of a firefighter shall be removed from service. These items shall be handled as evidence, establishing a chain of custody and tagged and stored appropriately while awaiting examination by experts.

References

NFPA 1851, Selection, Care, and Maintenance of Protective Ensembles for Structural Fire Fighting and Proximity Fire Fighting, 2008.

Attachment 1
Routine Inspections

All personnel must conduct a routine inspection of their PPE after each use. Routine inspection typically follows routine cleaning and the procedures include, but are not limited to, inspecting for:

All Elements
- Soiling
- Contamination
- Physical damage to all layers (rips, tears, cuts, abrasions)
- Thermal damage (charring, burns holes, melting, discoloration of any layer)
- Hook and Loop functionality
- Label integrity and legibility
- Damaged trim
- Damaged closures and hardware
- Leakage indicating potential moisture barrier damage or physical changes in any moisture barrier that might suggest same (browning, discoloration, bubbling, delamination, etc.)
- Interface with other APPE elements for effective overlap
- Proper fit of elements

Hoods
- Loss of elasticity in face opening
- Loss of material elasticity or evidence of stretching out of shape
- Broken or missing stitches
- Seam integrity

Helmets
- Shell damage (dents, abrasions, etc.)
- Damage or missing components
- Damage to ear covers
- Damage to face protection scratches, melting, etc.

Gloves
- Shrinkage
- Liner inversion
- Loss of flexibility

Footwear
- Loss of resistance
- Exposed / damaged parts
- Cracks, cuts, separations

Drag Rescue Device
- Correct installation in garment
- Cuts, tears, punctures, cracking, or splitting
- Thermal damage

Interface Components
- Loss of reduction of properties that allow component to continue as effective interface, such as loss of shape or inability to remain attached to the respective elements
Steps for Routine Cleaning

General
- Examination and cleaning should be evaluated on scene. Avoid bringing dirt and toxins into the apparatus and station.
- Do not use bleach or chlorinated solvents
- Separate ensemble layers to prevent cross contamination
- Brush off debris
- Rinse off debris with water. Do not use high pressure spraying or heavy scrubbing.

For Utility Sink Washing
- Use for spot cleaning only. If the full garment needs cleaning an Advanced Cleaning in necessary.
- Separate layers
- Separate helmet impact cap if the helmet is to be submersed.
- Heavily soiled areas should be pretreated.
- Do not exceed water temperatures of 105 degrees
- Use mild detergents with a pH between 7 and 10
- Wear protective gloves and safety glasses
- Agitate gently
- Elements may be lightly scrubbed with a soft bristle brush
- Elements shall be thoroughly rinsed. Elements may need several rinses to remove cleanser residue.

Drying
- Air dry in an area with good ventilation BUT OUT OF DIRECT SUNLIGHT.
- Commercial or home use machines shall not be used.

Refer the PPE element to the Chief in charge of PPE if any damage is noted during the routine inspection or routine cleaning.
Purpose

To establish a coordinated system of personnel accountability and to enable the Incident Commander to identify, locate and account for the function of teams working on an incident. A Personnel Accountability System is required in accordance with NFPA 1561, Standard on Fire Department Incident Management System and NFPA 1500, Standard on Fire Department Safety and Health Program.

Scope

All Bristol Fire Department personnel

Guideline

It is the intent of this guideline to ensure safety and prevent injury and loss of life of personnel during emergency operations. Each chief officer, company officer and firefighter must ensure that this program works. It will be everyone’s responsibility to maintain this system.

Accountability procedures enhance the safety of firefighters operating on emergency incidents by providing the Incident Commander with a system to track the number of personnel and their areas of operation. This information is vital; especially when an evacuation occurs or a serious event happens that requires immediate accounting for all personnel involved.

The Personnel Accountability System is initiated when the first unit arrives on the scene and continues until the Incident Commander terminates the incident. Accountability responsibilities expand within the Incident Management System (IMS). Accountability procedures shall be strictly followed to ensure the effectiveness of the system and the safety of all personnel.

The Accountability System in no way reduces a chief officers, company officers or team leaders primary responsibility to supervise other firefighters and cadets, provide for their safety and maintain communication with Command.

When working in an IDLH atmosphere or hazardous environment, fire department personnel shall always operate at a minimum in teams of two with a portable radio. Teams shall always go in and come out together. Personnel operating as a team shall be in contact with the team leader by voice, touch or sight.

Personal Accountability Tags (PAT’s) shall be considered an issued item of personal protective equipment. All personnel are responsible for these items. Each individual’s PAT shall be inspected when that individuals’ personal protective clothing is inspected.
System Components:

Personal Accountability Tag (PAT)

1) Every firefighter will be issued a PAT as part of their standard issue of protective equipment.

2) The PAT will consist of a snap fastener with tag that includes Department Name, Equipment Number and First/Last Name.

3) PAT’s will be color coded as follows:
   - RED - Firefighter on-scene
   - YELLOW - Firefighter SCBA qualified
   - BLUE - Extrication Technician
   - ORANGE - Cadet & Senior Cadet on-scene
   - GREEN - Special Operations (e.g. S&R, floods, etc.)

4) Each firefighter and cadet shall keep their assigned PAT’s (Red, Yellow, Blue, Orange) attached to their turnout gear and coveralls when not operating on an emergency incident.

5) Green PAT’s will be kept on two large rings in Utility-1 available for Special Operations that don’t involve use of turnout gear or coveralls (e.g. S&R, wildland firefighting, etc.)

Apparatus Collector Ring

a. Engine-one and Engine-Tanker shall be equipped with a PAT Apparatus Collector Rings.

b. The Apparatus Collector Ring will consist of a large ring with an apparatus identification tag attached.

c. The Apparatus Collector Ring’s shall be maintained in the cab of Engine-one, Engine-Tanker and shall be removable. Once on-scene the Driver of the Apparatus will attach Collector Ring to the Driver side Mirror.

Special Operations Collector Ring

a. Utility-one shall be equipped with two PAT Special Operations Collector Rings.

b. Special Operations Collector Rings will consist of a large ring with an identification tag and Green PAT’s attached for all BFD personnel.

c. Special Operations Collector Ring will be maintained in the cab of Utility-one.

Accountability Board

There are two Accountability Boards available to use on an incident. Both of these Accountability Boards are located in the cab of Utility-one.

The first Accountability Board is a 12” x 16” dry-erase board that will be used at the Incident Staging Area if one has been established. The Staging Officer will use this board to track all personnel on scene. If a Staging Area has been established the Apparatus Collector Rings will be removed from the Apparatus Mirror and given to the Staging Officer for tracking.

The second Accountability Board is a 6” x 12” dry erase board with writing areas designed to track teams and assignments by the Incident Commander. This board has collector rings and shall have a means to attach PAT’s (YELLOW) to track Team assignments.
Purpose

The Bristol Fire Department will purchase, provide and maintain SCBA units. The department will ensure that all SCBA units provided comply with the minimum standards of NFPA 1981, standard on SCBA at the time unit is placed in service.

Scope

All Bristol Fire Department personnel qualified to wear SCBA.

Check and Maintenance

A. All in-service SCBA will be checked a minimum of 1x per month at the monthly fire department meeting during equipment checks and after each use at an incident or training. **Will Be Inspected According To SCBA Checklist/Log.**
B. All SCBA will be Flow Tested annually.
C. All personnel will be required to become proficient with the use and maintenance of SCBA. SCBA will be worn in all Immediately Dangerous to Life & Health (IDLH) atmospheres to include the following types of incidents:

- Structure Fires
- Fire Alarm Calls
- Vehicle Fires
- Hazardous Material Incidents
- Chimney Fires
- Fires of unknown Type
- Fires with no description
- Gas Leaks
- Smoke Investigations in a building
- Carbon Monoxide Alarms
- Odor Investigations
- Dumpster Fires

D. Resist the tendency to prematurely remove breathing apparatus during incidents requiring SCBA. It is generally true that carbon monoxide levels increase during overhaul do to the incomplete combustion of smoldering materials.
E. When working in breathing apparatus, always work in teams of at least two firefighters.
F. Never remove the facemask or regulator to talk when in hazardous atmospheres.

WHEN IN DOUBT WEAR YOUR SCBA
Firefighter Responsibility

A. The Chief has the overall responsibility for providing proper respiratory protection for department personnel.
B. The department is responsible for insuring that minimum training standards are met by all personnel relating to the use of SCBA and that there is adequate, regular and standardized SCBA training provided to each firefighter annually.
C. Chief and Company Officers are responsible for:
   • Insuring that the personnel under their command carry out the proper use, maintenance and training relative to SCBA.
   • Insuring that proper respiratory protection is both provided to and utilized by fire department personnel during emergency incidents.
D. Those trained in the proper maintenance of SCBA are responsible for insuring that SCBA are properly maintained and repaired to the extent of their training.
E. SCBA that cannot be repaired by on site personnel shall be worked on by a reputable repair facility.
F. Each firefighter shall be responsible for his or her facemask once assigned by the department as part of issued protective clothing.
G. All fire department personnel are directly responsible for their personal safety.
H. Firefighters will NOT wear SCBA if they have any type of facial hair that will potentially interrupt an effective mask seal.

Cleaning and Returning to Service

A. SCBA and facemask shall be cleaned after each use.
B. Facemask and regulator shall be washed in warm water. Facemask can be air dried or dried with a hairdryer. Regulator must be air dried only.
C. SCBA Checklist/Log must be completed after each use.
Purpose

The purpose of this Standard Operating Guideline (SOG) is to describe the required personal protective apparel to be worn by all Bristol Fire Department personnel when working at an incident that places the person in or near moving traffic. Incidents such as vehicle collisions/injury crashes, extrications, fluid spills, dangerous conditions, and vehicle fires are typical situations where this is applicable.

Scope

All Bristol Fire Department personnel

Background

For incidents where exposure to the hazards of moving traffic are present for fire department personnel working on foot, this department guideline can be summarized in this statement. “If your feet are on the street, your vest is on your chest.” Conforming to this procedure places the firefighter in compliance with Federal law 23 CFR Part 634 and applicable provisions of the Federal Highway Administration’s Manual on Uniform Traffic Devices.

Procedure

Specifically, when the nature of the incident requires personnel to work in or near moving traffic, the following personal protective apparel shall be worn:

- Structural Fire Helmet with chin strap properly donned
- ANSI 107-compliant Class II vest, Class III Highway Safety garment, or ANSI 207 Public Safety vest
- Protective Footwear

If fire department personnel prefer to wear a structural turnout coat due to inclement weather; i.e. rain, cold, etc., or is required to wear structural turnout gear due to duties assigned at the incident scene, the ANSI highway safety vest must be donned over the turnout coat. Turnout coats are not acceptable as high-visibility highway safety apparel when donned without the ANSI-compliant vest on the outside of the coat.

Structural bunker pants and boots may be worn in lieu of standard protective footwear.
NON-VEST INCIDENTS

Several unique incident types may be encountered where the donning of a highway safety vest may actually increase risk of injury for the fire department personnel or where wearing of a vest may in fact be otherwise impractical. Under these limited situations, the requirement for donning ANSI-compliant vests by personnel directly involved in hazard area — Hot Zone activities is modified.

The exemptions for wearing a highway safety vest applies only to personnel directly involved in activities within an established “Hot Zone” and only when the “Hot Zone” is protected from the hazards of moving traffic by apparatus blocking, lane closures, etc.

The required ANSI-compliant Highway Safety vest need not be worn when a firefighter is required to:

1. Don structural PPE and SCBA to work in close proximity to a source of heat such as during suppression of a vehicle fire,
2. Don hazardous material personal protective equipment to avoid potential exposure to chemicals or other contaminants, or
3. Don technical rescue PPE and/or equipment for a technical rescue incident such as extrication, high or low-angle rope rescue, swift water rescue, etc.

All personnel on-scene performing duties or involved at activities other than those listed above are required to don ANSI-compliant vests when working in or near moving traffic.

Firefighters directly involved in source of heat, chemical, or technical rescue activities as listed above who complete their activities within the designated Hot Zone are required to don ANSI-compliant vests once their activities within the Hot Zone are completed or they leave the immediate — hot Zone’ area of the incident scene.

References

Federal law 23 CFR Part 634
Federal Highway Administration’s Manual on Uniform Traffic Control Devices (MUTCD) 2003 Edition with Revision 1 and Revision 2 incorporated
Purpose

To establish guidelines for protection of personnel and incident victims at all roadway or roadside incident scenes.

Scope

All Bristol Fire Department personnel

Guideline

This guideline identifies parking practices for fire department apparatus and vehicles that will provide maximum protection and safety for personnel operating in or near moving vehicle traffic. It also identifies several approaches for individual practices to keep firefighters safe while exposed to the hazardous environment created by moving traffic.

It shall be the standard practice of the Bristol Fire Department to position apparatus and other emergency vehicles at a vehicle-related incident on any street, road, or highway in a manner that best protects the incident scene and the work area. Such positioning shall afford protection to fire department personnel, law enforcement officers, tow service operators and the motoring public from the hazards of working in or near moving traffic.

All personnel should understand and appreciate the high risk that personnel are exposed to when operating in or near moving vehicle traffic. Responders should always operate within a protected environment at any vehicle-related roadway incident.

Always consider moving vehicles as a threat to your safety. At every vehicle-related emergency scene, personnel are exposed to passing motorists of varying driving abilities. At any time, a motorist may be driving without a legal driver’s license.

Approaching vehicles may be driven at speeds from a creeping pace to well beyond the posted speed limit. Some of these vehicle operators may be vision impaired, under the influence of alcohol and/or drugs, or have a medical condition that affects their judgment or abilities. In addition, motorists may be completely oblivious to your presence due to distractions caused by cell phone use, loud music, conversation, inclement weather, and terrain or building obstructions. Approaching motorists will often be looking at the scene and not the roadway in front of them. Assume that all approaching traffic is out to get you until proven otherwise.

Nighttime incidents requiring personnel to work in or near moving near traffic are particularly hazardous. Visibility is reduced and driver reaction time to hazards in the roadway is slowed.
Terminology

The following terms shall be used during incident operations, post-incident analysis, and training activities related to working in or near moving traffic.

- **Advance Warning** - notification procedures that advise approaching motorists to transition from normal driving status to that required by the temporary emergency traffic control measures ahead of them.
- **Block** - positioning a fire department apparatus on an angle to the lanes of traffic creating a physical barrier between upstream traffic and the work area. Includes ‘block to the right’ or ‘block to the left’.
- **Buffer Zone** - the distance or space between personnel and vehicles in the protected work zone and nearby moving traffic.
- **Downstream** - the direction that traffic is moving as it travels away from the incident scene.
- **Flagger** - fire department personnel assigned to monitor approaching traffic and activate an emergency signal if the actions of a motorist do not conform to established traffic control measures in place at the highway scene.
- **Shadow** - the protected work area at a vehicle-related roadway incident that is shielded by the block from apparatus and other emergency vehicles.
- **Taper** - the action of merging several lanes of moving traffic into fewer moving lanes.
- **Temporary Work Zone** - the physical area of a roadway within which emergency personnel perform their fire, EMS and rescue tasks at a vehicle-related incident.
- **Transition Zone** - the lanes of a roadway within which approaching motorists change their speed and position to comply with the traffic control measures established at an incident scene.
- **Upstream** - the direction that traffic is traveling from as the vehicles approach the incident scene.

Safety Benchmarks

All emergency personnel are at great risk of injury or death while operating in or near moving traffic. There are several specific tactical procedures that should be taken to protect all emergency service personnel at the incident scene including:

- Never trust approaching traffic
- Avoid turning your back to approaching traffic
- Establish an initial “block” with the first arriving emergency vehicle or fire apparatus
- Always wear structural firefighting helmet
- Always wear the Class II or Public Safety highway safety vest at all vehicle-related emergencies or when working in or near a roadway
- Turn off all sources of vision impairment to approaching motorists at night time incidents including vehicle headlights and spotlights
- Use fire apparatus and police vehicles to initially redirect the flow of moving traffic
- Establish advance warning and adequate transition area traffic control measures upstream of incident to reduce travel speeds of approaching motorists
- Use traffic cones and/or cones illuminated by flares where appropriate for sustained highway incident traffic control and direction
- Fire department personnel assigned to the “Flagger” function will monitor approaching traffic and activate an emergency signal if the actions of a motorist do not conform to established traffic control measures in place at the highway scene
Apparatus and Emergency Vehicle Benchmarks

Listed below are benchmarks for Safe Parking of apparatus and emergency vehicles when operating in or near moving traffic.

- Always position first-arriving apparatus to protect the scene, patients, and emergency personnel.
- Initial apparatus placement should provide a work area protected from traffic approaching in at least one direction.
- Angle apparatus on the roadway with a “block to the left” or a “block to the right” to create a physical barrier between the crash scene and approaching traffic.
- Allow apparatus placement to slow approaching motorists and redirect them around the scene.
- Use fire apparatus to block at least one additional traffic lane more than that already obstructed by the crashed vehicle(s).
- When practical, position apparatus in such a manner to protect the pump operator position from being exposed to approaching traffic.
- Positioning of large apparatus must create a safe parking area for EMS units and other fire vehicles. Operating personnel, equipment, and patients should be kept within the “shadow” created by the blocking apparatus at all times.
- When blocking with apparatus to protect the emergency scene, establish a sufficient size work zone that includes all damaged vehicles, roadway debris, the patient triage and treatment area, the extrication work area, personnel and tool staging area, and the ambulance loading zone.
- Ambulances should be positioned within the protected work area with their rear patient loading door area angled away from the nearest lanes of moving traffic.
- Command shall stage unneeded emergency vehicles off the roadway or return these units to service whenever possible.

At all intersections, or where the incident may be near the middle lane of the roadway, two or more sides of the incident will need to be protected.

Law enforcement vehicles must be strategically positioned to expand the initial safe work zone for traffic approaching from opposing directions. The goal is to effectively block all exposed sides of the work zone. The blocking of the work zone must be prioritized, from the most critical or highest traffic volume flow to the least critical traffic direction.

For first arriving engine or truck companies where a charged hoseline may be needed, block so that the pump panel is “downstream,” on the opposite side of on-coming traffic. This will protect the pump operator.

At intersection incidents, consider requesting law enforcement response. Provide specific directions to law enforcement officers as to exactly what your traffic control needs are. Ensure that law enforcement vehicles are parked in a position and location that provides additional protection of the scene.

Traffic cones shall be deployed from the rear of the blocking apparatus toward approaching traffic to increase the advance warning provided for approaching motorists. Cones identify and only suggest the transition and tapering actions that are required of the approaching motorist.

Personnel shall place cones and flares and retrieve cones while facing oncoming traffic.
Traffic cones shall be deployed at 15-foot intervals upstream of the blocking apparatus with the furthest traffic cone approximately 75 feet upstream to allow adequate advance warning to drivers.

Additional traffic cones shall be retrieved from law enforcement units to extend the advance warning area for approaching motorists.

**Incident Command Benchmarks**
The initial-arriving company officer and/or the Incident Commander must complete critical benchmarks to ensure that a safe and protected work environment for emergency scene personnel is established and maintained including:

- Ensure that the first-arriving apparatus establishes an initial block to create an initial safe work area.
- Assign a parking location for all ambulances as well as later-arriving apparatus.
- Lanes of traffic shall be identified numerically as “Lane 1”, “Lane 2”, etc., beginning from the right to the left when right and left are considered from the approaching motorist’s point of view. Typically, vehicles travel a lower speed in the lower number lanes.
- Directions “Right” and “Left” shall be as identified as from the approaching motorist’s point of view left or right.
- Instruct the driver of the ambulance to “block to the right” or “block to the left” as it is parked at the scene to position the rear patient loading area away from the closest lane of moving traffic.
- Ensure that all ambulances on-scene are placed within the protected work area (shadow) of the larger apparatus.
- Ensure that all patient loading into ambulances is done from within a protected work zone.
- The initial company officer and/or Incident Commander must operate as the Scene Safety Officer until this assignment is delegated.
- Command shall ensure that traffic signal preemption strobe systems (if so equipped) are turned OFF and that other emergency lighting remains ON.
- At residential medical emergencies, Command shall direct ambulances to park at the nearest curb to the residence for safe patient loading whenever possible.

**Emergency Crew Personnel Benchmarks**
Listed below are benchmarks for safe actions of individual personnel when operating in or near moving vehicle traffic.

- Always maintain an acute awareness of the high risk of working in or near moving traffic. Act as if they are out to get you!
- Never trust moving traffic
- Always look before you move
- Always keep an eye on the moving traffic
- Avoid turning your back to moving traffic
- Personnel arriving in crew cabs of fire apparatus should exit and enter the apparatus from the protected ‘shadow’ side, away from moving traffic.
- Officers, apparatus operators, and firefighter’s in apparatus with individual jump seat configurations and all ambulance personnel must exit and enter their units with extreme caution remaining alert to moving traffic at all times.
- Class II or Public Safety vest and helmet must be donned prior to exiting the emergency vehicle.
Always look before opening doors and stepping out of apparatus or emergency vehicle into any moving traffic areas. When walking around fire apparatus or emergency vehicle, be alert to your proximity to moving traffic.
  - Stop at the corner of the unit, check for traffic, and then proceed along the unit remaining as close to the emergency vehicle as possible.
  - Maintain a ‘reduced profile’ when moving through any area where a minimum ‘buffer zone’ condition exists.

Law enforcement personnel may place traffic cones or flares at the scene to direct traffic. This action builds upon initial fire department cone deployment and can be expanded, if needed, as later arriving law enforcement officers arrive. Always place and retrieve cones while facing on-coming traffic.

Placing flares, where safe to do so, adjacent to and in combination with traffic cones for nighttime operations greatly enhances scene safety. Where safe and appropriate to do so, place warning flares to slow and direct approaching traffic.

**Officer’s Safe Parking “Cue Card”**

- “Block” with first-arriving apparatus to protect the scene, patients, and emergency personnel
- Block at least one additional lane
- Block so pump panel is “downstream”
- Block most critical or highest traffic volume direction first
- Consider requesting additional law enforcement assistance
- Crews wear proper PPE w/Helmet
- Wear helmet at all times
- Always wear Class II or Public Safety vest when operating in or near a roadway
- Establish more than adequate advance warning
- Traffic cones at 15’ intervals
- Deploy minimum 5 cones upstream
- Cones only “Suggest” they do not Block!
- Expand initial safe work zone
- Direct placement of ambulances
- Ensure ambulances park within shadow of larger apparatus as directed
- Lane 1 is furthest right lane, next is Lane 2, then Lane 3, etc. from approaching motorist’s point of view
- Direct ambulance to “block to the right” or “block to the left” to protect loading doors
- Place ambulance patient loading area facing away from closest lane of moving traffic
- All patient loading into ambulances is done from within a protected work zone
- You are the Scene Safety Officer
- Consider assigning firefighter as upstream “Spotter” as necessary for approaching traffic

**Night or Reduced Light Conditions**

- Turn OFF vehicle headlights
- Turn OFF traffic signal preemption strobes (if so equipped)
- Provide overall scene lighting
- All personnel in PPE with helmets
- Illuminate cones with flares if possible
- Consider additional Truck company for additional upstream “Block”
- Limited access, high-volume highway incidents
• Establish initial block: minimum two lanes
• Engine-Tanker establishes upstream block
• Two lanes plus paved shoulder or three driving lanes
• Place cones and/or cones illuminated by flares upstream of ladder truck apparatus, last cone approximately 150 feet “upstream” of apparatus
• Establish Flagger position, monitor approaching traffic sound emergency signal as necessary
• Driver operator of Engine-Tanker apparatus sound a series of long blasts on apparatus air horn as necessary
• Use law enforcement vehicles for additional blocking
• Stage additional companies off highway
• Establish liaison with law enforcement
• Terminate incident aggressively

For more information regarding safety for responders working in or near a roadway, refer to the following website: http://www.respondersafety.com
Purpose

The Bristol Fire Department will conduct preplan inspections for the purpose of collecting information about structures to keep BFD firefighters informed about potential hazards and strategy and tactics that may be necessary to conduct life safety and fire suppression operations in a safe and efficient manner.

Procedure

1. The Chief shall administer the preplanning program including scheduling, quality assurance, and standardization.
2. Once scheduled, building occupants shall be notified by telephone or face-to-face of the BFD’s need to conduct a pre-plan inspection of the building. The inspection should be scheduled at a date and time that will be most convenient to the occupant so as to cause a minimum of business interruption.
3. Check any existing preplan file on building before leaving the station. Take copy of existing preplan inspection.
4. Once on-site, make contact with building management and request someone to accompany inspection personnel on the inspection to answer questions and get access to locked areas.
5. Make scale drawings of building floor plans and site plan for the building using graph paper. Detail the drawings with information relevant to fire operations. If occupant has 8½ “x 11” scale drawings ask for copies in lieu of making drawings.
6. If the size and complexity of the building warrant, acquire aerial photography of roof and exposure areas.
7. Use the BFD Pre-Incident Plan Field Collection Form to collect information on the following:
   - **Water Supply** – including hydrant locations and drafting locations within 1,000 feet of the structure. Check condition of all caps on hydrant and ease of opening hydrant, as well as proper draining. Conduct flow tests of the hydrants closest to the building, if flow is unknown. Mark hydrants on site plan map.
   - **Exterior Fire Protection Devices** – including post indicator valves and outside screw & yoke valves. Check for proper operation of standpipe and sprinkler connections, and proper operation of swivels, etc. Mark on site plan map and building floor plan map.
   - **Interior Fire Protection Devices** – including standpipe and sprinkler shutoffs, alarm shutoffs, location and type of standpipe and/or sprinkler system: Make notes on pre-plan information sheet and mark on floor plan map.
   - **Utilities** – Note type and location of shutoffs. Note if there is any emergency power system.
• **Building Characteristics** – Note size and dimensions of building. Note construction materials. Go to roof of building; note access to roof; check for heavy objects. Note any potential fall hazards or similar. Note conditions of fire walls that may contribute to fire spread or failure.

• **Elevators** – Note type and operation of door and location of override keys.

• **Forcible Entry & Ventilation** – Note any unusual forcible entry problems and the best method of ventilating building. Consider taking digital pictures of roof or other special hazard areas. Obtain permission from management before taking pictures inside building. Ask about and note any unusual security when building is closed such as security gates/doors, etc.

• **Hazardous Materials** – Note type and location of hazardous materials, mark on building floor plan map. Note location of MSDS sheets.

• **Exterior exposures** – Note any possible exterior fire spread potential. Indicate exposures (including above ground propane or similar hazards) on site plan map.

8. Once back in the station, review notes with personnel. Complete the **BFD – Pre-Incident Plan Field Collection Form** and map(s). Color code fire protection items in RED.

9. Determine apparatus response assignments (Mutual Aid) and Staging Locations. Indicate on preplan map.

10. Submit finished copies to Assistant Chief for review. Include attached copies of photographs if taken.

11. Place completed copies in preplan binder located near Station-one Base Radio. Copies of completed preplans will also be kept in “The Book” located on Utility-one.
Address: _________________________________________________________________________________

AKA Name: _______________________________________________________________________________

Primary entrance / Side: _______________________ Secondary entrance / Side: _______________________

Type of Occupancy: □ Assembly □ Business □ Education □ Factory □ High-Hazard
□ Institution □ Mercantile □ Residential □ Storage □ Multi-Occupancy

FIREGROUND (Exposures: If a building give height, construction & type of occupancy – A=attached/S=separate+distance)

Side – A (street) _______________________ Side – C (rear) _______________________

Side – B (left) _______________________ Side – D (right) _______________________

No. of stories: ___________ Build. Const. type: □ I □ II □ III □ IV □ V

Length: _______________ x Width _______________ = _______________ GPM per division

WATER SUPPLY – Urban/Suburban Area

Fire hydrant location: Primary: _______________________ Size of main: _______________

Secondary: _______________________ Size of main: _______________

Private: _______________________ Size of main: _______________

Rural Area

Main drafting water supply: □ Pond □ River □ Pool □ Dry-hydrant

Location: _______________________________________________________________________________

Water shuttle travel time (main water supply to portable water tanks): __________________________________________________________________________

Private Area Coverage

Water tank capacity: __________________________________________________________________________

Hydrant locations: Primary: _______________________ Secondary: _______________________

BUILDING FIRE PROTECTION SYSTEMS

FDC connections: □ Sprinkler (SPKR.) □ Standpipe (STDP.) □ Combination Sprinkler/Standpipe (C) □ N/A

FDC location(s): □ Side-A □ Side-B □ Side-C □ Side-D □ N/A

Sprinkler System: □ Wet □ Dry □ Deluge □ Pre-Action □ Limited Area (20 SPKR. Heads) □ N/A

□ Full building □ Partial building □ If, partial location: Side ________ Division # ________

Side ________ Division # ________ Side ________ Division # ________ Side ________ Division # ________

OS & Y Valves: □ Side-A □ Side-B □ Side-C □ Side-D
Standpipe (STDP) & Hose Systems: □ Class I □ Class II □ Class III □ N/A
Standpipe Riser & Hose Connections: Stair ___ Stair ___ Stair ___ Corridor ___ Corridor ___ Rack ___
STDP Riser Isolation Valves: Stair ___ Division # ___ Stair ___ Division # ___ Other ___ Division # ___
OS & Y Valves: □ Side-A □ Side-B □ Side-C □ Side-D

Chemical Extinguishing Systems: □ Clean Agent □ CO2 □ Dry Chemical □ Halon □ Wet Chem. □ N/A

Fire Alarm System Main Panel Location: Division # _______ Side _______ □ N/A
Remote FAS sub-panel(s): Division # _______ Side _______ Division # _______ Side _______ □ N/A

Fire Wall(s): Division # _______ Side _______ Division # _______ Side _______ □ N/A
Fire Partition(s): Division # _______ Side _______ Division # _______ Side _______ □ N/A

LINE SAFETY

Occupancy Load: □ Low □ Moderate □ High
Stair(s): □ Open □ Enclosed □ Side-A □ Side-B □ Side-C □ Side-D □ Center Core
Exterior fire escape / stair: □ Side-A □ Side-B □ Side-C □ Side-D □ N/A
Roof access off stair _____ Below grade off stair _____ Access stair levels: __________________________

Person(s) with Disability Location: ______________ Area(s) of Rescue Assistance: ______________

BUILDING DATA

Key box location: _____________________________________________ Side: _______ □ N/A

Roofing Structural Members: □ Truss (□ Metal □ Wood /□ Light □ Heavyweight) □ Cold-formed galvanized steel □ Poured concrete / Re-bar □ Solid wood rafter □ Wooden “I” beams □ Steel “I” beams
Attic / cockloft access: □ Top floor (corridor area or interior room) □ N/A
Roof vent(s): □ Automatic □ Manual □ N/A

Flooring Structural Members: □ Truss(□ Metal □ Wood /□ Light □ Heavyweight) □ Cold-formed galvanized steel □ Poured concrete / Re-bar □ Solid wood joist □ Wooden “I” beams □ Steel “I” girder

Floor Decking: □ Concrete (□ pre-cast □ poured) □ Wood (□ plank □ plywood □ composition)

Basement: □ Full dimensions of building □ Partial □ N/A
Basement Access: □ Interior: Side _______ □ Exterior: Side _______ □ N/A
Crawl Space Access: □ Interior: Side _______ □ Exterior: Side _______ □ N/A

Elevator Banks: Elevator key location: __________________________
Elevator No. ____________ ____________ ____________
Floors Served ____________ ____________ ____________
Elevator Mach. Rm. Floors ____________ ____________ ____________
Heating System: □ Electric □ Gas □ Oil □ Combination gas/oil □ Other: __________________________

Emergency Shut-Off: Division # ______ Side ______ Roof level ______ Side ______
Location: □ Within room □ Area □ On-unit □ Side: ______________
Fuel tank location: □ Above ground □ Below ground □ Division #: ___ □ Side: ___ □ Fuel tank capacity: ___ □ N/A

HVAC Controls: Division # _______ Side _______ Roof level _______ Side _______ □ N/A
Division # _______ Side _______ Division # _______ Side _______ Division # _______ Side _______
Smoke Management System: Purge: ______________ □ Automated □ Manual □ N/A
Air in-take locations: Division # __________ Roof level __________ Side __________ □ N/A
Mechanical Equipment Rm. (MER): Division # _____ Side _____ Division # _____ Side _____ □ N/A

Utility Main Shut-Offs: Emergency Generator: ____________________ Division # ___ Side ___ □ N/A
ELECTRIC Division # ____ Side ____ LP/GAS Division # ____ Side ____ □ N/A
WATER Division # ____ Side ____ NATURAL GAS Division # ____ Side ____ □ N/A

HAZMAT
MSDS location: □ Level ‘C’ (low) □ Level ‘B’ (moderate) □ Level ‘A’ (High) □ N/A
Right To Know facility: □ Yes □ No SARA facility: □ Yes □ No
Hazmat locations: □ Interior Division # _______ Side _______ Division # _______ Side _______
□ Exterior Division # _______ Side _______ Division # _______ Side _______

EMERGENCY CONTACT INFORMATION
Emergency Contact Person(s) Business Telephone Mobile Telephone
Property Manager/Superintendent ____________________ __________________ __________________
Chief Engineer ____________________ __________________ __________________
Safety/Security Director ____________________ __________________ __________________

Date: ____________________ Company #: ________ Officer: ____________________
PRE-INCIDENT PLAN / BUILDING INFORMATION CARD - Detailed Information

No. of stories: A whole number represents the number of stories with a flat roof, a whole number plus a half (½) number indicates the number of stories with a sloping/pitch roof. If all four sides of the building do not have the same equal number of stories indicate the sides of the building that have different division levels (i.e., side-A (3) / side-C (4)).

Building Construction Types:

I. **Fire-resistive**: Structural members, walls, columns, beams, and divisions are fire-rated 2-4 hours with non-combustible materials.

II. **Non-combustible**: Metal frame, metal-clad, concrete-block with unprotected metal truss joist.

III. **Ordinary/Combustible**: Exterior bearing walls are non-combustible, while the interior framing, roof and divisions are constructed of wood or unprotected steel.

IV. **Heavy Timber**: The structural members are heavy wooden columns and beams. The construction materials are non-combustible.

V. **Wood frame**: Balloon (vertical openings between exterior wall studs from basement level to attic) or platform construction (floor joist and assembly are placed on top of the exterior bearing wall studs).

L _____ x W ______ = the needed fire flow (GPM) per (div.) floor. – 1st multiply L x W and divided by 3 = to get the total GPM per (div.) floor involvement (i.e., 100 feet x 30 feet = 3000 square feet then divide by 3 to get the total GPM per floor = 1000 GPM).

- If less than a total floor reduce accordingly, (i.e., 25% of the fire floor involved = 250 GPM).
- If more than one floor, increase the fire flow accordingly. And for each exposure add 50% of the 100% involvement figure.

Exposures: Describe the exposures to the 4 sides of the building, if the side is a structure give type of occupancy, height, and whether the building is attached or separated by circling A if attached building or S if a separated building + distance away:

- **Side A** – North Street
- **Side B** – garage / 1 story – A
- **Side C** – vacant lot
- **Side D** – multi-family / 3 stories – 8 + 20 ft.

Fire Protection System:

**Standpipe Classification**:

- **Class I**: 2 ½ “ thread (firefighter use)
- **Class II**: 1 ½ “ thread (occupant use)
- **Class III**: Combination 2 ½ “ thread with a 1 ½ “ reducer cap (firefighter/occupant use)
Hazardous Materials:

- Right to Know (RTK) and/or Superfund Amendments and Reauthorization Act (SARA) facility. **Rank** HAZMAT levels A, B, or C so that they are compatible with standard hazardous materials incidents.
- **Other:** List small Hazardous Materials quantities on premises that are not covered by RTK or SARA (i.e., building maintenance shop – flammable/combustible liquids). If Asbestos is present verify with the VT Environmental Health Office.
Purpose

The National Incident Management System (NIMS) was developed so responders from different jurisdictions and disciplines could work together better to respond to natural disasters and emergencies, including acts of terrorism.

The NIMS uses a systematic approach to integrate the best existing processes and methods into a unified national framework for incident management. Incident management refers to how incidents are managed across all homeland security activities, including prevention, protection, response, mitigation and recovery.

The five major components of NIMS are:
1. Preparedness
2. Communications and Information Management
3. Resource Management
4. Command and Management
5. Ongoing Management and Maintenance

Goal

The Command and Management component of NIMS is based on three key elements: the Incident Command System (ICS), Multiagency Coordination Systems and Public Information.

This guideline is about ICS, the most visible aspect of NIMS, typically executed with a sense of urgency.

Scope

All Bristol Fire Department personnel

Overview of ICS

ICS is a key NIMS feature. It is a widely applicable management system designed to enable effective, efficient incident management by integrating a combination of facilities, equipment, personnel, procedures and communications operating within a common organizational structure.

ICS enables incident managers to identify the key concerns associated with the incident – often under urgent conditions – without sacrificing attention to any component of the command system.
ICS is used to organize on-scene operations for a broad spectrum of emergencies from small to complex incidents, both natural and manmade. Resources from Federal, State, Tribal, or Local Levels, when appropriately deployed, become part of the field ICS as prescribed by the local authority. As a system, ICS is extremely useful. It provides an organizational structure for incident management as well as guides the process for planning, building and adapting that structure. Using ICS for every incident or planned event helps hone and maintain the skills needed for the large-scale incidents.

ICS is used by all levels of government – Federal, State, Tribal and Local – as well as by many nongovernmental organizations (NGOs) and the private sector. ICS is also applicable across disciplines. It is normally structured to facilitate activities in five major functional areas: Command, Operations, Planning, Logistics and Finance/Administration. Intelligence/Investigations is an optional sixth functional area that is activated on a case-by-case basis.

**ICS Management Characteristics**

ICS is based on 14 proven management characteristics, each of which contributes to the strength and efficiency of the overall system.

1) **Common Terminology**

ICS established common terminology that allows diverse organizations to work together across a wide variety of incident management functions and hazard scenarios. This common terminology covers organizational functions, resource descriptions and incident facilities.

2) **Modular Organization**

The ICS organizational structure develops in a top-down modular fashion based on the size and complexity of the incident, as well as the specifics of the hazard environment created by the incident.

3) **Management by Objectives**

Management by objectives is communicated throughout the entire ICS organization and includes: establishing incident objectives; developing and issuing assignments, plans, procedures and protocols; establishing specific, measurable tactics or tasks for various incident management functional activities and directing efforts to accomplish them; documenting results to measure performance and facilitate corrective actions.

4) **Incident Action Planning**

An Incident Action Plan (IAP) provides a concise, coherent means of communicating the overall incident priorities, objectives, strategies and tactics in the context of both operational and support activities.

5) **Manageable Span of Control**

Span of control is key to effective an efficient incident management. In ICS, the span of control of any individual with incident management supervisory responsibility should range from 3 to 7 subordinates, with 5 being optimal.
6) Incident Facilities and Locations

Various types of operational support facilities are established in the vicinity of an incident, depending on its size and complexity, to accomplish a variety of purposes. Typically designated facilities include Incident Command Posts (ICP), Bases, Camps, Staging Areas, Mass Casualty Triage Areas, point-of-distribution sites and others as required.

7) Comprehensive Resource Management

Maintaining an accurate and up-to-date picture of resource utilization is a critical component of incident management and emergency response. Resources to be identified in this way include personnel, teams, equipment, supplies and facilities available or potentially available for assignment or allocation.

8) Integrated Communications

Incident communications are facilitate through the development and use of a common communications plan and interoperable communications processes and architectures.

9) Establishment and Transfer of Command

The command function must be clearly established from the beginning of incident operations. The agency with primary jurisdictional authority over the incident designates the individual at the scene responsible for establishing command. When command is transferred, the process must include a briefing that captures all essential information for continuing safe and effective operations.

10) Chain of Command and Unity of Command

Chain of command refers to the orderly line of authority within the ranks of the incident management organization. Unity of command means that all individuals have a designated supervisor to whom they report at the scene of the incident. These principles clarify reporting relationships and eliminate the confusion caused by multiple, conflicting directives. Incident managers at all levels must be able to direct the actions of all personnel under their supervision.

11) Unified Command

In incidents involving multiple jurisdictions, a single jurisdiction with multiagency involvement, or multiple jurisdictions with multiagency involvement, Unified Command allows agencies with different legal, geographic and functional authorities and responsibilities to work together effectively without affecting individual agency authority, responsibility or accountability.

12) Dispatch/Deployment

Resources should respond only when requested or when dispatched by an appropriate authority through established resource management systems. Resources not requested must refrain from spontaneous deployment to avoid overburdening the recipient and compounding accountability challenges.
13) Accountability

Effective accountability of resources at all jurisdictions levels and within individual functional areas during incident operations is essential. To that end, the following principles must be adhered to:

- **Check-In/Check-Out**
  All responders, regardless of agency affiliation, must report in to receive an assignment in accordance with the procedures established by the Incident Commander.

- **IAP**
  Response operations must be directed and coordinated as outlined in the IAP.

- **Unity of Command**
  Each individual involved in incident operations will be assigned to only one supervisor.

- **Span of Control**
  Supervisors must be able to adequately supervise and control their subordinates, as well as communicate with and manage all resources under their supervision.

- **Resource Tracking**
  Supervisory must record and report resource status changes as they occur.

14) Information and Intelligence Management

The incident management organization must establish a process for gathering, analyzing, assessing, sharing and managing incident-related information and intelligence.

**Incident Command**

The command function may be conducted in one of two general ways: **Single Incident Commander (IC) or Unified Command (UC)**

**Single Incident Commander**

When an incident occurs with a single jurisdiction and there is no jurisdictional or functional agency overlap, a single IC should be designated with overall incident management responsibility by the appropriate jurisdictional authority.

In some cases, where incident management crosses jurisdictional or functional agency boundaries, a single IC may be designated.

The designated IC will develop the incident objectives on which subsequent incident action planning will be based. The IC will approve the Incident Action Plan (IAP) and all requests pertaining to ordering and releasing incident resources.

**Unified Command**

UC is an important element in multijurisdictional or multiagency incident management. It provides guidelines to enable agencies with different legal, geographic and functional responsibilities to coordinate, plan and interact effectively.
As a team effort, a UC allows all agencies with jurisdictional authority or functional responsibility for the incident to jointly provide management direction through a common set of incident objectives and strategies and a single IAP. Each participating agency maintains its authority, responsibility and accountability.

The exact makeup of the UC structure will depend on the location(s) of the incident (i.e., which geographical jurisdictions or organizations are involved) and the type of incident (i.e., which functional agencies of the involved jurisdictions or organizations are required).

The designated agency officials participating in the UC represent different legal authority and functional areas of responsibility and use a collaborative process to establish, identify and rank incident priorities and to determine appropriate objectives consistent with the priorities.

Agencies that are involved in the incident but that lack jurisdictional responsibility or authority are defined as supporting or assisting agencies. They are represented in the command structure and effect coordination on behalf of their parent agency through the Liaison Officer.

Incidents are managed under a single collaborative approach that include:

- Common organizations structure
- Single Incident Command Post
- Unified planning process
- Unified resource management

Under UC, the IAP is assembled by the Planning Section and is approved by the UC. A single individual, the Operations Section Chief, directs the tactical implementation of the IAP. The Operations Section Chief will usually come from the organization with the greatest jurisdictional involvement. UC participants will agree on the designation of the Operations Section Chief.

Command Staff

In any incident command organization, the Command Staff typically includes: a Public Information Officer, a Safety Officer and a Liaison Officer, who all report directly to the IC/UC and may have assistants as necessary.

Public Information Officer

The Public Information Officer (PIO) is responsible for communicating with the public and media and/or with other agencies with incident-related information requirements.

The PIO gathers, verifies, coordinates and issues accurate, accessible and timely information on the incident’s cause, size and current situation; resources committed; and other matters of general interest for both internal and external audiences.

Whether the command structure is single or unified, only one PIO should be designated per incident. The IC/UC must approve the release of all incident-related information.
Safety Officer

The Safety Officer (SO) monitors incident operations and advises the IC/UC on all matters relating to operational safety, including the health and safety of emergency responder personnel.

The ultimate responsibility for the safe conduct of incident management operations rests with the IC/UC and supervisors at all levels of incident management.

The SO has immediate authority to stop and prevent unsafe acts during incident operations.

Liaison Officer

The Liaison Officer (LNO) is Incident Command’s point of contact for representatives of other governmental agencies, nongovernmental organizations (NGOs) and the private sector (with no legal jurisdiction or legal authority) to provide input on their agency’s policies, resource availability and other incident-related matters.

Under either a single-IC or a UC structure, representatives from assisting or cooperating agencies and organizations coordinate through the LNO.

Primary Functions

Incident Commander Primary Functions

- Have clear authority and know agency policy.
- Ensure incident safety.
- Establish the Incident Command Post.
- Set priorities, and determine incident objectives and strategies to be followed.
- Establish ICS organization needed to manage the incident.
- Approve the Incident Action Plan (IAP).
- Coordinate Command and General Staff activities.
- Approve resource requests and use of volunteers and auxiliary personnel.
- Order demobilization as needed.
- Ensure after-action reports are completed.
- Authorize information release to the media.

Public Information Officer Primary Functions

- Determine, according to direction from IC, any limits on information release.
- Develop accurate, accessible and timely information for use in press/media briefings.
- Obtain the IC’s approval of new releases.
- Conduct periodic media briefings.
- Arrange for tours and other interviews or briefings that may be required.
- Monitor and forward media information that may be useful to incident planning.
- Maintain current information summaries and/or displays on the incident.
- Make information about the incident available to incident personnel.
- Participate in Planning Meetings.
- Implement methods to monitor rumor control.
Safety Officer Primary Functions

- Identify and mitigate hazardous situations.
- Create a Safety Plan.
- Make sure safety messages and briefings are made.
- Exercise emergency authority to stop and prevent unsafe acts.
- Review the IAP for safety implications.
- Assign assistants qualified to evaluate special hazards.
- Initiate preliminary investigation of accidents within the incident area.
- Review and approve the Medical Plan.
- Participate in Planning Meetings to address anticipated hazards associated with future operations.

Liaison Officer Primary Functions

- Act as a point of contact for Agency Representatives.
- Maintain a list of assisting and cooperating agencies and Agency Representatives.
- Assist in setting up and coordinator interagency contacts.
- Monitor incident operations to identify current or potential interorganizational problems.
- Participate in Planning Meetings, providing current resource status, including limitations and capabilities of agency resources.
- Provide agency-specific demobilization information and requirements.

GENERAL STAFF

The General Staff is responsible for the functional aspects of the Incident Command Structure. The General Staff typically consists of the Operations, Planning, Logistics and Finance/Administration Section Chiefs.

The Section Chiefs may have on or more deputies assigned, with the assignment of deputies from other agencies encouraged in the case of multijurisdictional incidents.

GENERAL STAFF – OPERATIONS SECTION

The Operations Section is responsible for all tactical activities focused on reducing the immediate hazard, saving lives and property, establishing situational control and restoring normal operations. Lifesaving and responder safety will always be the highest priorities and the first objectives in the Incident Action Plan (IAP).

Operations Section Chief

The Operations Section Chief is responsible to Incident Command for the direct management of all incident-related tactical activities. The Operations Section Chief will establish tactics for the assigned operational period.

An Operations Section Chief should be designated for each operational period, and responsibilities include direct involvement in development of the IAP.
Operations Section Chief Primary Functions

- Ensure safety of tactical operations.
- Manage tactical operations.
- Develop operations portions of the IAP.
- Supervise execution of operations portions of the IAP.
- Request additional resources to support tactical operations.
- Approve release of resources from active operational assignments.
- Make or approve expedient changes to the IAP.
- Maintain close contact with the IC, subordinate Operations personnel, and other agencies involved in the incident.

Branches

Branches may be functional, geographic or both, depending on the circumstances of the incident. In general, Branches are established when the number of Divisions or Groups exceeds the recommended span of control. Branches are identified by the use of Roman numeral or by functional area.

Divisions and Groups

Divisions and Groups are established when the number of resources exceeds the manageable span of control of Incident Command and the Operations Section Chief. Divisions are established to divide an incident into physical or geographical areas of operations.

Groups are established to divide the incident into functional areas of operation. For certain types of incidents, for example, Incident Command may assign Ventilation or Overhaul responsibilities to a functional Group in the Operations Section. Additional levels of supervision may also exist below the Division or Group level.

Resources

Resources may be organized and managed in three different ways, depending on the requirements of the incident.

- **Single Resources**: Individual personnel or equipment and any associated operators.
- **Task Forces**: Any combination of resources assembled in support of a specific mission or operational need. All resource elements within a Task Force must have common communications and a designated leader.
- **Strike Teams**: A set number of resources of the same kind and type that have an established minimum number of personnel. All resource elements within a Strike Team must have common communications and a designated leader.

The use of Task Forces and Strike Teams is encouraged, when appropriate, to optimize the use of resources, reduce the span of control over a large number of single resources, and reduce the complexity of incident management coordination and communications.
GENERAL STAFF – PLANNING SECTION

The Planning Section collects, evaluates and issues incident situation information and intelligence to the Incident Commander/Unified Command (IC/UC) and incident management personnel. This section then prepares status reports, displays situation information, maintains the status of resources assigned to the incident, and prepares and documents the Incident Action Plan (IAP), based on the Operations Section input and guidance from the IC/UC.

Planning Section Chief Primary Functions

- Collect and manage all incident-relevant operational data.
- Supervise preparation of the IAP
- Provide input to the IC and Operations in preparing the IAP.
- Incorporate Traffic, Medical and Communications plans and other supporting material into the IAP.
- Conduct/facilitate Planning Meetings.
- Reassign out-of-service personnel within the ICS organization already on scene, as appropriate.
- Compile and display incident status information.
- Establish information requirements and reporting schedules for Units (e.g., Resources Unit, Situation Unit).
- Determine the need for specialized resources.
- Assemble and disassemble Task Forces and Strike Teams not assigned to Operations.
- Establish specialized data collection systems as necessary (e.g., weather).
- Assemble information on alternative strategies.
- Provide periodic predictions on incident potential.
- Report significant changes in incident status.
- Oversee preparation of the Demobilization Plan.

Planning Section Units

**Resources Unit:** Responsible for recording the status of resources committed to the incident. This unit also evaluates resources currently committed to the incident, the effects additional responding resources will have on the incident, and anticipated resource needs.

**Situation Unit:** Responsible for the collection, organization and analysis of incident status information and for analysis of the situation as it progresses.

**Demobilization Unit:** Responsible for the orderly, safe and efficient demobilization of incident resources.

**Documentation Unit:** Responsible for collecting, recording and safeguarding all documents relevant to the incident.

**Technical Specialist(s):** Personnel with special skills that can be used anywhere within the ICS organization.
Planning Section Responsibilities:

The Planning Section is normally responsible for gathering and disseminating information and intelligence critical to the incident, unless the IC/UC places this function elsewhere.

The Planning Section is also responsible for assembling the IAP. The IAP includes overall incident objectives and strategies established by the Incident Command.

In the case of a UC, the IAP must adequately address the mission and policy needs of each jurisdictional agency, as well as interaction between jurisdictions, functional agencies and private organizations. The IAP also addresses tactics and support activities required for the planned operational period, generally 12 to 24 hours.

GENERAL STAFF – LOGISTICS SECTION

The Logistics Section is responsible for all service support requirements needed to facilitate effective and efficient incident management, including ordering resources from off-incident locations.

This Section also provides facilities, security (of the incident command facilities and personnel), transportation, supplies, equipment maintenance and fuel, food services, communications and information technology support, and emergency responder medical services, including inoculations.

Logistics Chief Primary Functions

- Provide all facilities, transportation, communications, supplies, equipment maintenance and fueling, food, and medical services for incident personnel, and all off-incident resources.
- Manage all incident logistics
- Provide logistics input to the Incident Action Plan (IAP).
- Brief Logistics staff as needed.
- Identify anticipated and known incident service and support requirements.
- Request additional resources as needed.
- Ensure and oversee development of Traffic, Medical and Communications Plans as required.
- Oversee demobilization of Logistics Section and associated resources.

Within the Logistics Section, six primary Units fulfill functional requirements:

1. **Supply Unit**: Orders, receives, stores and processes all incident-related resources, personnel and supplies.

2. **Ground Support Unit**: Provides all ground transportation during an incident. In conjunction with providing transportation, the Unit is also responsible for maintaining and supplying vehicles, keeping usage records and developing incident Traffic Plans.

3. **Facilities Unit**: Sets up, maintains and demobilizes all facilities used in support of incident operations. The Unit also provides facility maintenance and security services required to support incident operations.
4. **Food Unit**: Determines food and water requirements, plans menus, orders food, provides cooking facilities, cooks, serves, maintains food service areas and manages food security and safety concerns.

5. **Communications Unit**: Major responsibilities include effective communications planning as well as acquiring, setting up, maintain and accounting for communications equipment.

6. **Medical Unit**: Responsible for the effective and efficient provision of medical services to incident personnel.

**GENERAL STAFF – FINANCE SECTION CHIEF**

The Finance/Administration Section is established when the incident management activities require on-scene or incident-specific finance and other administrative support services.

Some of the functions that fall within the scope of this Section are recording personnel time, maintaining vendor contracts, administering compensation and claims, and conducting an overall cost-analysis for the incident. If a separate Section is established, close coordination with the Planning Section and Logistics Section is also essential so that operations records can be reconciled with financial documents.

**Finance/Administration Section Chief Primary Functions**

- Manage all financial aspects of an incident.
- Provide financial and cost-analysis information as requested.
- Ensure compensation and claims functions are being addressed relative to the incident.
- Gather pertinent information from briefings with responsible agencies.
- Develop and operations plan for the Finance/Administration Section and fill Section supply and support needs.
- Determine the need to set up and operate an incident commissary.
- Meet with assisting and cooperating Agency Representatives as needed.
- Maintain daily contact with various agency headquarters on finance matters.
- Ensure that personnel time records are completed accurately and transmitted to home agencies.
- Ensure that all obligation documents initiated at the incident are properly prepared and completed.
- Brief agency administrative personnel on all incident-related financial issues needing attention of follow-up.
- Provide input to the Incident Actions Plan (IAP).

The Finance/Administrative Section is a critical part of ICS in large, complex incidents involving significant funding originating from multiple sources. In addition to monitoring multiple sources of funds, the Section Chief must track and report to Incident Command the accrued cost as the incident progresses. This allows the IC/UC to forecast the need for additional funds before operations are negatively affected.

Within the Finance/Administration Section, four primary Units fulfill functional requirements:

1. **Compensation/Claims Unit**: Responsible for financial concerns resulting from property damage, injuries or fatalities at the incident.
2. **Cost Unit**: Responsible for tracking costs, analyzing cost data, making estimates and recommending cost savings measures.

3. **Procurement Unit**: Responsible for financial matters concerning vendor contracts.

4. **Time Unit**: Responsible for recording time for incident personnel and hired equipment.

**FACILITIES AND LOCATIONS**

Several kinds and types of facilities may be established in and around the incident area. The requirements of the incident and the desires of the Incident Commander/Unified Command (IC/UC) will determine the specific kinds and locations of facilities and may consist of the following designated facilities, among others.

**Incident Command Post**

The Incident Command Post (ICP) signifies the location of the tactical-level, on-scene Incident Command organization. It typically comprise the Incident Command and the Command and General Staffs, but may include other designated incident personnel from Federal, State, and Local departments and agencies, as well as nongovernmental organizations and the private sector.

Typically, the ICP is located at or in the immediate vicinity of the incident site and is the location for the conduct of direct, on-scene control of tactical operations. Incident planning is conducted at the ICP; and Incident Communications Center also would normally be established at this location. The ICP may be collocated with the Incident Base, if the communications requirements can be met.

**Incident Base**

An Incident Base is where primary support activities are conducted. A single Incident Base is established to house equipment and personnel Support Operations. The Incident Base should be designed to Support Operations at multiple incident sites.

**Camps**

Camps are separate from the Incident Base and are located as satellites to the Incident Base, where they can best support incident operations. Camps provide support, such as food, sleeping areas and sanitation. Camps may also provide minor maintenance and servicing of equipment. Camps may be relocated to meet changing operational requirements.

**Staging Areas**

Staging Areas are established for the temporary location of available resources. Staging Areas will be established by the Operations Section Chief to enable positioning of and accounting for resources not immediately assigned.

A Staging Area can be at any location where personnel, supplies and equipment can be temporarily housed or parked while awaiting operational assignment. Staging Areas may include temporary feeding, fueling and sanitation services.
The Operations Section Chief assigns a manager for each Staging Area, who checks in all incoming resources, dispatches resources at the Operations Section Chief’s request, and requests Logistics Section support, as necessary, for resources located in the Staging Area.

ICS Forms

- ICS 201 – Incident Briefing
- ICS 202 – Incident Objectives
- ICS 203 – Organization Assignment List
- ICS 204 – Assignment List
- ICS 205 – Incident Radio Communication Plan
- ICS 206 – Medical Plan
- ICS 209 Incident Status Summary
- ICS 211 – Incident Check-In List
- ICS 215 – Operational Planning Worksheet

Reference:

Vermont Division of Emergency Management and Homeland Security (DEMHS) - Incident Command System Field Guide
**Purpose**

Provide for the safety of personnel operating at emergency incidents through improved command and control (or management of emergencies) and to improve the use of resources and tactical effectiveness.

**Scope**

All Bristol Fire Department personnel

**Responsibility**

All Fire Department Chief and Company officers

**Safety**

Use of the Incident Command System at all incidents will enhance the safety of all personnel especially with regard to personnel accountability.

**Implementation of ICS**

To meet these goals, the department shall implement the Incident Command System appropriately at all incidents for which it has management responsibility. The command function shall be filled whether or not an officer is on location.

**The Command Function**

The command function (Command) is the area in which overall on-scene management takes place. Included within the command function is the development of incident priorities, size-up, strategy, tactical objectives and coordination of all emergency resources.

The Incident Commander will normally be located at the Command Post. The Incident Commander may be identified by wearing the INCIDENT COMMANDER vest. Officers commanding shall be identified by taking a prominent position at the incident where they can be readily identified by incoming units.

**Responsibilities of Command**

The Incident Commander is responsible for the command functions at all times. As the identity of the Incident Commander changes, this responsibility shifts with the title. The term “Command” in this guideline refers jointly to both the persons and the function.
Command is responsible for the four basic fireground goals:

1. Provide for the safety and welfare of fire/emergency personnel.
2. Rescue – Remove endangered occupants
3. Incident Control – Stabilize the incident and provide for life safety
4. Property Conservation – Conserve property and prevent loss. In addition to the tactical priorities, Command is responsible for providing for the safety, accountability, and welfare of personnel. This in ongoing throughout the incident.

Command is responsible for the following functions as required by the circumstances of the situation:

1. Assume and confirm Command and take an effective position.
2. Rapidly evaluate the situation (size-up)
3. Initiate, maintain and control the communications process.
4. Identify the overall strategy, develop an incident action plan and assign units.
5. Develop an effective fireground organization.
6. Provide continuing Command within the framework of operating guidelines.
7. Coordinate the transfer of Command, as required.
8. Return resources to service and terminate Command.

All of these functions are responsible of Command, whether or not Command is transferred from one individual to another. The first five (5) functions must be addressed immediately from the initial assumption to Command.

Establishment of Command

The first firefighter to arrive at the scene shall assume Command. This firefighter remains in command until relieved by a Chief Officer, Company Officer, or more qualified individual, or until the incident is terminated.

Initial Report: The individual assuming Command shall transmit a brief radio report including.

- Command unit identification
- Building description as appropriate (e.g., occupancy, size, construction type)
- Obvious description of conditions (working fire, nothing showing, etc.)
- Action to be taken by incoming personnel (rescue occupants, raise ladders, establish a supply line, stretch a 1 ¾” hose line, conduct search, etc.)
- **Identify the command mode selected**
- Identify immediate additional resources needed

Radio Designation: The radio designation “COMMAND” will be used with a brief description of the incident location. This designation will not change through the duration of the incident.

(Example: “North Street Command” or “Route 116 South Command” or “Maplefields Command”)

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Command is responsible for the following functions as required by the circumstances of the situation:
Command Options

When the first arriving officer is a Chief or Company Officer, efforts should automatically be directed towards establishing a Command Post and fulfilling the listed Command functions. (Chief and Company officer refers to the Chief (C-1), 1st Asst. Chief (C-2), 2nd Asst. Chief (C-3), Captain (K-1), Lieutenant (K-2))

Establishing a Command Post in a vehicle is ideal at all working incidents. The location of Command in a vehicle provides:

1. Appropriate workspace and lighting.
2. Communications equipment.
4. Limited isolation from distractions.

When Command is initially assumed, that individual must decide on the proper assignment which will fall into one of three general modes.

### Nothing Showing Mode

These situations require investigation by the first arriving personnel while holding other incoming resources in a staged position. Normally, the officer or qualified individual should go with the first team established on-scene to investigate while using a portable radio to command the incident.

### Fast Attack Mode

Situations that require immediate action to stabilize the situation. Examples include interior fires in residences, apartments, or small commercial occupancies. These situations require that the officer or qualified individual quickly decide how to commit available resources. Where a fast interior attack is critical, use of the portable radio will permit involvement in the attack without neglecting Command responsibilities. This mode should not last more than a few moments, and will end with one of the following:

a) Situation is stabilized
b) Command is passed to next arriving qualified individual.
c) A chief officer or company officer arrives on-scene and Command is transferred.
d) Situation is not stabilized and the officer must withdraw to the exterior to set up a Command Post.

### Command Mode

Situations that require strong, visible command from the outset. Examples include large complex fire or rescue operations, or strong chance of fire extension. In such cases, the officer will initially assume a Command position and maintain that position until relieved by a chief officer, company officer, or qualified individual.
**Passing Command:**

On rare occasions, it may be necessary for the first arriving officer/firefighter to pass command to next arriving officer/firefighter. This may become necessary at situations in which the first arriving team is required to initiate a fire attack, vehicle extrication, or perform a rescue. An example of such a situation might be a working dwelling fire with an occupant trapped or a Motor Vehicle Crash with entrapment.

The officer/firefighter has made a decision that his/her direct efforts are needed to make a substantial difference on the emergency scene. In this mode, the officer’s/firefighter’s involvement in mitigating the hazard prevents the proper exercise of the command function. The officer/firefighter would then need to utilize Passing Command procedures.

To pass command the first arriving unit shall transmit a proper initial report and indicate that they are “Passing Command” and identify the incoming chief officer, company officer, or firefighter to which they are passing command. Dispatch should confirm that the individual designated for Command has received the message.

The initial arriving chief officer, company officer, or firefighter retains responsibility for the incident until such time as the designated receiver for Command arrives on the location.

**Example:**

- Shelburne Dispatch from Bristol C-3.
- Bristol C-3 from Shelburne Dispatch go-ahead.
- BFD is on scene of a two-story, wood frame construction, single family dwelling with fire showing on Division-1/Side-D (Delta) with a visual on trapped occupant at a window on Division-2/Side-A (Alpha). We are stretching a 1 ¾” line and conducting a rescue.
- Bristol C-3 has Fire Command.

**Transfer of Command:**

All chief and company officers arriving on scene of an incident shall report to the Command Post notifying command of your arrival prior to reporting to Staging.

Command shall only be transferred to another officer after a situation and status report has been received by the relieving officer. Situation and status reports should be communicated face to face whenever possible.

**Situation and status reports shall include:**

- An overview of the situation
- A description of the strategy and of the tactics employed to carry it out
- Assignments of resources on scene including ICS position assignments
- Suggested courses of action and contingency plans
- Safety concerns
- A joint review of the ICS 201 form where applicable
After receiving a situation and status report, the incoming chief officer, company officer, or qualified individual will make a determination if he/she desires to take Command of the incident. In the event that the officer elects to do so, the current IC will notify dispatch that command has been transferred.

The officer assuming command may utilize the previous Incident Commander on the emergency scene to the best advantage. In many cases the relieved Incident Commander may be of most value within the Operations Section. The individual assuming command should operate in the command mode and stay outside the structure in a visible location.

The assumption of Command by an incoming Chief or Company Officer is an option and not a requirement. Initial IC's that are performing within department guidelines may be given the opportunity to continue to command the incident. This will allow for an increase in confidence and competence. Higher ranking officers who arrive later in the operation may take a role as an instructor to support the current Incident Commander.

**Example:**

- Shelburne Dispatch from Bristol K-1.
- Bristol K-1 from dispatch go ahead.
- Bristol K-1 has transferred Command of this incident to Bristol C-1.
- Dispatch copies Bristol C-1 has assumed Command.

**NOTE:** The ranking chief or company officer on an incident scene shall be accountable even though a lower ranking officer/firefighter may be in command.

**Single Command**

At incidents where a single agency has sole jurisdiction for an incident, the Command function is filled by one individual. This individual is the Incident Commander.

**Unified Command**

At incidents where more than one responding agency has management responsibility, due to the nature of the incident or the kinds of resources required, a Unified Command shall be established. A representative from each agency, that is part of the Unified Command, shall jointly develop the incident objectives. A consolidated incident action plan should be developed. If a Unified Command is implemented, a single Operations Section Chief shall be assigned.

**Note:** Mutual Aid Departments do not normally become part of the unified command staff as they are considered assisting agencies. The exception to this would be if the incident has the potential to affect another municipality or is in more than one jurisdiction. The affected municipality’s representative may become part of the unified command staff.

**Unified Command Example:**

At a hazmat incident involving a tractor-trailer leaking hazardous materials which will involve large scale evacuations, the ranking fire, police, and State of VT Hazmat Team representative will work collaboratively and develop a single Incident Action Plan (IAP).
Fire and EMS Joint Response Incidents:

The incident commander may assign EMS personnel as single resources, groups, strike teams or task forces. At larger incidents, which involve numerous casualties or a mass casualty incident, an EMS Branch may be established (Defined as EMS Control Officer stated in EMS District 7 MCI Protocol). The EMS Branch Director (EMS Control Officer) is identified by wearing an EMS Branch or Control Officer vest. All EMS personnel called into the scene, directly or from staging, shall report to the EMS Branch Director (EMS Control Officer). The EMS Branch Director (EMS Control Officer) shall report to the Operations Section Chief, or, if the Operations Section has not been established, to the IC.

Responsibilities of the EMS Branch Director (EMS Control Officer) include:
- Coordinate with the Operations Section Chief regarding the EMS action plan, patient status, and resource requirements.
- Determine resources needed and make requests through operations.
- Direct triage, treatment, and transportation efforts.
- See EMS District 7 protocols for additional information on role of EMS.

EMS Responsibilities at Non-EMS Incidents

The EMS Crew Chief shall report to the Incident Commander on arrival at working incidents. Should the EMS Crew Chief be called out for patient transportation, the crew chief shall ensure that another EMS agency is dispatched to the incident scene, through the Incident Commander. At non-working fire incidents, EMS personnel shall report to staging. If staging has not been established, EMS personnel shall be positioned to best advantage. EMS resources assigned to the medical unit, within Logistics, are for use by emergency responders only. They should not normally be utilized to treat or transport civilians.
Command Facilities

Command facilities are those areas that serve as focal points for specific supporting functions for emergency operations.

Command Post:

A designated physical area that serves as the center of all on scene emergency operations. Command posts are developed in proportion to the incident being managed. For instance, a vehicle fire may be managed from the cab of a fire apparatus, a dwelling from a designated command vehicle, a search and rescue incident from a mobile command vehicle. A Command Post shall be established anytime an incident will require the extended use of emergency services resources. Such incidents may be as small as a motor vehicle crash with entrapment to a complex incident such as a large hazardous materials incident.

A single interagency Command Post shall be established at any working incident that more than one emergency response agency is used and a representative of each agency should report to the Command Post.

The Incident Commander shall establish the area to be used for the Command Post. The Command Post may be identified by displaying a green emergency light and/or command flag, whenever possible. There shall be only one Incident Command Post (ICP) per incident.

Mutual Aid departments shall not establish their own “Command Post” and shall not display a green light or command flag unless directed to do so by the IC.

Staging:

Staging areas shall be used to keep resources available within three to five minutes of the incident. The first arriving unit in staging shall become the Staging Area Manager. Resources assigned to staging shall retain their integrity by remaining with their apparatus and being available for immediate assignment. Staging areas may be a location where emergency vehicles are located. (e.g., the parking lot 1 block from the fire incident).

Staging areas may also be a location where personnel are staged without apparatus (e.g. outside the fire building in a pre-determined area.

During incidents that utilize mutual-aid resources the IC should assign a Staging Area Manager.

All requested mutual-aid personnel and equipment shall respond to the staging area unless directed otherwise by the IC.

Note: Only one department representative per municipality should report to the Command Post for briefing and assignments.

The Staging Area Manager shall be responsible for:

- The selection of a safe and large enough area for staging. The Staging Area Manager shall notify Command as to the location of the staging area.
- Communications from the staging area to the Incident Commander.
- Check-in of all resources entering the staging area.
• Accounting for all resources and teams entering or leaving the staging area.
• Use of an Accountability Board
• The Staging Area Manager may be identified by wearing the STAGING MANAGER vest.

Incident Base:

At large or complex incidents an incident base may be established. The incident base is a location that places possible needed resources within five to ten minutes of an incident. The base area may also provide eating, resting, sleeping facilities, etc., as determined by the IC.

A base area shall be established by order of the Incident Commander.

The base shall be supervised by a Base Manager.

Expanding the Incident Command System:

Whenever an incident begins to escalate it may become necessary to begin the expansion of the IMS. The implementation of additional functions and positions within the system should be implemented to address the needs of the incident. Management assignments shall be filled with qualified individuals.

Division and Groups:

Divisions and groups are used to divide the emergency scene into manageable segments. Divisions and groups normally report to Branch Directors, or the Operations Section Chief. Prior to the implementation of Branches or the Operations Section, Groups and Divisions report to the Incident Commander. It is also possible, in particularly large operations, to have a group or division report to one of the other functions. For instance an EMS Group may report to the Logistics Section Chief.

Resources that are assigned to divisions or groups will report directly to their respective unit or crew leader. Communications between such units shall be via face to face communications whenever possible. Communications between the Division and Group Supervisor to the Branch Director, Operations Chief, or Incident Commander shall also be face to face whenever possible.

Division and Group Supervisors are responsible for and in control of all assigned functions within their division or group. The Division and Group Supervisors are specifically responsible to:

• Complete objectives assigned by command
• Account for all assigned personnel
• Ensure that operations are conducted safely
• Redirect activities as necessary
• Coordinate actions with related activities, and adjacent divisions or groups
• Monitor welfare of assigned personnel
• Request additional resources as needed
• Provide command with essential and frequent progress reports
**Divisions:**

Divisions are responsible for the tactical activities that are taking place in a specific geographic area. Division supervisors report to a Branch Director, the Operations Section Chief or, if Operations has not been established, to the IC.

**Example:**

The Chief is outside the structure as the IC. The Assistant Chief is serving as Interior Division Supervisor, supervising two groups inside the building investigating the source of the alarm.

**Groups:**

Groups are established to achieve specific tasks at the emergency scene. Groups report to a Branch Director, the Operations Section Chief, or, if neither has been established, to the IC.

Groups function as a unit on the entire emergency scene and are not confined to any geographical boundary.

**Example:**

There is a fire in a three story structure. The Assistant Chief is outside the structure serving as the IC. The Lieutenant is directing the Search & Rescue Group consisting of two crews conducting search & rescue throughout structure. The Lieutenant would be the Search & Rescue Group Supervisor.

**Strike Teams and Task Forces:**

**Strike Teams**

Strike teams are combinations of resources which are identical in their functions and are assigned to cover specific situations. Four Water Tankers may be assigned as a Water Supply Strike Team for a fire operation. Only the Strike Team Leader communicates for the strike team.

**Task Forces**

Task forces are combinations of resources which are varied in their functions and are assigned to cover a wide range of situations. A pumper, utility truck and EMS crew may be assigned to a task force to investigate alarm system reports during severe weather. Only the Task Force Leader communicates for the task force.

**Requirements for a strike team or task force:**

- Must have common means of communications
- Must have a designated team leader
- Must have transportation
- Must be within span of control guidelines
A Team as a Single Resource

Teams operating away from their apparatus or assembled without an apparatus may be used as a single resource. Teams will operate under one leader and shall conform to span of control limitations.

Designation of the Incident Scene:

The incident scene can be broken down to facilitate coordination at the scene. The division of the incident scene shall be at the discretion of the Incident Commander.

Exterior Sides

The front, back and sides of a building shall be designated as SIDES. Side designations proceed clockwise around the building, beginning with Side A as shown in figure 1 below. Side-A shall be identified as the postal address side of the building. If an incident has no postal address, Side-A shall be identified by the Incident Commander.

The following is an example if breaking down the exterior of a building by designations:
Floor Divisions

Multistory buildings may be broken down by floor as shown in Figure 2. Each floor shall be designated as a Division using the floor number. The basement and roof shall be designated as those Divisions.

An individual assigned to oversee interior operations shall be designated as interior division supervisor.

The following is an example if breaking down the floors of a building by designations:

**Figure 2:**

```
+-----------------+
|     Attic       |
+-----------------+
| Division - 3    |
+-----------------+
| Division - 2    |
+-----------------+
| Division - 1    |
+-----------------+
|  Basement       |
```

**Groups operating within established divisional boundaries**

Groups may operate across several Divisional boundaries. Groups shall be designated by the name of the function to be performed. The Ventilation Group may be assigned to perform ventilation on each floor of a multistory building.
Exposures to the Incident

Exposures to the incident site shall be designated similarly to the side of the building as shown in the figure below. Successive exposures moving away from the fire building shall be designated by adding a number to the exposure designation.

Ninety percent of a jurisdiction’s responses can be effectively managed at the group/division level. However, some incidents will require additional functions to effectively manage the incident. Expansion of the IMS to include numerous Branches and Sections should be the exception rather than the rule.

The logical expansion of ICS shall be based upon accepted national principles. Such expansion may include the various Branches, Command Staff and General Staff functions. If the incident is growing in size or complexity, and/or reaching or exceeding span of control limits, it is important to rapidly establish the organizational framework necessary to manage it. This usually means filling essential General and Command Staff positions first.

It is better to overestimate the need for a larger organization than to underestimate it, as it is always possible to downsize the organization.

Branches

Where the number of divisions or groups exceeds the span of control that the IC can effectively manage, expand the incident organization by placing divisions or groups into branches. When establishing branches consider the span of control principles of 3-7.
Geographic divisions and functional groups may be used together on an incident.

Branches are managed by a Branch Director. Branch Directors may have deputy positions as required. In multi-agency incidents the use of Deputy Branch Directors from assisting agencies can be of great benefit to ensure enhanced interagency coordination.

If an incident is growing in size or complexity, consideration should be given to staffing branches early so that an effective management structure is in place as resources are arriving on scene.

**Communications:**

During incidents all unit designations will be preceded by the town.

**Reasons to Communicate**

One of the first and most common system failures at an emergency incident is the communications system. The volume of radio traffic overwhelms the available channels which prevents important messages from reaching the Incident Commander. In order to reduce the volume of radio traffic all units shall respect the five reasons to communicate. All communications should be face-to-face whenever possible. Units should only use the radio for the following:

1) Additional resources are required  
2) The assignment is completed  
3) You are unable to complete an assignment  
4) An immediate safety hazard exists  
5) If you have information that has a direct bearing on the incident

If these criteria are consistently adhered to there will be a tremendous reduction in the amount of communications on the emergency scene and a noticeable improvement on the efficiency of communications.

**Incident Progress Reports:**

The following provides suggested protocols for incident progress reports from incident resources.
Command to Dispatch:

A report should be given upon the arrival of the unit assuming the Command Function.

A progress report should be given from the emergency scene to Dispatch at least every ten to fifteen minutes. This report shall include the current situation and status. Dispatch should request a progress report if no updates have been given within fifteen minutes.

“Incident under Control” or “Fire under Control” should be issued by the IC at any time that the incident is stabilized. Stabilization would include, the forward progress of the fire has been stopped, all victims have been extricated, the flow of a toxic substance has been stopped, etc.

Staff Officers to Command:

Staff officers shall report directly to the Incident Commander. There should be no routine need to do so by radio.

General Staff Officers:

Command officers, with the occasional exception of the Operations Section Chief, shall report directly to the Incident Commander and should require very little, if any, radio traffic between the Incident Commander and the functional officers.

In the case of the Operations Section there may be a considerable amount of radio traffic between both OPS and the Incident Commander depending upon the dynamics of the situation. Reports should be given every ten to fifteen minutes.

Groups and Divisions:

Group and Division Supervisors may be required to utilize extensive radio communication to report to their appropriate supervisor. As always, face to face communication shall be the best option when relaying large amounts of technical information or transmitting lengthy reports. Reports should be given every ten to fifteen minutes.

Strike Teams and Task Forces:

Strike teams and task forces shall report to their division or group supervisor. Only the leader shall transmit to division or group supervisor. Additional frequencies may be assigned to these units to act as a tactical communications channel. The strike team or task force leader shall give a progress report to the unit’s supervisor every ten to fifteen minutes.

Single Resources:

Single resources shall give a progress report every ten to fifteen minutes.
Purpose

To provide all personnel with general driving and safety guidelines for operating emergency vehicles, to reduce injuries and property damage by establishing guidelines for avoiding vehicle accidents. Personnel should incorporate the general driving rules and regulations of the State of Vermont Department of Public Safety. This operating guideline applies to fire department personnel driving fire apparatus and their privately owned vehicles (POV).

Scope

All Bristol Fire Department personnel qualified to drive Town of Bristol Fire Department apparatus and all personnel responding to an emergency in a privately owned vehicle.

Driving Guidelines for all personnel

Drivers and Apparatus Operators will at all time:

- Apply the principles of defensive driving
- Obey all traffic laws...even if responding making use of audible or visual signals
- Pass vehicles on the left only
- Adjust driving habits to weather, road, or traffic conditions
- Drive with Due Regard.
- When responding to an incident you DO NOT have the right of way, you are only requesting it.
- **Stop and look** at all red lights and stop signs, any school bus that is stopped for loading or unloading, while driving in the on-coming lane, when directed to stop by the police department, and any situation where the driver cannot see all lanes of traffic.
- Report any vehicle problems immediately to an officer.
- Check behind and around apparatus before backing to assure that the vehicle can be backed in a safe manner.
- **The Officers Seat (passenger seat) is the designated spotter position for fire apparatus.** Prior to backing any piece of apparatus the spotter should take the appropriate position outside of the apparatus to assist with backing. This is done to insure the safety of all personnel and to prevent damage to the apparatus. The driver and the spotter must acknowledge one another by voice or hand gestures prior to the apparatus moving.
- Perform a walk around of the apparatus to check for loose equipment, open doors, and other potential problems prior to moving any apparatus.
- Always yield the right-of-way to pedestrians.
- Account for each person on the apparatus and verbally or visually communicate with each person to assure their readiness prior to moving the apparatus.
- Always wear a seatbelt and assure that others in the vehicle are wearing their seat belts.
• Remember that you don’t always have the right-of-way when responding to an incident; you are simply requesting permission from other drivers to pass, proceed through intersections, etc.

DRIVERS AND APPARATUS OPERATORS WILL AT NO TIME

• Under any circumstances exceed posted school zone speed limit.
• Pass a stopped school bus loading or unloading, or that has its warning lights displayed, until signaled by the bus driver.
• Operate or knowingly permit a vehicle to be operated in an unsafe manner
• Operate or knowingly permit a vehicle to be operated while under the influence of alcohol or illegal drugs.
• Pass other emergency vehicles without communicating with the lead vehicle.
• Move apparatus until all personnel on the vehicle are seated in their riding positions and secured with seat belts.
• Allow individuals not affiliated with a fire department to ride on apparatus owned by the Town of Bristol.
§ 1015. Authorized emergency vehicles

(a) The driver of an authorized emergency vehicle, when responding to an emergency call or when responding to, but not returning from, a fire alarm and a law enforcement officer operating an authorized emergency vehicle in fresh pursuit of a suspected violator of the law:

(1) may park or stand contrary to the provisions of this chapter;

(2) may proceed past a red or stop signal or stop sign, but only after slowing down as may be necessary for safe operation;

(3) shall come to a full stop when approaching a school bus which is flashing red lights and may proceed only when the flashing red lights are extinguished;

(4) may exceed the maximum speed limits;

(5) may disregard regulations governing direction of movement or turning in specified directions.

(b) The exemptions granted to an authorized emergency vehicle apply only when the vehicle is making use of audible or visual signals meeting the requirements of this title.

(c) The foregoing provisions shall not relieve the driver of an authorized emergency vehicle from the duty to drive with due regard for the safety of all persons, nor shall such provisions protect the driver from the consequences of his or her reckless disregard for the safety of others.

(d) The operator of a school bus, upon the approach of an authorized emergency vehicle as described in subsection (a) of this section, shall take action immediately to get school children out of the public highway and to a safe place and shall thereafter extinguish the flashing red lights. (Added 1971, No. 258 (Adj. Sess.), § 3, eff. March 1, 1973; amended 1981, No. 97, §§ 1, 2.)
Purpose

To promote safe, effective and efficient operations for all responses to motor vehicle crashes (MVC’s).

Objective

To establish operational guidelines so that Fire Department personnel respond to victims of MVC’s and treat them in a safe, efficient and timely manner in accordance with generally accepted standards.

Scope

All Bristol Fire Department personnel

Responsibility

Vehicle crashes potentially encompass a wide variety of dangerous situations including but not limited to fires, entrapment, hazardous materials, electrical hazards and unexpected airbag deployment. It shall be the goal of the Fire Department to operate as necessary so that injured or trapped occupants maybe removed and receive definitive medical intervention at an appropriate medical facility within their “golden hour of survival.”

The Incident Commander is responsible for enforcing this guideline.

Command is responsible for removing Fire Department Units from the scene as soon as all objectives are met.

Guideline

A. It shall be the standard practice of the Bristol Fire Department to respond a minimum of one Engine, Utility Apparatus, and Heavy Rescue. Both Engine-1 and Engine-Tanker are preferred for MVC’s for the purpose of “blocking”.

B. All Bristol Fire Department personnel shall adhere to the following guidelines.

Procedure

A. Upon arrival, the Incident Commander shall give an initial report, do a scene size-up, and determine if additional resources (fire department equipment, police, EMS or other) are needed. The Incident Commander shall give an initial patient assessment to dispatch if EMS has not arrived on scene. Under no circumstances should the Incident Commander or any other Fire Department personnel cancel EMS if their response has been initiated. The Incident Commander shall determine the best placement for the responding vehicles to ensure the protection and safety of all personnel operating on the scene. If utility hazards are present, the appropriate utility company shall be notified and their assistance requested.
B. Upon receipt of additional information from an on-scene EMS unit, i.e. non-injury, advising to cancel, etc., apparatus may continue response (non-emergency) to assure scene safety and acquire information for the Incident Report. The officer in charge may use discretion in the mode of response.

C. If a reliable source, (on-scene) determines that there are multiple vehicles involved, multiple victims injured or trapped the officer in charge may request additional units or resources to respond.

D. If a response is upgraded or downgraded or canceled it shall be the duty of the responding officer in charge to determine the authority or the person requesting the change.

E. *Once* on the scene the Incident Commander shall appoint or act as the scene Safety Officer. The scene SO is responsible for the safety of all individuals working in and around the emergency scene. The scene SO shall supervise the operations, which includes awareness of approaching vehicles. It is critical that all precautions are taken to warn motorists of personnel working in the area. The deployment and placement of safety cones and the proper vehicle placement to protect the responders on the scene are some of the critical functions that shall be addressed. It is imperative that the Incident Commander or the scene SO work closely with a responding law enforcement agency to ensure the safety of all personnel on the scene.

F. The Fire Department Safety Officer may be summoned to MVC’s if Command deems it necessary.

G. Insuring scene safety at MVC’s is a primary objective of the Fire Department. This may include but is not limited to:

1. Checking for and controlling gasoline, diesel fuel, and fluid leaks.
2. Checking for and/or controlling hazardous materials leaks and spills.
3. Protection of all emergency personnel operating on the scene.
4. Protection of those involved and/or bystanders.
5. Request assistance as needed.

H. In the interest of scene safety, the Fire Department Engine shall not park within 75 feet of any accident location if possible. Apparatus should be positioned to increase visibility, protect the scene from oncoming traffic, yet allowing access for other emergency vehicles. It is the responsibility of the first arriving unit(s) to determine any potential fire and life-safety hazards present on the scene. Traffic control shall be established immediately. See SOG 1-07.

I. All personnel shall wear full protective clothing at the scene of an MVC.

J. It shall be the standard practice of the Fire Department to deploy a minimum of one (1) 1 ¾ inch hand-line for fire suppression if extrication is required or fuel is leaking.

K. It shall be the standard practice of the Fire Department to deploy both a full set of front line hydraulic tools and a full back up set of hydraulic tools if extrication may be needed.

L. Fire Department Extrication Technicians are responsible for initial stabilization of the damaged vehicle(s) at all MVC’s by chocking wheels, removing keys, shutting down electrical systems by disconnecting or cutting battery cables if needed and controlling other hazards that may be present initially or may present themselves during the incident.
M. Extrication and specialized rescues will be conducted by Fire Department Extrication Technicians. Additional resources from other agencies may be required to assist in the rescue/extrication. Specialized procedures should only be performed by personnel with the skills and trained in the necessary techniques. Fire Department personnel should, whenever possible, provide initial patient access. Fire Department personnel may render and/or assist EMS, up to the level of their training, in providing emergency medical care. This aid will continue until relieved by higher trained personnel or the patient is packaged and loaded. The EMS Crew Chief shall have responsibility for all medical decisions.

N. Universal precautions will be used if Fire Department personnel are involved in handling patients.

The following guidelines shall be used:

1. Gloves and eye protection shall be worn with all patients.
2. When patient contact is made the proper report shall be made as soon as reasonably possible.
3. All infectious materials on any scene will be handled and properly disposed of by EMS.
4. Fire Department uniforms or protective clothing which cannot be decontaminated shall be reported to the Operations Chief.

O. The Bristol Fire Department will secure Landing Zones for Medical Aircraft when requested to do so. After completing a patient assessment it shall be the responsibility of the EMS person in Charge of patient care to determine the need for air medical transport. Under no circumstances should an air medical unit be automatically launched to the scene of an accident. If the situation is warranted the IC may request Medical Air Transport to go on Alert.

P. The Fire Department should operate in a “Unified Command” mode with the Law Enforcement and EMS if the incident warrants.

Q. The Incident Commander on the scene shall gather the information necessary to complete the required report(s). Names, addresses, vehicle descriptions, license plate and VIN number are just a few of the items that may be necessary.
Purpose

The purpose of this Standard Operating Guideline (SOG) is to detail a recommended protocol for responding to and attacking a motor vehicle fire.

Scope

All Bristol Fire Department personnel

Definitions

A motor vehicle includes all types of road vehicles including automobiles, trucks of all sizes, motor homes, any trailers that are pulled by such vehicles, and any motor driven equipment like tractors and graders.

Guideline

Response:

- The following apparatus resources will respond (2-09): Utility, Engine-Tanker, Heavy Rescue, Engine-one, Hose Reel. Additional apparatus and personnel will be requested if the IC determines that these resources are needed.
- All firefighters shall don full PPE and those directly attacking the fire shall use SCBA.

Arrival at the Scene:

- Establish command
- The first arriving unit shall provide for scene safety including protecting the firefighters from possible traffic hazards and evacuating civilians to a safe distance.
- The apparatus should be positioned upwind and uphill, if possible, and at least 100 to 150 feet from the burning vehicle to minimize hazards from smoke, leaking fuel, and explosive events. This distance shall be increased depending on the nature of the fire and the type of vehicle involved, e.g. tanker trucks, etc.
- The first arriving unit shall provide a scene size-up as soon as possible. The size-up should include:
  - Type of vehicle(s) involved
  - Nature and Extent of the fire
  - Possible victim entrapment, injuries or medical emergencies
  - Surrounding exposures threatened (i.e. structures, forest, etc.)
  - Possible hazardous materials including large amounts of fuel, compressed gas cylinders, etc.
  - Request for additional personnel, resources, and/or law enforcement if needed.
- If additional water supply is required a Tanker shall be requested to supply the engine in a rapid attack mode if additional water resources are needed.
Fire procedures:

- All vehicles contain materials that give off toxic gases and components that may explode when burned. Full PPE and SCBA are mandatory for all firefighters near the vehicle.
- For very small engine compartment fires, such as carburetor fires, a portable extinguisher may be used.
- For all larger fires, the attack line shall be a minimum 1 ¾” inch hoseline with adjustable fog nozzle. A backup line should be deployed as soon as possible.
- First extinguish any ground fire around or under the vehicle then attack the fire in the vehicle.
- Firefighters should be aware of any hazardous materials or cargo in the vehicle and retreat if necessary.
- Firefighters should always approach the vehicle from a corner to minimize dangers from explosive components.
- Leaking fuel must be contained and covered with foam to reduce the hazard.
- When safe to approach the vehicle, access must be made to the involved compartments for fire suppression.
- Open passenger compartment doors, hood, and trunk. Use a key if available (in other words try before you pry). However, it is important to access the fire quickly so a Halligan or other tool should be used if necessary.
- As soon as possible disconnect the battery (if not already destroyed) and secure all air-bag systems.
- Continue to cool the vehicle, especially fuel tanks and intact sealed components.
- Perform overhaul and check entire vehicle for fire.

Special Hazards:

- Vehicles with combustible metal components will require large amounts of water or Class D extinguishing agents. Fire intensity will increase initially when water is applied to these burning components.
- There are many sealed components such as hatch lifts, hollow driveshaft, and shock absorbing bumpers which may explode when exposed to heat. Tires may also explode so approach the vehicle cautiously.
- Hazardous items are common in vehicles both as part of the vehicle and as cargo. These may include liquid fuel tanks, compressed gas cylinders, explosives, and hazardous materials. Military vehicles may carry munitions or other hazardous material.
- Air bags may deploy due to effects of the fire. The battery must be disconnected to minimize this hazard prior to entering the passenger compartments.
The purpose of this guideline is to provide a standardized approach to service calls concerning the Bristol Fire Department’s activation for carbon monoxide problems, and to outline minimum actions to be considered at each incident.

**Scope**

All Bristol Fire Department personnel

**General Response Guideline**

Carbon Monoxide (CO) is an odorless, colorless, tasteless gas that is deadly. It is a byproduct of combustion, present whenever fuel is burned. Common home appliances such as gas or oil furnaces, clothes dryers, ranges, ovens and water heaters may cause unsafe levels of CO. Fumes from automobiles also contain carbon monoxide and can enter a home through walls or doorways if a car is left running in an attached garage. CO poisoning may be difficult to diagnose. Its symptoms are similar to the flu, which may include headache, nausea, fatigue, and dizzy spells.

The Occupational Safety and Health Administration (OSHA) has established a maximum safe working level for CO at 35 parts per million (PPM) over an 8-hour period in the general workplace. The U.S. Environmental Protection Agency has established that residential levels are not to exceed 9 PPM over an 8-hour average. The Bristol Fire Department will utilize MSA Multi Gas Detectors (MGD) to monitor any suspected atmosphere. If any symptoms are present, have the residents leave the house immediately (small children and the elderly are more susceptible to carbon monoxide; it can be very hazardous to the unborn child). At this time request EMS to respond to provide any needed medical treatment. Firefighters should investigate the source of the CO. If no one exhibits any symptoms of carbon monoxide poisoning, it is not necessary to evacuate or ventilate the premises unless a level of over 9 PPM is detected. The Incident Commander in charge shall request that the gas company respond to the scene if:

- A CO level of 9 PPM or greater is detected
- Someone is showing signs of being ill due to CO
- The Incident Commander feels a response by the gas company is needed
Carbon Monoxide Alarm Investigations

- BFD has three MGD’s in service. Two MGD’s will be used at each CO incident. Prior to each CO incident the following shall be performed:
  - Bump Test both MGD’s and document in MGD Log Book. If a second CO incident occurs within 24 hours of previous CO incident a Bump Test is not required.
  - Zero the MGD in fresh air and comply with all other start-up procedures recommended by the manufacturer of the monitoring equipment.
- Survey the premises to determine if there are any amounts above 9 PPM of carbon monoxide present.
- All personnel shall use S.C.B.A. in any atmosphere that is in excess of 35 PPM of CO.

Reading of 9 PPM or less:
- Inform the occupants that our instrument did not detect an elevated level of CO at this time.
- Recommend occupants check their CO detector per manufacturer recommendations.
- Inform occupants that if it activates again, call 9-1-1.

Reading of more than 9 PPM but less that 100 PPM:
- Any reading above 9 PPM will be considered above normal reading.
- Occupants shall be informed that we have detected a potentially dangerous level of CO.
- Recommend that all persons leave the premises and begin ventilation.
- If determined that an appliance is malfunctioning and is producing CO, it shall be shut down.
- Once the premises have been reduced to a safe level of CO, the premises may be occupied at the discretion of the occupant.
- Attempts shall be made to reset the detector.
- Inform occupants that if it activates again, call 9-1-1.
- The occupants shall be informed of the action that has taken place and that the gas company has been requested to respond by the Fire Department if the gas company fuels the appliance.

Reading of 100 PPM or greater:
- Any reading of 100 PPM or greater – inform the occupants that we have detected a potentially lethal level of CO – perform the above steps.
- Order the occupants to leave the premises immediately.

At every Carbon Monoxide incident fill out the, “BRISTOL FIRE DEPARTMENT CARBON MONOXIDE INCIDENT NOTICE OF FINDINGS” document (see next page). Carbon copy is for building occupant/owner, original copy is for Bristol Fire Department records. Documents are located on Bristol Utility One and Bristol Car One in metal clipboards.
BRISTOL FIRE DEPARTMENT
CARBON MONOXIDE INCIDENT
NOTICE OF FINDINGS

Carbon Monoxide is an odorless, tasteless, colorless gas that is DEADLY. It is a byproduct of combustion or fuel burning process. It can cause symptoms that can mimic the flu and proceed to unconsciousness and even death. Many appliances around the home are capable of producing Carbon Monoxide when a fault or unusual condition exists. Since the source may be transient in nature, the source may not always be detectable.

The Bristol Fire Department responded to your building/home at
_________________________________________________ On ____/____/____

Carbon Monoxide at the highest level of ____ parts per million (ppm) was found.

WHAT DOES THIS REALLY MEAN

Less than 10 ppm: Our meters did not detect elevated levels at this time. Check your carbon monoxide detector per the manufacturer’s recommendations. Call the manufacturer for additional information (phone number may be on back of unit). If detector activates again, call the Fire Department back.

10 or more ppm: We have detected potential dangerous levels of carbon monoxide. We are recommending that you leave your building/home immediately. Have your sources of carbon monoxide examined and repaired by a contractor. It is not safe until repairs are made or the source is found and corrected and you have a working CO detector.

100 ppm or greater: We have detected a potentially lethal level of carbon monoxide in your building/home. Leave your building/home immediately! Have your sources of carbon monoxide examined and repaired by a contractor. It is not safe until repairs are made or the source is found and corrected and you have a working CO detector.

Carbon monoxide affects individuals differently depending on the size and medical history of the occupant. Therefore, families with young children or fire department personnel with medical conditions should take extra precautions in the event that carbon monoxide was detected.

Issued by ____________________________________________ Date ____/____/____

Received by ____________________________________________ Date ____/____/____

Witness by ____________________________________________ Date ____/____/____
Purpose

This guideline increases firefighter safety at emergency incidents by providing for firefighter rescue at the outset of an event before a team enters an unknown atmosphere, potentially or actually Immediately Dangerous to Life and Health (IDLH). This guideline identifies the requirements and operation of Rapid Intervention Teams (RIT).

Required Use of RIT

This guideline shall be implemented at all incidents where fire department personnel are subject to hazards that would be IDLH, and / or in the event of a sudden change of conditions, equipment failure, or mishap.

GUIDELINES

First Arriving Unit

1. Determine if the incident involves an IDLH atmosphere.
2. If the IDLH atmosphere does not exist, 2 or more firefighters can take action to mitigate the situation without establishing a RIT.
3. Examples of when RIT shall be established include:
   a. Offensive Fire Operations with IDLH present.
   b. Hazmat incidents
   c. Any incident having a significant risk to firefighters.
4. If the presence of an IDLH atmosphere has been determined, 2 firefighters may begin operating within the IDLH atmosphere only after 2 properly equipped and trained firefighters are available to form a RIT.
5. Upon arrival at the emergency scene and before entering the IDLH, the Team Leader shall give one of the following radio reports to the Incident Commander concerning the status of the Team.
   a. Entering the structure, RIT is in place.
   b. Emergency rescue, RIT not in place.
   c. Unable to enter, waiting on establishment of RIT. (The Incident Commander has decided the risk to personnel does not justify entry until RIT can be established.)
6. After entering the IDLH atmosphere:
   a. The attack team shall remain together as a team at all times.
   b. Radios and tag lines shall not be used as primary communication between attack team personnel.
   c. All teams will carry radios for communication with Command.
7. At least 3 firefighters will be located outside the IDLH atmosphere when functioning as a RIT. One firefighter will have no other task than monitoring the team inside.
8. If firefighters entered IDLH atmosphere without a RIT in place, the Incident Commander will document with an exception report in the comment section of the Bristol Fire Department Incident Report form. This exception report will be a narrative that includes the reasons, rational, justification, end result, and a comprehensive understanding of these actions.

9. Firefighters shall not enter any IDLH atmosphere without RIT in place Except in the following life threatening situations:
   a. Residential structures that indicate possible victims inside. Consider possible indicators such as cars in driveway, time of day, etc.
   b. Vacant structures with a known life hazard.
   c. Commercial structures during normal business hours that indicate possible victims inside.
   d. Commercial structures after business hours that have a known life hazard.

Incident Command

1. Assignment of a RIT or additional personnel to the RIT as soon as possible or practical.
2. The early establishment of the RIT is a critical function of the Incident Commander due to recent studies indicating high percentages of firefighters being injured or killed during the initial stages of structural firefighting.
3. When the Incident Commander assigns a Team RIT responsibility, that Team shall assume the RIT designation.
4. Primary task of RIT is to respond to the report of firefighters in distress. This distress can fall into one or all of the following categories:
   a. Trapped
   b. Disoriented or lost
   c. Injured

Activities of the RIT upon arrival at the incident include:

1. Don protective clothing and S.C.B.A.
2. Gather the following equipment:
   - Flathead Axe
   - Halligan Tool
   - Hand Light
   - Portable Radio
   - Thermal Imaging Camera (TIC)
   - Any other equipment deemed necessary

3. Gather the RIT kit. The RIT kit will consist of:
   - 1 – Life safety rope that is a minimum of 35’ in length and 3/8” diameter
   - 1 – Tag line that is a minimum of 100’ and 4mm diameter
   - 1 – One hour SCBA bottle in bag with full tank (RIT PAK)
   - 2 – Straps of nylon webbing
   - 1 – Pair wire cutters
   - 1 – Pair tin snips
   - 1 – Pair Robogrips
   - 1 – Phillips head screwdriver
   - 1 – Flat head screwdriver

4. The RIT leader will report to Command
Each staged RIT shall consist of a minimum of 4 firefighter’s.

RIT Size-Up: After the RIT staging area is operational, a rapid size-up of the hazard area shall occur. This size-up should include but is not limited to:

1. A 360-degree site survey around the incident, to identify means of entry and egress at windows, door, etc.
2. Identify locations that may be used for escape ladders and consider placing ladders at those locations (laddering the building as possible escape routes for distressed firefighters).
3. Note construction features and potential hazards.

Activation of the Rapid Intervention Team (RIT)

1. When a firefighter is reported trapped or missing, firefighting positions must not be abandoned and the Incident Commander must control freelancing. The Incident Commander will initiate a rescue effort by:
   a. Clear Channel and switch all other units/teams to alternate frequency.
   b. Request additional mutual aid from dispatch if needed.
   c. Assign an Officer to oversee rescue operations.
   d. Requesting a PAR check of the personnel on the scene.
   e. Determining how many personnel are trapped or lost.
   f. Ascertaining what happened (collapse, explosion, etc.).
   g. Attempting to determine the location and problem.
   h. Determining structural stability and environmental conditions.
   i. Continuing essential operations and reinforce other tactical positions.
   j. Assign a backup RIT.
2. After gaining as much information as possible about the trapped or missing Firefighter(s), the Incident Commander should review a plan of action and develop a rescue plan.
3. If possible the Incident Commander shall brief the RIT on:
   a. The number of missing firefighters
   b. Their last known location.
   c. The entrance used by the firefighters.
   d. Their path into the fire area.
   e. Building hazards.

RIT Operations

Although the team’s primary mission is to rescue a trapped or lost firefighter, firefighter’s must remember their personal safety is the top priority and proper communications are essential to safe operations.

1. RIT personnel must remain in constant communication with the Incident Commander or his/her designee and provide frequent progress reports on:
   a. Hazards encountered
   b. Barriers / obstructions
   c. Victim location and condition
   d. Any needs
2. Each RIT shall consist of four (4) personnel who respond to the last known location of the trapped or missing firefighters, in full PPE, with the following equipment from the RIT staging area:
   a. RIT kit
   b. Portable radios
   c. Hand lights
   d. Any other rescue equipment the team determines necessary

3. RIT personnel should consider the following:
   a. Visible sighting of firefighters such as arms and legs.
   b. Knowledge of their last known location.
   c. The sound of PASS devices audible tones.
   d. Tapping noises, etc.
   e. Sounds of portable radio emitting from the collapse area.
   f. SCBA low air vibrate-alert.
   g. Tracing hose lines into the collapse area.
   h. Building features or locations that were described by missing firefighters.
   i. Flashlight beams.
   j. Location of ladders, lights, or other equipment used by firefighters.
   k. Open or unlock all doors to aide in escape of lost / trapped firefighters.
   l. Search the immediate doorway first.
   m. Search exterior walls (interior sides) before searching interior open spaces.
   n. Ensure that all areas are searched.

4. When RIT initially gain access to a victim, the first priority shall be:
   a. To protect and preserve the immediate area and alleviate any immediate life threatening conditions that may exist.
   b. Provide the endangered with fresh air by way of RIT SCBA.
   c. If time and conditions permit they should perform a rapid assessment and consider immobilization before removal.

5. The following methods may be used to get out of a structure or fire area:
   a. Follow a hose line or tagline out
   b. Escape through windows
   c. Forcible exit through doors
   d. Breaching walls

6. In some situations / conditions, the primary tactic of the RIT will be to access the firefighters, provide a SCBA, and protect the firefighter’s environment with the hand line until additional help arrives.

Essential Safety Communications
1. The radio transmission “May-Day” will be used by a lost or trapped firefighter to report their status as having an emergency and in need of an urgent rescue.
   a. The term “May-Day” will be reserved only to report lost or trapped firefighters.
   b. Any firefighter may use the “May-Day” transmission to report a lost or trapped firefighter.
   c. This report should occur as soon as a firefighter perceives that a situation is rapidly developing, which is a direct threat to their life or the life of another firefighter.

2. The radio transmission “Emergency” will be used to report all other emergencies.
3. The use of term, “Emergency” or “May-Day” will mandate that all other radio transmissions cease. This allows the firefighter, making the report, adequate airtime to complete their transmissions without interference, which will allow the needed help to be activated immediately.
4. A Personal Accountability Report (PAR) should be conducted every 20 minutes and whenever a sudden hazardous event occurs (back draft, collapse, etc.). The Incident Commander or his/her designee will contact each Team to confirm the safety of all personnel.
5. **Emergency Evacuation** – The immediate removal of persons from hazardous area, usually due to changing conditions (e.g. possible collapse, structural collapse, moving from an offensive to a defensive mode, unaccounted firefighters, etc.)
   a. When an emergency evacuation is required, the Incident Commander will ask all on scene apparatus to sound their air horns 3 consecutive times for 3 seconds each.
   b. An immediate PAR will be called for at this time. It is imperative that all Teams take immediate steps to evacuate the area, account for all their personnel and provide a personnel report to the Incident Commander.

**Firefighter Safety & Survival**

Firefighters are at risk of being lost or trapped when operating in a hazardous area. Thirty percent of firefighter deaths and injuries occur when firefighters get lost or trapped in structures. The ability to survive may depend on their own actions, the actions of the Incident Commander, and RIT.

1. When firefighters are trapped or lost, they shall call for help in the following manner:
   a. Immediately use the term “May-Day” by radio
   b. If the firefighter gets no response on the assigned (tactical channel), use the term “May-Day” on the primary fire frequency.
   c. Report the location and the situation encountered.

2. **Trapped or Lost Firefighters**
   a. Concentrate on controlling breathing rate and depth and reducing physical activity to extend the availability of air supply.
   b. Activate the PASS device.
   c. If a hose line is available, follow it out.
   d. Attempt to exit by any means possible.
   e. If unable to exit the structure try to retreat to an area of safe refuge or try to remain near a wall or door, if it appears that unconsciousness is imminent. This will increase the chances of being rescued early, as search teams are most likely to search these areas first.
   f. Firefighters should try to remain in a horizontal position on the floor to maximize the effectiveness of the PASS device and to be in the safest environment possible in regards to heat and breathable air.
   g. Firefighters should also consider covering their face piece if imminent heat danger is present and concerns of damage to face piece and causing a failure in air supply.
   h. To increase the chances of being rescued, the firefighter should shine a hand light toward the ceiling and make noise to attract rescuers.

3. **Stay together as a Team.** Firefighter’s that separate from each other make it difficult for rescuers to find and account for all personnel. When Teams stay intact, it increases their chances for all being rescued and allows easier, more efficient extrication.

4. **Basic Concepts to Remember:**
   a. Stay low
   b. Stay calm
   c. Stay oriented
   d. Communicate
   e. Pre-positioning ground ladders to allow for emergency egress and rescue
   f. Closest location of rescue tools that could be needed
   g. Flashlights
   h. Appropriate hand tools (pick or flathead axe, Halligan tool, Pike Pole, rope)
   i. Extra air pack for rescue purposes
   j. Thermal Imaging Camera (TIC)
# Trucks Are In Order of Response

<table>
<thead>
<tr>
<th>Incident</th>
<th>Trucks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Structure Fire (Hydrant)</td>
<td>- Utility-1 Engine-1 Engine-Tanker Hose-Reel</td>
</tr>
<tr>
<td>Structure Fire (No Hydrant)</td>
<td>- Utility-1 Engine-1 Engine-Tanker Hose-Reel</td>
</tr>
<tr>
<td>Auto Alarm (Hydrant)</td>
<td>- Utility-1 Engine-1 Engine-Tanker Hose-Reel</td>
</tr>
<tr>
<td>Auto Alarm (No Hydrant)</td>
<td>- Utility-1 Engine-Tanker Engine-1 Hose-Reel</td>
</tr>
<tr>
<td>Chimney Fire</td>
<td>- Utility-1 Engine-1 Engine-Tanker Hose-Reel</td>
</tr>
<tr>
<td>Vehicle Fire</td>
<td>- Utility-1 Engine-Tanker Heavy-Rescue Engine-1</td>
</tr>
<tr>
<td>MVC w/Entrapment</td>
<td>- Utility-1 Engine-1 Heavy-Rescue Engine-Tanker</td>
</tr>
<tr>
<td>CO Alarm</td>
<td>- Utility-1 Engine-1</td>
</tr>
<tr>
<td>Brush Fire</td>
<td>- Utility-1 Brush-Truck Engine-Tanker Hose-Reel</td>
</tr>
<tr>
<td>Trees/Wires Down</td>
<td>- Utility-1 Engine-1 Heavy-Rescue Hose-Reel</td>
</tr>
<tr>
<td>Smoke Investigation</td>
<td>- Utility-1 Engine-1 Engine-Tanker Hose-Reel</td>
</tr>
<tr>
<td>Medical Assist</td>
<td>- Heavy-Rescue</td>
</tr>
<tr>
<td>Special Operations</td>
<td>- Heavy-Rescue <strong>(Other Resources as needed/requested)</strong></td>
</tr>
</tbody>
</table>

## Mutual Aid Requests:

- **Station Coverage**: Engine-1 (Operator, Chief and/or Company Officer, 2-4 SCBA Certified FF’s)
- **Structure Fire**: Engine-Tanker Utility-1 Hose-Reel Engine-1 **(IF REQUESTED)**

When a full response is requested it is the responsibility of the BFD OIC to request a mutual aid department to be on “standby” or provide “station coverage” for the Town of Bristol while BFD resources are assigned and unavailable. BFD OIC must communicate with IC and request the release of BFD resources as they become available.

### Special Resources

- **Tanker**: Engine-Tanker **(Minimum staffing: Operator and Spotter)**
  **(Maximum staffing: Operator, Spotter and four (4) personnel)**
- **MVC**: Heavy-Rescue **(If needed to transport additional Extrication Technicians)**
Heavy Rescue will respond with five Extrication Technicians if available. If additional Technicians are required Utility-1 will respond. Personnel who are not certified Extrication Technicians will not respond to Mutual Aid MVC’s unless specified by the OIC.

Personnel (Strike Team/Task Force) - Utility-1
RIT Team - Utility-1

When personnel are requested to fill a specific assignment as a Strike Team, Task Force or RIT, ensure equipment is available to fulfill assignment (e.g. PPE, SCBA, Irons, etc.) Remove ALL Turnout Gear from Utility-one prior to responding that is not in service.
Purpose

To provide a guideline regarding the duties of first due Resources.

Objective

To establish guidelines to be followed by first due Resources arriving at an emergency scene.

Scope

All Bristol Fire Department personnel.

Responsibility

It shall be the responsibility of all personnel to direct their efforts toward the saving of life and the protection and preservation of property.

Guideline

The following guidelines shall be followed by the first arriving Resources.

Procedure

The first arriving unit will establish “COMMAND”. If a higher ranking officer responds after command has been established, a transfer of command may take place and shall be announced over the radio to the dispatch center.

The first arriving unit or Fire Officer should advise the Dispatch Center with a report which should include, but is not limited to, the following:

- “Nothing showing.”
- Nothing showing. Investigating.” This could be used on large structures where fire could easily be concealed within the building or where all sides of the building are not visible.
- “Light smoke showing.” Give floor and/or any other location within the building such as Division or Side.
- “Heavy smoke showing.” Give Division and/or any other location within the building such as Side A, B, C, or D.
“Fire showing.” Give Division and/or any other information within the building such as Side A, B, C, or D.

“Fully involved.”

**Initial Radio Report: Structural**

A brief initial report allows other arriving units to be better prepared to take action on arrival. It also allows other fire officers to consider the tactics that may be required for this specific situation.

- Unit designation.
- Brief description of the incident situation (building size, occupancy).
- A brief description of the incident situation.
- Actions being performed by team, i.e. pulling a line.
- Declaration of basic strategy.
- Any obvious safety concerns
- Assumption, identification, and location of IC.
- Request of additional resources or release of resources, if necessary.
- Assignment of other responding resources, as required.

**Size-up**

Once an initial radio report has been give; it is imperative that a complete 360 degree view of the building be taken whenever possible.

**A Few Factors to Note:**

- Identification of walk-out basements or changes in building size may be identified. These features may drastically change your tactical approach to the incident.
- Every door or window you see gives you escape options as well as helping with building landmark identifications.
- Building occupancy
- Building construction type
- Fire behavior observations
- Smoke
- Color, velocity, texture of smoke
- How long into the fire
- Risk Assessment

**Upon Arrival**

These steps should be followed by the first due personnel upon arrival at any incident.

A. Establish an effective operational and Command position.
B. Rapidly evaluate the situation. (Size-up -- see below)
C. Transmit a brief initial radio report of conditions encountered.
D. Establish “Command” through a radio transmission. Remain in Command until formally relieved by a superior Officer.
E. Determine primary objectives based on priorities.
   1. Rescue
   2. Fire control.
      a) Offensive
      b) Defensive
   3. Property conservation
F. Use a strategic plan of action to achieve objectives.
G. Assign other arriving Companies and Units, according to your plan, until relieved of Command.
H. Inform your relief of your objectives, strategic plan, planned actions, and actions which are in progress.

Priority #1 – Rescue

A. If there is a life hazard or potential hazard, then Life Safety will become the number one priority. All actions on the scene by fire personnel will be directed toward minimizing the life hazard.
B. Sometimes an aggressive, quick attack on the problem will alleviate the life hazards.
C. Life safety includes the life safety of the public and of fire personnel.
D. Fire personnel should not be placed in precarious positions or take unnecessary risks. The 2-in2 out rule shall always be used unless there is a known and viable victim.
E. Make decisions based on the ability to save lives at minimal risk to Fire Department personnel, utilizing ALL available safety equipment and proper procedures.

Priority #2 – Fire Control

A. Protect exposures first -- prevent the fire from spreading to uninvolved exposures. Confine the fire to the area of origin.
B. Every effort should be made to contain the problem to the smallest area possible.
C. Many times control efforts, such as a direct attack on a fire, can accomplish life safety, exposure protection, and control simultaneously.
D. Control operations are utilized with an offensive or defensive strategy.

Priority #3 – Property Conservation

A. Insure building is safe to initiate salvage and overhaul operations.
B. Identify location of property of value and remove. Cover property that cannot be removed.
C. Overhaul, verify fire is completely extinguished.
D. Determine cause and origin.
Purpose

To provide a guideline for the proper handling of electrical emergencies.

Objective

To establish guidelines in order that personnel may effectively handle electrical emergencies, while providing safety margins with limited exposure to the hazard area.

Scope

All Bristol Fire Department personnel

Responsibility

The responsibility for the enforcement of this guideline rests with the Incident Commander and/or the Company Officers.

Guideline

All Fire Department personnel shall use the following guidelines on responses involving electrical fires. Personnel must remain on the scene of downed lines, power poles, etc. until they have been de-energized or the Utility Company is on the scene and releases the Fire Department.

Upon Arrival

A. Determine the type of electrical problem, and request Utility Company if needed.
B. Give dispatcher proper location of incident (pole number, house number, name of residence if possible, etc.).
C. Set up operational perimeter. The rule of thumb for establishing an electrical incident operational perimeter is to maintain a distance of one complete span of wires on either side of the fallen wires.
D. Park apparatus outside of the operational perimeter.

Safety

A. Do not fight electrical fires unless de-energized or unless a life is in danger. Protect exposures.
B. Be careful when spotting equipment and hose lines. Electrical lines may fall on apparatus, personnel, or hose lines.
C. Do not walk under transformers; they may contain PCBs or burning oil. (Remember transformers can and do explode.)
D. Wear full protective clothing.
E. Do not open pole-mounted switches -- they are for power company personnel only.
F. Do not assume that telephone wires are not hot -- they may be in contact with a hot wire.
G. If water is used to protect exposures, use broken stream from maximum distance.
H. Avoid standing in puddles of run-off water during firefighting operations where energized electrical equipment may be involved or nearby.
I. Assume that all wires down are HOT (energized), and act accordingly.

Wires Down

A. Firefighters should not move wires unless necessary to rescue victims, and then only after all safety precautions have been observed.
B. Be careful when spotting hose lines and apparatus -- additional lines may fall.
C. Establish a secure area (operational perimeter); include fences, vehicles, guard rails, railroad tracks, and puddles of water which may be electrically energized.
D. Standby, and keep the public away from the scene until wires are de-energized by the Utility Company.

Electrical Fire Control

A. Power pole fire -- do not extinguish with water unless life is threatened or a major structural component of the power pole is threatened or unless directed to by the Utility Company.
B. Electrical fires are best handled by shutting down the power source.
C. Co2 and dry chemical are the best extinguishing agents for electrical fires.
D. If a structure fire involves electrical service or wiring, the power to the building should be shut off.

Vehicle Rescue

A. Uninjured or mildly injured victims should stay in the vehicle until power to downed lines can be secured by the Utility Company.
B. Do not use non-rated pike poles, non-rated ropes, and/or non-rated equipment to handle downed lines during vehicle rescues.
Purpose

The purpose of this Standard Operating Guideline (SOG) is to outline operations for wildland fires.

Scope

This SOG applies to all operational personnel

Guideline

The following should be performed at all Wildland fire responses. The first arriving unit’s should determine and communicate:

- Size-Up
- Assumption or Passing of Command
- Prioritize: Life Safety, Exposures (structures, etc.) and the Wildland fire itself
- Wind direction and fire movement
- Fuel height and thickness (light, medium, or heavy fuels)
- Rate of spread (slow, medium, or fast)
- Mutual Aid Required?
- Initial Attack: Place all equipment and personnel in a safe zone (ex. black area). If conditions permit, attack the “Head” of the fire first unless exposures need to be protected.
### Purpose

To establish guidelines for setting up a helicopter landing zone (LZ).

### Scope

All Bristol Fire Department Personnel

### Guideline

1. Anytime fire apparatus responds to a helicopter-landing site, all personnel will wear their protective clothing. At least two firefighters will wear SCBA but can leave face piece off.

2. Once the landing site has been selected, check to make sure there are no foreign objects, access problems, wires or trees.

3. Once the landing site has been deemed safe to use, mark the Landing Zone (LZ) with the “Traffic Control/Landing Zone Kit” located on Bristol Heavy Rescue.

4. **NOTE: A HOSELINE WILL NOT BE PULLED.**

5. While the helicopter is landing and taking off, all personnel will remain on the opposite side of the apparatus that the helicopter is approaching or departing for safety from flying debris.

6. If a there is a crowd or the situation dictates, a firefighter will be sent to guard the tail rotor.

7. While on the scene of the landing site, all apparatus will use marker lights only.

8. When the ambulance is approaching the landing site, check and make sure the ambulance is positioned in a safe manner and in a proper location.

9. When carrying/loading a patient in the helicopter all helmets and loose items will be removed or secured.
Purpose

To establish guidelines for Bristol Fire Department personnel responding to emergency incidents with their privately owned vehicle (POV).

Scope

All Bristol Fire Department Personnel

Responsibility

All fire department personnel who use their POV when responding to emergency incidents have the responsibility to arrive in a safe manner. Once on scene they have the responsibility to position their vehicle in a manner that will not hinder emergency operations.

Background

It is imperative that all fire department personnel arrive safely to insure that the assignments are fulfilled on arrival. Many times firefighters take unnecessary risks when responding to alarms in their private vehicles. In addition, many emergency incidents have been hampered by fire department personnel inappropriately parking vehicles.

Guideline

When responding to emergency incidents, all personnel must exercise care. Responding as a firefighter does not relieve the driver from the duty to drive with due regard for the safety of all persons, nor does it exempt the driver from complying with all State of Vermont Motor Vehicle Laws.

All personnel will respond directly to the station to ensure that the apparatus are filled and that the officer in charge has a measurement of available personnel. If personnel are unable to respond to the station due to current geographical location they may respond to the incident in their POV.

When parking at the scene of an emergency incident, privately owned vehicles shall adhere to the following:

1. Park well away from the incident. If the incident is a Motor Vehicle Crash this distance may be great to allow adequate space for incoming resources (e.g. FD apparatus; EMS ambulance; Law Enforcement; Towing Service, etc.)
2. Position your POV so it does not restrict the normal flow of traffic.
3. Due to the length of some emergencies, do not park in a manner which would block a public or private driveway without appropriate consent.
4. Avoid parking in such a manner that would restrict access to fire hydrants or exposures that would potentially restrict the mobility of emergency vehicles.

5. After arriving on scene in a personal vehicle, all personnel MUST report to pre-designated staging area if one has not already been established, to check-in and receive assignment.

NOTE: All personnel are responsible for any damage sustained to their POV if determined to be at fault.
Purpose

To establish a minimum set of requirements that must be completed prior to beginning Apparatus Driver/Operator Training Program.

Scope

All Bristol Fire Department personnel

Guideline

**Engine-Tanker:**
Fire Department personnel who wish to qualify as an Apparatus Driver/Pump Operator must complete the following requirements:
- Must possess a valid Vermont Operator’s License
- Complete one (1) year in the fire service and successfully complete BFD probationary period.
- Develop a familiarity with town streets and roads
- Develop a familiarity with Tools & Equipment on Apparatus
- Successfully complete Apparatus Driver/Operator Training Program requirements (SOG 3-02).
- Complete VFIS Competency Course
- Satisfactorily complete the Pumps I course as prescribed by the Vermont Fire Service Training Council or equivalent.
- With recommendation from the Apparatus Driver/Operator Program Coordinator and approval from the Chief, training may begin during probationary period.

**Engine-1:**
Fire Department personnel who wish to qualify as an Apparatus Driver/Pump Operator must complete the following requirements:
- Must possess a valid Vermont Operator’s License
- Complete one (1) year in the fire service and successfully complete BFD probationary period.
- Develop a familiarity with town streets and roads
- Develop a familiarity with Tools & Equipment on Apparatus
- Successfully complete Apparatus Driver/Operator Training Program requirements (SOG 3-02).
- Complete VFIS Competency Course
- Satisfactorily complete the Pumps I course as prescribed by the Vermont Fire Service Training Council or equivalent.
- With recommendation from the Apparatus Driver/Operator Program Coordinator and approval from the Chief, training may begin during probationary period.
**Hose-Reel:**
Fire Department personnel who wish to qualify as an Apparatus Driver/Pump Operator must complete the following requirements:
- Must possess a valid Vermont Operator’s License
- Complete one (1) year in the fire service and successfully complete BFD probationary period.
- Develop a familiarity with town streets and roads
- Develop a familiarity with Tools & Equipment on Apparatus
- Successfully complete Apparatus Driver/Operator Training Program requirements (SOG 3-02).
- Complete VFIS Competency Course
- Satisfactorily complete the Pumps I course as prescribed by the Vermont Fire Service Training Council or equivalent.
- With recommendation from the Apparatus Driver/Operator Program Coordinator and approval from the Chief, training may begin during probationary period.

**Brush Truck**
Fire Department personnel who wish to qualify as an Apparatus Driver/Operator must complete the following requirements:
- Must possess a valid Vermont Operator’s License
- Complete one (1) year in the fire service and successfully complete BFD probationary period.
- Develop a familiarity with town streets and roads
- Develop a familiarity with tools & equipment on apparatus
- Successfully complete Apparatus Driver/Operator Training Program requirements (SOG 3-02).
- Complete VFIS Competency Course.
- Must have knowledge of off Road Vehicles and off Road Terrain Driving
- With recommendation from the Apparatus Driver/Operator Program Coordinator and approval from the Chief, training may begin during probationary period.

**Utility-1:**
Fire Department personnel who wish to qualify as an Apparatus Driver/Operator must complete the following requirements:
- Must possess a valid Vermont Operator’s License
- Complete one (1) year in the fire service and successfully complete BFD probationary period.
- Develop a familiarity with town streets and roads
- Develop a familiarity with tools & equipment on apparatus
- Successfully complete Apparatus Driver/Operator Training Program requirements (SOG 3-02).
- Complete VFIS Competency Course.
- Demonstrate proficiency in operating Utility-1 on-board generator
- Demonstrate proficiency in operating Utility-1 cascade system
- With recommendation from the Apparatus Driver/Operator Program Coordinator and approval from the Chief, training may begin during probationary period.
Heavy Rescue:
Fire Department personnel who wish to qualify as an Apparatus Driver/Operator must complete the following requirements:

- Must possess a valid Vermont Operator’s License
- Complete one (1) year in the fire service and successfully complete BFD probationary period.
- Develop a familiarity with town streets and roads
- Develop a familiarity with tools & equipment on apparatus
- Successfully complete Apparatus Driver/Operator Training Program training requirements (SOG 3-02).
- Complete VFIS Competency Course.
- Demonstrate proficiency in operating Heavy Rescue on-board generator
- Complete requirements for Vehicle Extrication Technician.

Loss of License

Any driver losing their operator’s license shall immediately notify the Chief or his/her designee and shall cease driving department apparatus. Once their license is restored, they may apply to the Chief or his/her designee to be reinstated as a driver. Reinstatement is not automatic and is at the discretion of the Chief.
Purpose

To offer a comprehensive apparatus driver/operator training program to provide fire department personnel with the skills and knowledge to drive and operate apparatus safely and proficiently, reduce vehicle accidents and limit injuries to themselves and the public.

Scope

This guideline applies to all Bristol Fire Department personnel wanting to qualify and maintain qualifications to operate Town of Bristol Fire Department apparatus.

Guideline

Department apparatus shall only be driven and operated by individuals who comply with the applicable state driver’s license requirements, completed probationary period, met the minimum requirements to drive apparatus (SOG 3-01) and have been trained and demonstrated proficiency to operate the particular type of apparatus through the department Driver/Operator Training Program.

The Driver Training Program will meet or exceed the requirements of NFPA 1002 Standard for Fire Department Vehicle Driver/Operator Professional Qualifications and be approved by the Authority Having Jurisdiction.

The Department shall periodically review the performance of each member who is authorized to drive fire department vehicles. The authorization to drive may be suspended or revoked as a result of such reviews and/or additional training may be required to maintain driving status. Personnel and officers that supervise those personnel, who repeatedly fail to comply with fire department driving guidelines or violate traffic laws while driving fire department vehicles, should be re-evaluated as needed.

*Note: It is the driver trainee’s responsibility to make arrangements with the Apparatus Driver/Operator Program Coordinator to schedule time with a qualified driver for apparatus driver/operator training.*
Appendix A – Driver Training Program

1. The Apparatus Driver/Operator Training Program has been established to insure that personnel have been adequately trained and have demonstrated proficiency in the operation of apparatus and able to perform those operations in a safe and proficient manner.

2. The Chief will appoint an Apparatus Driver/Operator Program Coordinator who will have overall responsibility for managing and facilitating the program.

3. All Apparatus Driver/Operator trainees that participate in the program will be required to successfully complete program requirements as specified in this document.

4. All Apparatus Driver/Operator trainees will have a Driver Training Record form that will be kept in his/her personnel file once completed. This Training Record is the trainee’s responsibility to present and have the required areas signed and dated by the qualified individual providing a particular training. This training record will reflect the members’ progress.

5. Following successful completion of the Apparatus Driver/Operator Training Program, with recommendation from the Program Coordinator and approval by the Chief, the trainee will then be considered a qualified Apparatus Driver/Operator.

6. If a member does not meet the requirements to become qualified, that member will be notified in writing of the areas where they need to show improvement prior to being considered a qualified Driver/Operator on a particular piece of Apparatus.

7. Following Apparatus Driver/Operator Program qualification, the driver/operator must always drive and operate the apparatus in a safe manner. If at any time a driver/operator displays any unsafe actions, that person shall be removed as a qualified driver/operator until corrective actions have been demonstrated to the Program Coordinator and approved by the Chief.

8. While completing the Emergency Vehicle Competency Course (see attached), the following guidelines are to be adhered to while performing the “behind the wheel” training.

   a. The trainee must first drive the apparatus he/she is training on with a member of the driver training committee that is proficient and qualified on that particular apparatus.

   b. The member may only drive the apparatus with a qualified driver (of 1 year) on that particular apparatus.

   c. The apparatus shall be refueled and cleaned as necessary after each use.

   d. Absolutely no drivers training in inclement weather.

   e. All drivers training must be logged on the driver’s training record and signed.

   f. All apparatus will be in the condition of “in-service” when daily training is complete.

In the event of an emergency all training will immediately cease until the OIC deems the apparatus available for training.
Purpose

This guideline applies to the operation of all departmental apparatus in both emergency and non-emergency driving situations and is designed to ensure that all department apparatus are operated with concern for the safety of department personnel and the general public.

Apparatus Driver/Operators have in their care, custody, and control major assets of the Town of Bristol Fire Department (the apparatus, equipment on the apparatus, and department personnel). Apparatus Driver/Operators have a high standard of care to provide to the general motoring public and must make every attempt to ensure the safety of others.

Safe arrival at the emergency scene shall be, and must always remain, the first priority of all Apparatus Driver/Operators.

All department Apparatus Driver/Operators shall become familiar with the following guidelines.

Scope

All Bristol Fire Department Apparatus Driver/Operators

Guideline

Emergency Driving

- Prior to departing the fire station ensure that the following tasks are completed:
  - Don PPE to include federally approved Traffic Vest.
  - Overhead door is completely open
  - Perform a walk-around ensuring all apparatus doors are closed and equipment is secured.
  - Ensure ALL electrical cords and air hoses are free from the apparatus.
  - Ensure ALL personnel are wearing seat belts.
- When driving apparatus to an emergency; safety should be paramount in the mind of the driver.
- When approaching an intersection with red lights and siren, take your foot off of the gas and put it on the brake.
- Travel through an intersection should be done with extreme caution at no more than 5-20 M.P.H. depending on conditions.
- At no time during an emergency response should excessive speed be used.
- Drivers should reduce speed if any of the following conditions exist:
  - Limited visibility
  - Slippery roads
  - Heavy traffic
Poor road pavement

- Drivers shall pay particular attention to school zones. Speed should be reduced during limited hours.
- Drivers shall not pass a stopped school bus with red lights flashing until the bus driver indicates that the apparatus may pass.
- The driver shall ensure that all other vehicles have come to a complete stop before proceeding through.
- On arrival at the incident scene

Reckless driving will not be tolerated on the Bristol Fire Department.

Non-Emergency Driving

When driving apparatus at any time other than an emergency response, all traffic laws will be obeyed.

RESPONSIBILITIES: APPARATUS DRIVER/OPERATOR

- Ensure that all personnel have boarded and are seated.
- Ensure that the bay door is fully open before moving the apparatus.
- Ensure that all compartment doors are closed before moving the apparatus.
- Ensure that he/she knows where they are going and the best route of travel.
- Ensure that they are driving defensively and with caution.
- Ensuring that they are driving with due regard for the safety of all persons using the roadways.

RESPONSIBILITIES: OFFICER SEAT

- Monitor the apparatus’s speed, advising the driver if it is too fast.
- Ensure that the driver is fulfilling his/her responsibilities as listed above.
- Assist the driver with watching for traffic at intersections.
- Assist the driver with travel directions.
- Perform radio communications while apparatus is in motion.
- Designated spotter position on the apparatus.

NOTE: Primarily, it shall be the responsibility of the individual riding in the officer seat to sound the air horn and sirens as to let the Apparatus Driver/Operator concentrate on safe travel.
Purpose

To establish safe practices that address when maneuvering an emergency vehicle at an incident scene.

Scope

All Bristol Fire Department Apparatus Driver/Operators

Guideline

Apparatus Driver/Operators shall exercise extreme caution while maneuvering emergency vehicles at an incident scene; other drivers and pedestrians may be distracted or preoccupied by events and a variety of hazards (e.g., downed or low-hanging wires, limited visibility, hazardous materials, etc.) may be encountered. Vehicles shall be moved slowly and cautiously, with spotters assigned to guide the driver in tight situations.

When streets have been closed to regular traffic, the emergency vehicle driver remains fully responsible for the safe and prudent operation of the vehicle at all times.

When operating at an incident scene where the streets have not been closed to regular traffic, fire department vehicles shall be positioned, parked, or staged in a manner that considers safety as a primary factor.

Check for Unsecured Personnel

Before moving an emergency vehicle in any location, the driver shall ensure that all occupants are seated and properly secured in approved riding positions. The driver shall also ensure that no one is in the process of mounting, dismounting, standing on top of, or on the outside of, the vehicle.

Under no circumstances shall personnel be allowed to ride on the outside of a moving apparatus, including the tailboard, roof, aerial platform/bucket, or a top-mounted pump panel.
Purpose

To establish safe practices to ensure emergency vehicles are safely moved when operating in reverse mode.

Scope

All Bristol Fire Department personnel

Guideline

Before backing a fire department vehicle, the driver shall ensure that the intended path is clear of hazards or obstructions.

One or more spotters shall be employed as guides in all situations where the driver does not have a clear vision of the path of travel. **Primary spotter responsibilities are assigned to the officer seat position.** Two spotters should be assigned when backing large or heavy apparatus—one covering each side of the vehicle. When available, a third spotter can be used to monitor traffic.

A spotter is responsible for guiding the driver and ensuring that any potential hazards are avoided. Standard signals or voice signals transmitted over a portable radio can be employed for this purpose. The spotter shall direct the driver to stop at any time the backing maneuver cannot be completed safely.

The spotter(s) shall be on the ground, to the rear of the vehicle, and shall remain visible to the driver at all times. If the driver loses sight of the spotter(s) at any time, the driver shall immediately stop the vehicle. Portable radios are recommended for spotters’ safety. In no case are cameras or safety devices a substitute for a spotter. (NFPA 1500 requires at least one spotter to have contact with the driver.)

If it is essential to back a vehicle with limited rearward visibility and no spotter is available, the driver shall stop, dismount, and visually perform a 360-degree check around the vehicle before backing, with emphasis on the area behind and to both sides. After checking the area, the driver shall back the vehicle at slow speed and with extreme caution, prepared to stop immediately if necessary.

Signals

- **Straight Back:** Both hands above the head with palm toward face, waving back.
- **Turn:** Both arms raised and wave LEFT arm to turn right and wave RIGHT arm to turn left.
- **Stop:** Both arms crossed with hands in fist. Be sure to yell stop order loud enough that the driver can hear the warning.
Night Backing

Signals will be the same. The spotter will ensure that the spotlights on rear of apparatus are tuned on before allowing apparatus to be backed. (Turn off rear spotlights before travelling on roadway so not to impair vision of following traffic.) A flashlight may be carried, but at no time will it be directed toward the mirror.
# Repair, Care, and Maintenance of Apparatus

## Purpose

To ensure department apparatus are in a ready state for response and operations. This guideline is to cover reporting, repairing, and some annual maintenance issues.

## Guideline

When personnel discover a problem or malfunction with department apparatus it shall be dealt with or reported in the following manner.

- Notify the Truck Captain (EVMT) or Truck Lieutenant (EVMT).
- An attempt shall be made to correct the problem if feasible and safe to do so.
- Using the white board located in Station-2 above work bench, document the problem and notify the Truck Captain (EVMT) or Truck Lieutenant (EVMT) by phone and/or email.
- An account of all service and repairs will be entered into the Maintenance Log Book by the Truck Captain (EVMT) or Truck Lieutenant (EVMT).

## Responsibility

The Truck Captain (EVMT) and Truck Lieutenant (EVMT) will be responsible for correctly addressing vehicle and apparatus problems and following through the reporting and repair process.

**NOTE:** If any apparatus are placed “OUT OF SERVICE”, notify the Chief or his/her designee immediately.
Purpose

To establish a systematic procedure for re-fueling and tracking fuel use for department all department apparatus.

Scope

All Bristol Fire Department Apparatus Drivers/Operators

Guideline

Persons re-fueling shall observe the following safety precautions:

- No smoking while re-fueling.
- All ignition and engines are to be off.
- At no time shall the pump be left to run unattended.
- Any malfunction in fueling equipment shall be reported to the Truck Captain (EVMT) or Truck Lieutenant (EVMT).

Fueling shall take place when the fuel level drops below three-fourths ¾ of a tank.

At NO time should a truck be found at ¾ of a tank or less.

Apparatus fueled at Station-3 shall be logged at pump on the apparatus fuel log. All Fuel Receipts must be turned in to the Chief for processing and record keeping.
Purpose

The manner in which radio operations are handled is often a measure of the efficiency of an organization and the attitude of its individuals.

Scope

All Bristol Fire Department personnel

Guideline

Radio use is a command and control tool. It is used to pass information across great distances and make coordination of resources possible. Like any other tool, it can be misused.

Radio Language

1. Use Plain English aka “Clear Text”
   • Do not use 10 codes – not familiar to all firefighters and can differ between jurisdictions.

2. When speaking on the radio use the, TO / FROM method
   • Example: “Bristol Engine one from Command”
   • Example: “Shelburne Dispatch from Bristol Engine one”

   This alerts the receiver that you wish to communicate with them and identifies who is calling.

3. Preferred Fire ground Communications Method
   • Face to Face - Provides opportunity for discussion, feedback and clarity

4. Use location identifiers or functional title
   • Location examples – Division 1, Side A, Staging Area
   • Functional Titles – Fire Command, Safety Officer, Operations, Team Leader, etc.
   • These identifiers are known by all incident personnel and instructed nationally in ICS training

5. Use Phonetic Alphabet
   • Enunciation tends to be lost on the radio and individual letters can be mis-communicated over the radio.
   • Using the phonetic alphabet will reduce communication mistakes.
<table>
<thead>
<tr>
<th>Letter</th>
<th>Code Word</th>
<th>Spoken as</th>
<th>Letter</th>
<th>Code Word</th>
<th>Spoken as</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Alpha</td>
<td>Al fah</td>
<td>T</td>
<td>Tango</td>
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<td>B</td>
<td>Bravo</td>
<td>BRAH voh</td>
<td>U</td>
<td>Uniform</td>
<td>YOU nee form</td>
</tr>
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<td>C</td>
<td>Charlie</td>
<td>CHAR lee</td>
<td>V</td>
<td>Victor</td>
<td>VIK tah</td>
</tr>
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<td>D</td>
<td>Delta</td>
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<td>E</td>
<td>Echo</td>
<td>ECK oh</td>
<td>X</td>
<td>X-Ray</td>
<td>ECKS ray</td>
</tr>
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<td>F</td>
<td>Foxtrot</td>
<td>FOKS trot</td>
<td>Y</td>
<td>Yankee</td>
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</tr>
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<td>G</td>
<td>Golf</td>
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<td>Z</td>
<td>Zulu</td>
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<td>THUH-REE</td>
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<td>Lima</td>
<td>LEE mah</td>
<td>4</td>
<td>FO-WER</td>
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<td>M</td>
<td>Mike</td>
<td>MIKE</td>
<td>5</td>
<td>FI-YIV</td>
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<td>November</td>
<td>no VEM ber</td>
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<td>SEVEN</td>
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<td>P</td>
<td>Papa</td>
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<td>AIT</td>
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<tr>
<td>Q</td>
<td>Quebec</td>
<td>Keh BECK</td>
<td>9</td>
<td>NINER</td>
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<tr>
<td>R</td>
<td>Romeo</td>
<td>ROW me oh</td>
<td></td>
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<tr>
<td>S</td>
<td>Sierra</td>
<td>see AIR rah</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

6. Use standard expressions
   - Standard expressions reduce the amount of time transmitting on frequencies and reduces confusion

<table>
<thead>
<tr>
<th>Expression</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Go ahead</td>
<td>Pass your message</td>
</tr>
<tr>
<td>Copy</td>
<td>Message received and understood</td>
</tr>
<tr>
<td>Received</td>
<td>Message received and understood</td>
</tr>
<tr>
<td>Say again</td>
<td>Retransmit message</td>
</tr>
<tr>
<td>Standby</td>
<td>Message acknowledged but I am unable to reply or deal with at this time.</td>
</tr>
<tr>
<td>Affirmative</td>
<td>Yes</td>
</tr>
<tr>
<td>Negative</td>
<td>No</td>
</tr>
<tr>
<td>Over</td>
<td>Information passed waiting for reply</td>
</tr>
<tr>
<td>Out</td>
<td>Transmission finished</td>
</tr>
<tr>
<td>Do You Copy</td>
<td>Do you understand, please acknowledge</td>
</tr>
<tr>
<td>En Route</td>
<td>Resources heading to incident</td>
</tr>
<tr>
<td>Unreadable</td>
<td>Used when signal received is unclear or not understood</td>
</tr>
<tr>
<td>Disregard</td>
<td>Don’t pay attention to the last radio traffic</td>
</tr>
</tbody>
</table>

7. Don’t ever use inappropriate language on the radio. Remember everyone is listening – BE PROFESSIONAL!
Radio Efficiency

1. Know what you want to say before you key the radio. If you lose your train of thought, or “talk yourself into a corner” stop transmitting! “Ummms” and “Ahhs” sound unprofessional and should be avoided. Break your transmission with a “stand-by” radio transmission. Work out what you want to say, and start again.

2. Keep it short and simple
   - Try not to pack 5 seconds worth of information into 30 seconds
   - Don’t use big words when a short one will do

3. Pause your transmission every now and then
   - Ensure that the person on the other end is copying your transmission
   - Allows others to break in with more important information without walking over your transmission


5. Don’t read everything back
   - It doubles the air time
   - Use “Say again” for the stuff you didn’t copy
   - Instead say “Copy or Received” and stand by for the next transmission

6. Transmissions should include unit identifiers
   - To be sure you’re getting through to the right person
   - Here’s a sample:

   “Operations from Team one” (Team one wants to talk to Operations and is letting them know).

   “Team one, this is Operations, go ahead” (Operations is telling Team one that they’re ready to listen)

7. When necessary, for reference, use official titles and authorized apparatus designations in all transmissions. Do not use names.

Bristol Fire Department Individual Identifiers:

<table>
<thead>
<tr>
<th>Entity</th>
<th>Call-sign</th>
<th>Identification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chief</td>
<td>C-1</td>
<td>White Helmet</td>
</tr>
<tr>
<td>1st Assistant Chief</td>
<td>C-2</td>
<td>White Helmet</td>
</tr>
<tr>
<td>2nd Assistant Chief</td>
<td>C-3</td>
<td>White Helmet</td>
</tr>
<tr>
<td>Captain</td>
<td>K-1</td>
<td>Red Helmet</td>
</tr>
<tr>
<td>Lieutenant</td>
<td>K-2</td>
<td>Red Helmet</td>
</tr>
<tr>
<td>Truck Captain (EVMT)</td>
<td>K-3</td>
<td>Black Helmet</td>
</tr>
<tr>
<td>Truck Lieutenant (EVMT)</td>
<td>K-4</td>
<td>Black Helmet</td>
</tr>
<tr>
<td>Safety Officer</td>
<td>F-(Your Number)</td>
<td>Yellow Helmet</td>
</tr>
<tr>
<td>Probationary FF (Certification)</td>
<td>F-(Your Number)</td>
<td>Black Helmet</td>
</tr>
<tr>
<td>Probationary FF (No Certification)</td>
<td>F-(Your Number)</td>
<td>Black Helmet</td>
</tr>
</tbody>
</table>
Radio Operations

The radio is to be used only for official business. At all times, personnel will use the radio in a professional manner. Hold the microphone approximately 2” from mouth and speak in a calm, clear, and concise manner.

When receiving an alarm, all personnel shall report to the station and don their turn out gear. After staffing appropriate apparatus:

1. All responding apparatus will sign on the air individually. Example: “Bristol Engine-one is responding with 6 personnel on board.”
2. On arrival at the scene, each apparatus shall report to dispatch that they are on-scene. Example: “Bristol Engine-one to Shelburne Dispatch, Engine-one is on scene.”
3. **IC will instruct all responding Personnel and Apparatus to use switch to ACFMA Tactical Channel (channel 3 on all BFD radios) following arrival on scene for all radio communications for remainder of the incident unless directed otherwise. IC will monitor Repeater Channel for communications from dispatch and other responding agencies.**
4. During alarm response, all other radio traffic is to be avoided. Only traffic that is directly related to the response is permissible.
5. At the completion of an incident the IC will make one radio transmission to dispatch notifying them the incident is complete, all Bristol Resources have cleared and are (Available or Out of Service), and Fire Command is terminated.
6. When resources (apparatus) are released by the IC prior to completion of the incident, they will notify dispatch over the radio of their status.

**Example 1:**
Bristol Engine-one to Shelburne Dispatch, Engine-one has been released from the scene and available.

**Example 2:**
Bristol Engine-one to Shelburne Dispatch, Engine-one has been released from the scene and out of service until further notice.
Radio traffic should be kept to a minimum, as much as possible.

If at all possible, avoid using names over the radio.

- During all radio operations, remain cordial and calm. Words or voice inflections, which reflect an individual’s irritation, disgust or sarcasm, are not to be used.
- Remember, your conduct on the radio reflects on your entire department.
Purpose

Due to certain liabilities and State regulations, the following services *will not* be provided by the Bristol Fire Department:

Scope

All Bristol Fire Department personnel

Guideline

The Bristol Fire Department will not:

1. Fill wells
2. Clean chimneys – Home owner will be instructed to call a professional chimney sweep or a chimney cleaning company.
3. Fill swimming pools
4. Wash down parking lots
Purpose

All personnel are representatives of the Bristol Fire Department and shall conduct themselves accordingly, in a professional manner, both on and off duty.

Scope

All Bristol Fire Department personnel

PERSONNEL SHALL:

- Answer the telephone in a professional manner, (Bristol Fire Department).
- Be aware of and sensitive to the presence or the potential unannounced presence of any person of the public when viewing television programs, using the computer, holding conversations in the fire station and during other activities.
- Keep the building and surrounding area as clean as possible at all times.
- Station parking is limited. When parking your personal vehicle on North Side (chain link fence) pull all the way up to station two. When parking your personal vehicle on South Side (Station one) do not pull past second set of windows.
- Keep all apparatus as clean as possible at all times. Upon returning to the station, all apparatus and equipment shall be checked, cleaned, and made response ready as necessary and / or as requested by the officer in charge. **CHECK AND FILL ALL FUEL TANKS, (fuel tanks will not be left at the station at ¾ of a tank or less).**
- Attend to the needs of the public professionally, expediently and handle a request, or see to it personally that the request is passed to the appropriate personnel.
- Solve problems between themselves and other personnel in a one-to-one discussion. If this is not possible, the persons involved shall meet with their officers to solve the problem by following the chain of command starting with their respective Company Officer.
- Respect the property of others and not indulge in the theft, abuse, hiding or malicious treatment.

PERSONNEL SHALL NOT:

- Unjustly cause, or allow to be caused, damage in any form, to any equipment, apparatus or other property of the Bristol Fire Department
- Loan, or allow to be loaned, any equipment or other apparatus belonging to the Fire Department without permission of the Chief.
- No smoking in the fire station or on fire department grounds.
- No drinking (alcohol) in the fire station or on fire department grounds.
Purpose

To establish a guideline for privately owned vehicles (POV) and parking at the Bristol Fire Station (32 North Street) to maximize available parking spaces.

Scope

All Bristol Fire Department personnel

Guideline

The front ramp of Station #1 may be used to park privately owned vehicles.

Fire station parking is extremely limited and all fire department personnel are asked to be respectful of others when parking their privately owned vehicles. When parking your vehicle on the North side of parking area (next to chain link fence), pull all the way up to Station #2. This will maximize the number of vehicles that can be parked next to fence. When parking your vehicle on South Side of parking area (next to station #1), do not pull past second set of windows as it will block fire apparatus from exiting Station #2. During the winter season be mindful of falling ice from the roof of Station #1.

Privately owned vehicles may be parked in the apparatus bays of Station #2 for short durations of time while firefighters are performing maintenance on them. When parked in the bays, the bay doors should remain closed so as not to be readily visible to the general public.

Note: Bicycles used as transportation to and from meetings and trainings may be parked in the bay area, out of the way, for the duration of the meeting or training at the operator's risk.

All personnel driving their privately owned vehicles or department apparatus must comply with the emergency/non-emergency driving guideline (SOG # 2-03) and firefighter response in privately owned vehicle guideline (SOG # 2-13) of the Bristol Fire Department.
Purpose

To establish a method of handling donations received by the Bristol Fire Department.

Scope

All Bristol Fire Department personnel

Guideline

Any donations received by fire department personnel from any citizen shall be considered a donation and handed over to the N.H. Munsill Hose & Hook & Ladder Co. Under no circumstances will any Bristol Fire Department personnel be permitted to retain donated funds or accept any tips for service rendered.

Any donations received shall be attached to or enclosed in an envelope with a notation as to the donor, the date and time received. Donations shall then be left in the Treasurer’s mailbox.
Purpose

It is the purpose of this guideline to establish a procedure for the preparation, development, review, and for updating written procedures, and guidelines for the operation of the Fire Department.

Objective

To provide information, instructions and an outline so that fire department personnel may have the ability to write, review, or update the various guidelines contained in this manual.

Scope

The Chief is responsible for developing and approving department policies, procedures, and/or guidelines. All fire department personnel are encouraged to participate in the development and revision of the Standard Operating Guideline manual. Suggestions for new policies, procedures and guidelines or revisions are welcome.

Responsibility

For a guideline, policy, or procedure to become effective it must be reviewed and approved by the Chief. From time to time the Chief may appoint individuals or groups to develop, review, or revise portions of this manual.

Guideline

It is the intent of the Fire Department to establish, in writing, guidelines within which all fire department personnel will operate. It is intended that these guidelines are to provide internal consistency in methods of operation, but not to limit the judgment of personnel when operating within the principles established by these guidelines. Policies that are in the Town of Bristol Personnel Manual should not conflict with and will take precedence over Fire Department policies.
Purpose

To develop an outline for the Company Officer of a probationary firefighter to use during an orientation.

Scope

All probationary firefighters

Responsibility

It is the responsibility of the Company Officer of the probationary firefighter to schedule and complete this orientation in the timeframe outlined.

Guideline

All probationary firefighters will be run through this orientation by their company officer. This orientation will be completed within 7 days of the probationary firefighters joining date. Probationary firefighters will receive their PPE and pager after they have completed this orientation.

Procedure

I. Station Tour
   1) Physical tour of station
   2) Computers, Fax, Telephone
   3) Mailboxes

II. Resources
   1) SOG’s, SOP’s, and By-Laws
   2) Organization Chart, Training Calendar
   3) Website, Google Group
   4) Monthly Company Assignment
   5) Run Sheet, Training Sheet

III. Feed Committee

IV. Gear
   1) Bunker Gear
   2) Coveralls
   3) Vests
   4) Pager / Radio

V. Apparatus Walk Through
   1) Name of apparatus
   2) Monthly apparatus checks
   3) Show contents of compartments
VI. Response

1) Respond to station
2) Station Parking (See SOG 4-04)
3) On scene parking
4) Don PPE before getting on apparatus
5) Accountability Tags
6) Stage at front bumper
Purpose

To establish procedures and guidelines for the maintenance, repairs, and cleaning of the fire stations in the Bristol Fire Department.

Scope

All Bristol Fire Department personnel

Procedure

Fire stations shall be maintained in such a manner as to insure that they are safe, neat, clean, and present a desirable appearance at all times. All fire station repairs and maintenance work which is of a minor or routine nature will be attempted to be repaired by Bristol Fire Department personnel. When the need for repairs or other than minor maintenance arises, the 2nd Assistant Chief will be informed who in turn will make arrangements for the repair work. Nothing in this procedure shall preclude a Chief Officer from requiring additional cleaning or maintenance or making work schedule adjustments as the need arises.

General Duties (performed monthly by Feed Committee)

STATION - #1

Attic

- Drain air compressor monthly and complete compressor log (See attic air compressor operating procedure).

Division - 1

- Sweep and mop bathroom floor as needed.
- Clean and scrub bathroom sink as needed.
- Clean and scrub toilet as needed.
- Clean and scrub utility sink as needed.
- Wash dish-towels as needed.
- Sweep ANNEX (office/conference room) as needed.
Basement

- Drain air compressor monthly and complete compressor log (See basement air compressor operating procedure).

STATION - #2

- Sweep apparatus bay floor as needed.
- Run generator for 10 minutes and complete generator log (See Station #2 generator operating procedure).

STATION - #3

- Sweep and mop bathroom floor as needed.
- Clean and scrub bathroom sink as needed.
- Clean and scrub toilet as needed.
- Sweep apparatus bay floor as needed.
- Replenish soap, toilet paper and paper towels as needed.
- Run generator for 10 minutes and complete generator log (See Station #3 generator operating procedure).
- Run portable Trash Pump for 5 minutes and complete trash pump log (See portable pump operating procedure).

OTHER DUTIES:

- Remove and transport ALL garbage and recyclables from Station #1, Station #2 and Station #3 as needed and transport to landfill.
- Shovel snow immediately in front of all apparatus doors as needed.
- Shovel snow away from all entryways as needed.
- Shovel snow from any areas where snowplow cannot access.

1936 American LaFrance Pumper (seasonal)

- Check fuel
- Check oil
- Check tires
- Drive for 10 minutes around Village

Station supplies:

- Replenish staple items as needed:
  ✓ Coffee Creamer & Sugar
  ✓ Etc.
See a Chief Officer for the Bristol F.D. SHAWS ADVANTAGE CARD.

- Replenish at needed:
  - ✔ Paper towels
  - ✔ Toilet paper
  - ✔ Hand soap
  - ✔ Dish soap
  - ✔ Garbage bags
  - ✔ Recycling bags

Request authorization from the Chief to use the Town of Bristol Fire Department MARTIN’S HARDWARE charge account to purchase the above items.
| SECTION 4-09 | Bristol Fire Department Program Coordinators | IMPLEMENTED NEXT REVISION |

*IN DEVELOPMENT*
| SECTION 4-10 | Funeral Guidelines | IMPLEMENTED NEXT REVISION |

*IN DEVELOPMENT*