

**Ames Fire Department
Standard Operating Guidelines**

Book: 1 – Organization

Section: I – Manual of Operations

Chapter: 1 – **Sign Off**

Date Approved: 11-19-2007 Revision No.: New Approved by:



Ames Fire Department Acceptance of Policy/ Procedure/ Guidelines

Title: _____

Title: _____

Title: _____

Title: _____

I have received, read, and understood the above material.

Print Name

Signature

Date

Company Officers--- On completion by crew, send to Deputy Chief of Operations

Ames Fire Department Standard Operating Guidelines

Book: 1 - Organization

Section: IV – General Administration

Chapter: 1 – **Personal Protective Clothing**

Date Approved: 03-17-2016 Revision No.:2 Approved by: 

Review Date: 2019

PURPOSE:

This guideline provides direction in personal protective clothing issued or made available to members of the Ames Fire Department.

POLICY:

The City of Ames, and specifically the Fire Department, desires to maintain the highest standards of safety. Thus, the Ames Fire Department will make protective clothing meeting or exceeding current safety standards available for its members, as practical.

These additional departmental policies clarify and *do not supercede* procedures within the guidelines of the City of Ames Personnel Policies and Procedures and the Agreement: City of Ames and International Association of Firefighters, Local 625.

PROCEDURES:

Members of the Ames Fire Department will be issued the following protective clothing items:

- Fire helmet (including eye protection, chinstrap, and leather helmet front), with colors assigned by rank:
 - White for chief, deputy chief, shift commander, training chief
 - Red for lieutenant, fire inspector
 - Black for firefighter
 - Yellow for probationary firefighter
- Safety glasses
- Nomex® hood
- Bunker coat
- Bunker pants and suspenders
- Fire gloves
- Structural firefighting boots
- EMS winter jacket
- Uniform protective boots
- SCBA facepiece
- Ice cleats

Additionally, members of the Ames Fire Department may be provided access to the wearable protective equipment items (e.g., N95 respirator, SCBA, safety vest, etc.)

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Chapter: 1 – **Personal Protective Clothing**

Date Approved: 03-17-2016 Revision No.:2 Approved by: 

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It is a company officer's and ultimately each individual member's responsibility to ensure that protective clothing is worn at appropriate levels and under appropriate conditions.

This may include, but not be limited to the following:

- Exposure to harmful products of combustion or hazardous substances (e.g., chemicals, blood, glass, debris, etc.) is a potential, suspected, or anticipated;
- Technical rescues (e.g., confined space, rope rescue, ice rescue, etc.);
- Incidents with established hazard zones (e.g., haz-mat, collapse, etc.);
- Inclement or severe weather conditions (e.g., cold, ice, snow, darkness, etc.).

Miscellaneous

- Clothing will be kept clean and in good repair following manufacturer's guidelines. Apparel may be inspected on a periodic basis to ensure proper maintenance and replacement needs.
- Modifications (other than fit alterations) to City provided uniforms and/or protective clothing is expressly forbidden without prior Fire Administration approval. This includes any modifications that may:
 - Detract from the look of departmental uniformity (e.g., stickers, patches, etc); and/or,
 - Void safety protection precautions/warranties.

REFERENCES:

- Agreement: City of Ames and International Association of Firefighters Local 625
- City of Ames Personnel Policies and Procedures

Ames Fire Department Standard Operating Guidelines

Book: 1 – Organization

Section: IV – Fire Department Administration

Chapter: 2 – **Rules of Conduct**

Date Approved: 6-8-2010 Revision No.: New Approved by: 

PURPOSE:

The City of Ames is a values driven organization. A city mission and values statement is promoted by the City Manager and adopted by employees to provide the framework for how each member should conduct their efforts to serve our customers. To fulfill the City mission, members of the Ames Fire Department (AFD) shall be dedicated to providing a quality work environment and to providing effective training, leadership, and services that make Ames a safer place to work and live. All persons shall be served with respect, fairness, and compassion. The department shall nurture public trust by holding its members to the highest possible standards of performance and ethics.

POLICY:

These departmental policies are a means to document long-standing departmental expectations. This policy enhances, but *does not supersede*, City policies and procedures found within the guidelines of the City of Ames Personnel Policies and Procedures. The following rules of conduct shall govern the conduct of every member of the Department while engaged in the official performance of AFD duties, functions, and/or AFD activities. Violations of any rule(s), whether written or verbal, may result in disciplinary actions, up to and including termination of employment with the City of Ames.

PROCEDURES:

Conduct

To capture and maintain the public's trust is one of the most important functions that a fire department can perform. In the performance of his or her duty to serve society, an employee may be called upon to make difficult decisions. Discretion must be exercised in situations where rights, liabilities, and the reputation of the department may hinge upon your conduct and judgment. Therefore, members should attempt to adhere to the following:

- Conduct official duties with a positive attitude and in a manner which reflects favorably on the Department. This pertains to the perceptions of fellow City employees and the public.
- Exhibit courteousness to fellow City employees and the public by:
 - always showing tactfulness, maintaining temper control, and exercising the utmost patience and discretion.
 - not engaging in argumentative discussions, even in the face of extreme provocation.

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- not using vulgar, violent, profane, or disrespectful language or gestures toward the public or fellow City employees.
- not expressing prejudices or using language which might be insulting or demeaning to the public or fellow City employees concerning race, creed, color, religion, gender, national origin, ancestry, age, disability, sexual orientation, or gender identity.
- not unlawfully discriminating against or harassing fellow City employees or others present at our facilities (e.g., supervisors, co-workers, members, vendors, clients, or customers of the AFD).
- not partaking in or contributing to the disobedience of orders, directives, policies, and procedures, or the disrespect of authority or department supervisors whether they are considered temporary supervisors or permanently appointed supervisors.
- Members shall not receive, seek, solicit, or share in any fee, reward, or other reimbursement for the performance of departmental duties (or the disregard of duties), and should immediately report abuse to the Fire Chief.
- Members must not allow personal motives to govern their decisions or conduct or represent their personal opinion(s) as those of the City of Ames.

Communication

- When in the course of official AFD duties and/or activities, members should not orally, by written or other expression, criticize or ridicule the Department.
- Members should not address a public gathering, radio, television, prepare any article for publication, or act as a correspondent to a newspaper/periodical as a departmental representative without permission of the Fire Chief.
- Members should secure the permission of their commanding officer before filling speaking engagements as official representatives of the department.
- Members should safeguard and avoid non-essential disclosure of confidential information protected by federal, state, or local law, or commonly recognized as privileged or confidential information.

Off-Duty Conduct

Fire Department employees, both uniformed and non-uniformed, are one of the most conspicuous representatives of government, and to the majority of the people, they are a symbol of stability and authority upon whom they can rely. A Fire Department employee's conduct is closely scrutinized, no matter what their job title may be, and when his or her actions are found to be excessive, unwarranted, unjustified, or generally unacceptable, they are criticized far more severely than comparable conduct of persons in other professions or areas of employment.

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- Since the conduct of Fire Department employees, on or off duty, may reflect directly upon the Department, members must, at all times, conduct themselves in a manner which does not bring dishonor or disrespect to themselves, the Department, or the City.
- Conduct unbecoming a member would include, but not be limited to actions which may:
 - disgrace the Department or a representative of the Department.
 - impair the operation or efficiency of the Department or its members.
- Members shall not belong to or participate in activities of any organization, association, society, or group whose activities or purpose conflict with or adversely influence the employee in the performance of his or her duty.

Lobbying

- Members shall refrain from lobbying the Ames City Council or state legislature under the name of the Ames Fire Department, unless approved by the Fire Chief and/or Ames City Manager.


Commitment to Continued Improvement

- To ensure the best delivery of service, AFD will commit itself to continuous review, evaluation, and if necessary, modification of existing departmental programs, operations, and policies.

REFERENCES:

Ames Police Department Policy and Procedures Manual
City of Ames Personnel Policies and Procedures

Ames Fire Department Standard Operating Guidelines

Book: 1 – Organization
Section: IV – General Administration
Chapter: 4 – **Uniform Policy**
Date Approved: 03-17-2016 Revision No.: New Approved by: 
Review Date: 2019

PURPOSE:

This guideline provides guidance, responsibilities for the purchase, and usage of City-provided uniform clothing for Ames Fire Department (AFD) members.

POLICY:

Though the City of Ames Director of Finance is responsible for the overall development and compliance with departmental policies related to City-provided uniform clothing, the Fire Chief is responsible for providing the Finance Director with necessary departmental compliance with the City policies.

These additional departmental policies clarify steps necessary for compliance with the United States Internal Revenue Service (IRS) regulations related to the taxability of employer-provided uniform clothing. These guidelines *do not supercede* requirements found in either the City of Ames Personnel Policies and Procedures, or the Agreement: City of Ames and International Association of Firefighters, Local 625.

PROCEDURES:

Uniform clothing required of/provided to members for the performance of their duties, is the property of the City of Ames, and shall be returned to Fire Department Administration upon termination of employment. Returned clothing items will be repurposed or disposed of accordingly.

Fire Department Administration will select and place all orders for all uniform clothing items, based upon safety features and approvals (e.g., OSHA, NIOSH, NFPA, etc.), cost, availability, etc. These items include, but are not limited to:

- T-shirts
- Uniform shirts
- Uniform pants
- Uniform boots
- EMS winter jacket
- Turnout coat
- Turnout pants
- Turnout boots
- Nomex® hood
- Fire gloves
- SCBA facepiece
- Safety glasses
- Class A blouse
- Class A pants
- Bell cap with badge
- Fire Helmet and shield

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Chapter: 4 – **Uniform Policy**

Date Approved: 03-17-2016 Revision No.: New

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Review Date: 2019

Eligibility

Worn daily as a condition of employment or as necessary for safety considerations, uniform clothing shall be issued at no cost to the following authorized Fire Department positions:

- Firefighter
- Lieutenant
- Shift Commander
- Fire Inspector
- Training Chief
- Deputy Chief
- Fire Chief

Replacement

Replacement for the aforementioned items will be as determined necessary by the appropriate Shift Commander, based upon wear, outdated safety standards, etc. Replacement will be made via written clothing requests submitted through a member's chain-of-command.

Off-Duty Use

Fire Department issued uniform clothing is not required to be kept at work, but is to be worn only while performing City duties in an official capacity. Prior approval from Fire Administration is required for authorization to wear any uniform clothing while off-duty.

De Minimis Purchases

Members may also receive Fire Department issued ties, baseball caps, and winter hats. For the purposes of City policy, cumulative purchases totaling ≤\$50/calendar year/per member of these clothing items will be considered a *de minimis* benefit, and not be taxable. Uniform clothing purchases exceeding the above criteria will be considered a taxable fringe benefit, and the amount will be recorded by Finance and included as taxable income on a member's Form W-2.

REFERENCES:

- Agreement: City of Ames and International Association of Firefighters Local 625
- City of Ames Personnel Policies and Procedures
- Internal Revenue Code (IRC)
- Office of Safety and Health Administration (OSHA), Code of Federal Regulations (CFR)

Ames Fire Department Standard Operating Guidelines

Book: 1 – Organization
Section: IV – General Administration
Chapter: 5 – **Department Issued T-Shirts**
Date Approved: 11-23-2015 Revision No.: New
Review Date: 2018

Approved by: 

PURPOSE:

Uniforms help to identify members of an organization and ensure a degree of uniformity. The purpose of this guideline is to establish specific t-shirt (part of a Class “D” Uniform) standards for proper attire, in order to maintain a professional appearance for Ames Fire Department (AFD) members.

POLICY:

This policy is designed to establish Class “D” Uniform (specifically t-shirt) guidelines for Ames Fire Department (AFD) members. This policy also reinforces the position that Fire Administration has taken regarding the comfortability of its members and the professional appearance that citizens of Ames have come to expect and deserve from all City employees.

PROCEDURES:

Members of the Ames Fire Department always strive to present a positive image of both the Department and City through professional personal appearance and uniformity, thus each member is individually responsible for conformance with the following guidelines.

- Beginning November 1, 2015, Fire Department issued t-shirts will be worn on a daily basis by firefighters underneath blue Class “B” uniform shirts.
 - Lieutenants and Shift Commanders will be provided some latitude on determining appropriate times and places where department issued t-shirts may be individually worn (e.g., physical exercise, hands-on training, after business hours, etc.).
 - Care should be exercised when selecting the crew’s uniform to ensure that the appropriate level of professionalism is used (e.g., Class “B” shirts for public education, pre-plans, etc.).

Miscellaneous

- Fire Department t-shirts, or any other issued apparel are not authorized for wear while off-duty without prior approval from Fire Administration.
- T-shirts should be tucked in when worn with uniform pants.
- T-shirts must be kept clean, non-faded, and without holes or tears. Damaged or worn out t-shirts may be exchanged by the on-duty Shift Commander for a new replacement.

Ames Fire Department Standard Operating Guidelines

Book: 1 - Organization

Section: V – Personnel Policies and Procedures

Chapter: 1 – **Sick Leave**

Date Approved: 10-08-2007 Revision No.: 1

Approved by:



PURPOSE:

Provide direction and clarification for sick leave usage for the members of the Ames Fire Department.

POLICY:

Sick leave policy is covered under the City of Ames Personnel Policies and Procedures (found at N:\SHARED\Human Resources\Personnel Policy) manual and under the City of Ames and International Association of Firefighters Local 625 (found at N:\SHARED\Human Resources\Union Contracts) agreement.

These additional departmental policies clarify sick leave procedures within the guidelines of those two documents.

PROCEDURE:

- Personnel on sick leave should notify the Shift Captain or his designee at Station 1 before 0630 hours of their duty day. Information should include nature of illness/injury and expected duration of absence if known.
- Sick leave is granted in ½ hour increments.
- Sick leave is not a benefit provided as a substitute for vacation, nor does it provide the opportunity to work at outside employment.
 - If you are sick it is expected you will stay home, except for a trip to the doctor or pharmacy.
 - In some situations it may be permissible to resume some outside activities even though you're unable to return to duty, however it must be communicated to and cleared through the Chief's office.
- Personnel with an extended illness or injury are expected to communicate regularly with the Chief's office as to status of injury/illness.
- When personnel are absent for more than three calendar days, a doctor's slip may be required stating the nature of the illness/injury.
- In the event of a serious illness/injury the employee will need a physician's statement as to fitness to return to duty.

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Book: 1 – Organization

Section: V – Personnel Policies and Procedures

Chapter: 2 – **Holiday Calculation**

Date Approved: 11-29-2016 Revision No.: 3 (02-12-14)

Approved by: 

Review Date: 2019

PURPOSE:

This guideline will provide a method for Ames Fire Department (AFD) members to calculate the number of holidays earned when time worked is a partial year.

POLICY:

These additional departmental policies clarify and *do not supercede* holiday procedures within the guidelines of the City of Ames Personnel Policies and Procedures and the Agreement: City of Ames and International Association of Firefighters, Local 625.

PROCEDURES:

- Ames Fire Department shift personnel earn seven (7) holidays annually.
- Forty (40) hour per week administrative personnel earn 10 holidays annually:
 - New Year's Day
 - President's Day
 - Memorial Day
 - Independence Day
 - Labor Day
 - Veteran's day
 - Thanksgiving (two days)
 - Christmas (two days)
- The following method for calculating the number of earned holidays will be used for new employees, employees who take unpaid leave of absence, and personnel terminating employment:
 - Number of holidays established by current union contracts 7
 - Number of authorized City holidays 10
 - Multiplication factor: suppression holidays/City holidays 7/10
 - Changes in the union contract or the number of authorized City holidays will affect the multiplication factor.
 - The multiplication factor is then taken times the number of City holidays encountered during the partial year period being considered (i.e.; number of holidays YTD x 7/10).
 - The resulting number is then rounded to the closest whole day.
 - Figures are rounded upward at .5 and downward below .5.

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Number of City Holidays	Multiplication Factor	Suppression Holidays Available
1	7/10	1
2	7/10	1
3	7/10	2
4	7/10	3
5	7/10	4
6	7/10	4
7	7/10	5
8	7/10	6
9	7/10	6
10	7/10	7

- Holidays for new personnel (or those returning from unpaid leave) will be figured on the partial year that they have worked.
 - These holidays will be available to take January 1st of the next year.
 - Example start day Sept. 1, 2016 – worked for six City holidays, therefore earns four shift holidays. These holidays will be available to take on January 1, 2017.
- Shift personnel permanently transitioning to 40-hour week positions will be paid for unused Holidays and Holidays earned for the next calendar year. Payment will be made at the time of the job transition and at the hourly rate in which the Holidays were earned.

REFERENCES:

Agreement: City of Ames and International Association of Firefighters Local 625

City of Ames Personnel Policies and Procedures

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Chapter: 3 – **Educational Reimbursement**

Date Approved: 04-29-2011 Revision No.: New Approved by:



PURPOSE:

This guideline will provide a method for determining how Ames Fire Department (AFD) members can receive reimbursement for higher educational courses attended.

These additional departmental policies clarify and *do not supersede* educational reimbursement program procedures within the guidelines of the City of Ames Personnel Policies and Procedures and the Agreement: City of Ames and International Association of Firefighters, Local 625.

POLICY:

Varying tuition costs and numbers of firefighters attending college classes can significantly impact the funds available. Advance preparation, by both firefighters and fire officers, is necessary to determine the projected educational costs, so its impact may be absorbed in the training budget.

Though the intent of this policy is not to provide support for entire college degree programs, members that have begun a degree program must meet with the Fire Chief (or his/her designee) to discuss their program of study. This will allow for cost anticipation and budget funds to be requested in advance.

PROCEDURES:

Members seeking reimbursement approval, for participation in an external educational course(s) from a regionally accredited college or university, should submit the following:

- A written request to the department head prior to September 1st, for the upcoming fiscal year.
- Requests should include the following information:
 - Title and description of the course.
 - Dates of attendance.
 - Cost estimate, including textbooks (only if unavailable from department) and fees (if required).
 - The educational assistance option desired.
 - Justification for participation and the course's relatedness to the job.

Fire Administration may use the following criteria for determining reimbursement eligibility:


- The amount of City-allocated budget funds available for training purposes shall be a limiting factor. Currently this amount will be capped annually (based on the

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Chapter: 3 – **Educational Reimbursement**

Date Approved: 04-29-2011 Revision No.: New Approved by: 

calendar year) at an individual member's reimbursement of up to 12 college credit hours or \$2000.00 annually, whichever is lower.

- Funding priority will be based on the following:
 - Firefighters enrolled in classes related to a two-year fire and/or EMS-related program or Fire Specialist Certification.
 - Fire Officers enrolled in classes related to a two-year fire and/or EMS-related program.
 - Firefighters or Officers enrolled in classes related to a four-year fire and/or EMS-related program.

REFERENCES:

Agreement: City of Ames and International Association of Firefighters Local 625

City of Ames Personnel Policies and Procedures


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Book: 1 – Organization

Section: V – Personnel Policies and Procedures

Chapter: 4 – **Master Firefighter Program**

Date Approved: 02-12-2014

Revision No.: 2 (06-19-13) Approved by: 

Review Date: 2017

PURPOSE:

The achievement of Master firefighter is encouraged, but not an employment requirement, and it is ultimately each individual's responsibility to ensure that required documents are submitted to the review committee. This guideline will provide a method for ensuring that Ames Fire Department (AFD) members receive consistent and timely consideration for acceptance into the Master Firefighter program.

POLICY:

A Standards Committee, composed of the two Deputy Chiefs (or other officers designated by the Fire Chief) and two members chosen by the Association, shall advise the Chief in establishing or changing the qualifications and standards, as well as recommending eligible firefighters.

These additional departmental policies clarify and *do not supersede* Master Firefighter procedures within the articles of the Agreement: City of Ames and International Association of Firefighters, Local 625.

PROCEDURES:

Qualifications

To become eligible for Master Firefighter, an applicant must complete the following:

- Base Qualifications - *required* items:
 - Successful completion of fire science core courses
 - Fire science courses must be determined equivalent to the associate's level courses as identified by the Fire and Emergency Service Higher Education (FESHE), by assigned representatives from Fire Administration and the International Association of Firefighters, Local 625
 - It is also recommended that employees obtain a firefighter specialist certificate, although it is not required
 - Successful completion of *three* non-core courses
 - Fire science courses must be determined equivalent to the associate's level non-core courses as identified by FESHE.
 - Certified Firefighter II
 - Current Iowa EMS certification (Emergency Medical Responder) or higher
 - Current Hazardous Materials Technician certification
 - 60 months of service as a Firefighter with the Ames Fire Department

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Section: V – Personnel Policies and Procedures

Chapter: 4 – **Master Firefighter Program**

Date Approved: 02-12-2014 Revision No.: 2 (06-19-13) Approved by: 

Review Date: 2017

- Additional Qualifications - requires a minimum of *two* of the following:
 - Apparatus or Aerial Driver/Operator certification
 - Confined Space certified¹
 - Extrication Specialist certified¹
 - Fire Department or city-sponsored team member
 - Fire Investigation trained and/or team member
 - Instructor I certification
 - Instructor II certification
 - Safety Officer trained and/or certified

Committee

- A standards committee composed of two deputy chiefs (or other command-level officers designated by the Fire Chief) and two members designated by the International Association of Firefighters, Local 625 will be used to review qualifications, standards, candidates, and make recommendations to the Fire Chief
- If necessary, the Committee will meet each June and December
- The Committee will have 30 days to review submitted Master Firefighter packets and provide an application recommendation to the Fire Chief.

Master Firefighter Application

To apply for Master Firefighter, a firefighter may at any time, submit a completed *electronic*² packet to all members of the standards committee.

- The electronic packet should include only necessary copies of *all* completed educational and professional requirements or certificates.
- Packets submitted prior to an applicant's completion of 60 months of employment with the Ames Fire Department will be reviewed in the same manner as other packets.
 - Recommendations to the Fire Chief will be made by the committee within 30 days of receipt.
 - If approved for Master Firefighter, the applicant shall only receive pay at Step D the first full pay period following 60 months of employment.
- It is important to note that occasionally additional work may be required in order to complete the program, causing the member to carry their goal past the 60 months of employment.

¹ A certificate from the Ames Fire Department is sufficient


² Hard copies will not be accepted.

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Chapter: 4 – **Master Firefighter Program**

Date Approved: 02-12-2014 Revision No.: 2 (06-19-13) Approved by: 

Review Date: 2017

Loss of Master Firefighter Qualification(s)

It is each individual member's responsibility to maintain current certifications and qualifications for Master Firefighter. The loss of any credential that would result in the failure to meet the Master Firefighter requirements must be reported immediately to all members of the standards committee, and will result in:

- Reductions of pay from the current firefighter Step D pay back to Step C.
- The return of any undue Master Firefighter compensation to the City of Ames;

REFERENCES:

Agreement: City of Ames and International Association of Firefighters Local 625

http://www.usfa.fema.gov/nfa/higher_ed/feshe/feshe_model.shtm

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Chapter: 5 – **Vacation/Holiday Pick Requests**

Date Approved: 06-17-2016

Revision No.: 2 (03-26-09) Approved by:



Review Date: 2019

PURPOSE:

This guideline provides clarification to Ames Fire Department (AFD) members in determining administrative rules for accepting or denying vacation and/or holiday pick requests.

POLICY:

These additional departmental policies clarify and *do not supercede* vacation policies and/or procedures found within the guidelines of the City of Ames Personnel Policies and Procedures and the Agreement: City of Ames and International Association of Firefighters, Local 625.

PROCEDURES:

Annual Picks

- Annual picks are vacation and/or holiday leave chosen and recorded before the start of or at the beginning of a new calendar year.
- Recorded annual picks are honored and assured except during rare times of extraordinary circumstance.

During the Year Picks

- Vacation/holiday pick requests will be granted provided no other personnel in their pick group is absent due to a scheduled and approved request.
- AFD Administration reserves the right to deny vacation and/or holiday picks made subsequently to the annual picks during the following circumstances:
 - Periods of budgetary constraint announced prior to the receipt of vacation and/or holiday pick requests that cause additional overtime.
 - Periods of time when AFD's Administration anticipate needs for above-minimum staffing levels, announced prior to the receipt of the vacation and/or holiday pick request.

Day of Picks

- Per the Agreement: City of Ames and International Association of Firefighters Local 625, same-day (after 7:00 a.m.) picks will be denied if they create overtime.
- Full pick groups will have preference to time off. Requests of two hours of leave or more from anyone on this company will override day of picks.

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Chapter: 5 – **Vacation/Holiday Pick Requests**

Date Approved: 06-17-2016

Revision No.: 2 (03-26-09) Approved by:



Review Date: 2019

Mid-Year Transfers

In the case of members involved in temporary or permanent mid-year transfers:

- Recorded annual picks will be honored and assured, except during rare times of extraordinary circumstance.
- Days directly adjacent to recorded and approved annual picks will be honored and assured except during rare times of extraordinary circumstance.
- Acting Officers transferred to roles on a new shift or to a different station will reopen affected annual pick request days for the originating pick group.

In the case of members involved in temporary or permanent mid-year transfers to a new shift:

- New vacation/holiday picks will be requested within the newly assigned pick group.
- New vacation/holiday pick requests will be handled individually by discussion with the shift commanders.
- Affected annual pick request days will be reopened for the originating pick group.

In the case of members involved in temporary or permanent mid-year transfers to a different station, but same shift:

- New vacation/holiday picks will be requested within the newly assigned pick group
- Affected annual pick request days will not be reopened for the originating pick group.

Miscellaneous

- On-duty injuries and extended sick leave may reopen annual pick requests for the originating pick group, based on during the year and day of pick requirements.
- Shift Commanders are not considered a pick group.
- Pick groups may not exceed more than one member off on vacation/holiday leave per company and one Lieutenant off on vacation/holiday leave per shift.

REFERENCES:

Agreement: City of Ames and International Association of Firefighters Local 625

City of Ames Personnel Policies and Procedures

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Chapter: 6 – **Team Participation**

Date Approved: 06-12-2013 Revision No.: 1 Approved by: 

Review Date: 2019

PURPOSE:

The purpose of this policy is to ensure that adequate consideration and consistent enforcement with regards to team participation occurs.

POLICY:

These additional departmental policies clarify and *do not supercede* pay or leave procedures within the guidelines of the City of Ames Personnel Policies and Procedures and the Agreement: City of Ames and International Association of Firefighters, Local 625.

PROCEDURES:

The Ames Fire Department applauds any individual employee's dedication and willingness to actively participate in external teams. The Department reserves the right to determine which teams' participation will be supported based on several factors, some of which include:

- Current level of departmental need
- Departmental liability
- The needs of our customers
- The number of members presently involved with each team
- The ability of the Department to provide a similar function or service
- The fiscal costs to the Department (e.g., overtime for both participants and backfill)

The Ames Fire Department Administrative staff will classify its level of support for team involvement (which may include meetings, trainings, emergency operations/incidents, etc.) in one of the following three ways:

Departmental Teams

For any Department-sponsored teams (e.g., EMS, Fire Investigation, Safety, etc.), participation is voluntary, but highly encouraged.

- Membership must be pre-approved by Fire Administration
- When the Command Staff determines the Department's operating/staffing requirements and responsibilities are satisfied, members will be allowed time to attend on-duty
- Off-duty participation may be approved and compensated accordingly, however only with prior Command Staff approval

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Chapter: 6 – **Team Participation**

Date Approved: 06-12-2013 Revision No.: 1 Approved by: 

Review Date: 2019

City Teams

For any City-sponsored teams (e.g., Wellness, Employee Council, Health Insurance Advisory Committee, etc.), it shall be the department's goal to maintain three representatives, to allow for one member from each shift to attend on a rotating basis (may also include someone from Inspections).

- Membership must be pre-approved by Fire Administration
- Only exempt members will be considered for facilitator responsibilities
- In special circumstances off-duty participation may be approved and compensated accordingly, however only with prior Command Staff approval.

Mutual Aid/Specialty Teams

For Mutual Aid/Specialty Teams (e.g., Story County Dive, STAR, Critical Incident Response Teams, etc.), no on-duty participation is approved.

- When requesting to participate during duty time, a member must utilize either shift exchanges or earned time off
- Off duty participation will not be compensated or considered part of the job responsibilities of City employment
- City equipment (e.g., bunker gear, clothing, SCBAs, etc.) may not be utilized without prior Command Staff approval

Miscellaneous

- Both requests and approvals for team participation should be made in writing
- Copies of requests and approvals shall be maintained in the member's personnel file
- All monetary requests in support of team membership will be addressed on a case-by-case basis

REFERENCES:

Agreement: City of Ames and International Association of Firefighters Local 625

City of Ames Personnel Policies and Procedures

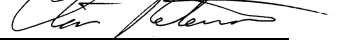
Ames Fire Department Standard Operating Guidelines

Book: 1 - Organization

Section: V – Personnel Policies and Procedures

Chapter: 7 – **Managing Line of Duty Injuries**

Date Approved: 05-07-2008 Revision No.: New

Approved by: 

PURPOSE:

Provide direction and clarification in procedural steps for Ames Fire Department employees injured in the line of duty.

Every occupation brings degrees of safety risk, and one of the higher risk jobs is firefighting. The National Fire Protection Agency estimates that 80,100 firefighter injuries occurred in the line of duty in 2005. While almost half (48.6%) of all firefighter injuries occurred during fire-ground operations, an estimated 17% (13,325) occurred during other on-duty activities.

Based on workers compensation payments, insured medical expenses, and other direct and indirect costs, the National Institute of Standards and Technology (2004) estimated that \$830 to \$980 billion per year is spent addressing firefighter injuries and efforts to prevent them. The City of Ames annually contributes to insurance coverage, safety training topics, physical fitness programs, protective gear and equipment – all expenses related to preventing injuries and reducing their severity.

Correct reporting procedures begin the process of informing necessary individuals involved in treatment and can facilitate timely and suitable injury management. Effective accident reporting should have a positive impact on the number and severity of injuries experienced by providing the information needed to identify factors which result in accidents. The information received through injury reports will be evaluated and reviewed by Occupational Medicine, the City Risk Manager, and the Fire Department Safety Committee to establish direction for the development of protective training programs, educational packages, and safety procedures.

POLICY:

The City of Ames intends to comply with all applicable safety laws and/or ordinances. All employees, as a condition of departmental employment, are expected to perform tasks in a safe and efficient manner while on duty, at training, and while responding to emergency calls. In the event a line of duty injury occurs, this guideline is meant to assist employees with the injury reporting process (injured personnel and their supervisors), and provide a standard system for reporting line of duty personnel injuries.

Comprehensive policies regarding group insurance, injury leave, accident reports, and prescription drug coverage issues are found in the City of Ames Personnel Policies and Procedures and the Agreement: City of Ames and International Association of Firefighters, Local 625. This additional departmental policy clarifies line of duty injury reporting procedures within the guidelines of aforementioned two documents.

PROCEDURE:

Significant On-Duty Injuries Requiring Immediate Medical Attention


- If the injury requires immediate hospitalization, the employee should be transported to the nearest appropriate emergency department.

**Ames Fire Department
Standard Operating Guidelines**

Book: 1 - Organization

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Chapter: 7 – **Managing Line of Duty Injuries**

Date Approved: 05-07-2008 Revision No.: New Approved by: 

- As soon as feasible, notify Mary Greeley's Emergency Room (ER) staff of an incoming Fire Department employee. This better allows ER staff to retrieve past medical records in advance of the patient's arrival.
- When possible, notify Occupational Medicine (239-4496) and the appropriate personnel utilizing an e-mail group set up on Lotus Notes.
 - This group can be found in the e-mail address listings under "Fire - Occupational Medicine."
 - Use this e-mail group to notify all members of this group about an employee that has been injured in the line of duty.
 - This notifies Fire Administration personnel, the City's Risk Manager, and the appropriate staff at McFarland Clinic's Occupational Medicine.
 - Included in the e-mail should be the answers to the questions of who, what, where, when, and how.
- The employee's acting or permanent supervisor shall be notified of the injury.
- Complete the appropriate paperwork (for details, see Paperwork section).

Minor On-Duty Injuries Requiring Medical Attention (not immediately)

- When medical attention is not immediately requested by the Fire Department employee, but necessary at a later time, the patient should be seen by Occupational Medicine prior to the next on duty date.
- Notify Occupational Medicine (239-4496) and the appropriate personnel utilizing an e-mail group set up on Lotus Notes.
 - This group can be found in the e-mail address listings under "Fire - Occupational Medicine."
 - Use this e-mail group to notify all members of this group about an employee that has been injured in the line of duty.
 - This notifies Fire Administration, the City's Risk Manager, and the appropriate personnel at McFarland Clinic's Occupational Medicine.
 - Included in the e-mail should be the answers to the questions of who, what, where, when, and how.
- The employee's acting or permanent supervisor shall be notified of the injury.
- Complete the appropriate paperwork (for details, see Paperwork section).

Minor On-Duty Injuries (at the time)

- It is the employee's responsibility to notify the employer of a line of duty injury as soon as possible.
- Injuries where treatment is not requested should be documented at the time of occurrence, or as soon as possible.
- The employee's acting or permanent supervisor shall be notified of the injury.
- Should a previously documented minor injury obtained in the line of duty progress in severity or become re-aggravated, the employee shall then follow the appropriate procedure listed above.

Paperwork

Ames Fire Department Standard Operating Guidelines

Book: 1 - Organization

Section: V – Personnel Policies and Procedures

Chapter: 7 – **Managing Line of Duty Injuries**

Date Approved: 05-07-2008 Revision No.: New Approved by: 

After an employee sustains a line of duty injury, the following paperwork must be completed and forwarded to the Fire Department's administration:

- Employee – City of Ames, Iowa: Employee's Notice of Injury or Reoccurrence
 - The injured employee should complete this form within 24 hours of the incident. This may require an employee to return to work on a scheduled day off to complete paperwork.
 - If seeking medical treatment, the injured employee should complete the Authorization for Release of Information form. The original form is to be sent to Human Resources.
- Supervisor – City of Ames, Iowa: Supervisor's Investigation of Injury
 - The injured employee's acting or permanent supervisor should complete this form within 72 hours of the incident.

Prescriptions

- All prescriptions related to a line of duty injury should be filled at a Medicap® Pharmacy.
- If an injury occurs after business hours, most visits to Mary Greeley Medical Center will allow a patient to receive a small supply of medications. In most cases this should allow the member to await the opening of a Medicap® Pharmacy.
- When it is not possible to purchase prescriptions at a Medicap® Pharmacy, such as in the event that a line of duty injury occurs out of town, an employee may:
 - Use their current Wellmark insurance card.
 - Keep any and all receipts for reimbursement of their co-pay.
 - Deliver the receipts and proof of prescription purchase to the City's Risk Manager as soon as possible to obtain reimbursement.

Privacy

Employee confidentiality can not be guaranteed during instances of line of duty injuries.

Recommended Treatment

- Employees should make every effort to adhere to all Doctor recommended treatment plans.
- In unusual circumstances where it becomes necessary to cancel forthcoming clinic or doctor appointments, every attempt should be made to provide medical staff a minimum of 24 hours notice.

REFERENCES:

Agreement: City of Ames and International Association of Firefighters Local 625

Authorization for Release of Information

City of Ames, Iowa Employee's Notice of Injury or Reoccurrence

City of Ames, Iowa: Supervisor's Investigation of Injury

City of Ames Personnel Policies and Procedures

**AUTHORIZATION FOR RELEASE OF INFORMATION
REGARDING CLAIMANTS SEEKING BENEFITS UNDER CHAPTER 411, CODE OF IOWA**

Name of Person Whose Records are Being Requested: _____

Birthdate: _____

Social Security No: _____ - _____ - _____

Date of Injury _____ / _____ / _____

I. AUTHORIZATION FOR RELEASE OF INFORMATION

The undersigned hereby authorizes all health care providers and facilities and any other person or entity in possession of individually identifiable health information concerning me to disclose and deliver to:

Jon-Scott Johnson, Risk Manager

City of Ames

515 Clark Avenue

Ames, IA 50010

hereinafter referred to as "Recipient," all information, including all protected health information, concerning my injury of _____ / _____ / _____.

In some cases, it may be necessary to examine additional medical records concerning prior injuries to the same part of the body. Permission is also given for the release of that information.

I understand the information is being disclosed and may be used only for claims administration and/or possible litigation purposes relating to claims and/or suit against the ***City of Ames***.

II. REDISCLOSURE

I understand that if the person or entity that receives the information requested is not covered by federal or state privacy regulations or is not an individual or entity who has signed an agreement with such a person or entity agreeing to maintain the confidentiality of the information, the information described above may be redisclosed and will no longer be protected by law.

Iowa and/or federal law provides that I have a right to prohibit redisclosure of certain types of confidential medical information and further disclosure may not be had without my express written authorization, as indicated below.

I further understand that the Recipient, **WITHOUT FURTHER AUTHORIZATION**, may redisclose said information to parties and their legal counsel, insurers, experts, potential experts, anyone against whom claim is or has been made, administrative agency and court officials hearing the claim, and any agents, employees, or representatives of any said persons.

I SPECIFICALLY AUTHORIZE AND CONSENT TO THE DISCLOSURE AND REDISCLOSURE DESCRIBED ABOVE.

Federal and/or State law specifically require that any disclosure or redisclosure of substance abuse, alcohol or drug, mental health, or AIDS-related information must be accompanied by the following written statement:

This information has been disclosed to you from records protected by Federal confidentiality rules (42 CFR Part 2). Federal rules prohibit you from making any further disclosure of this information unless further disclosure is expressly permitted by the written consent of the person to whom it pertains or as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is NOT sufficient for this purpose. The Federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patient.

**III. SPECIFIC AUTHORIZATION FOR RELEASE OF INFORMATION
PROTECTED BY STATE OR FEDERAL LAW**

I acknowledge that information to be released may include material that is protected by Federal and/or State law applicable to substance abuse, mental health, and/or AIDS-related information. I SPECIFICALLY AUTHORIZE the release of confidential information relating to: [Place "YES" or "NO" in ALL applicable boxes:]

- _____ Substance Abuse (Drug or Alcohol) Information from all health care providers and facilities and any other person or entity in possession of records concerning me.
- _____ Mental Health Information from all health care providers and facilities and any other person or entity in possession of records concerning me.
- _____ HIV or AIDS-related Information, Diagnosis, and test results from all health care providers and facilities and any other person or entity in possession of records concerning me.

Furthermore, I SPECIFICALLY AUTHORIZE disclosure and redisclosure of this confidential information to all of the persons referred to in section II above. In order for the above information to be released, you must sign here AND at the end of this form.

Signature of Patient or Legal Guardian or Personnel Representative

Date

Relationship, if NOT the patient

I understand that this Authorization may be used to obtain information from health care providers, schools, former and current employers, providers of vocational rehabilitation services, and the Social Security Administration.

I understand that I have a right to inspect the disclosed information at any time.

This Authorization is effective until the conclusion of a contested case on the claim. I understand that I may revoke this Authorization, except to the extent that action has already been taken in reliance upon it, by giving written notice to the health care provider or record keeper.

A photocopy, or exact reproduction of this signed Authorization shall have the same force and effect as this original.

I hereby authorize the release of information as indicated above.

I HEREBY ACKNOWLEDGE THAT I HAVE RECEIVED A COPY OF THIS DOCUMENT.

Signature of Person Whose Records are Being Requested

Date of signing

Street Address

City/State/Zip Code

Relationship, if NOT the Person Whose Records Are Being Requested

Print Name of Person or Person's Personal Representative

CITY OF AMES, IOWA

SUPERVISOR'S INVESTIGATION OF INJURY

Injured Employee _____ Job Title _____

Department _____ Date of Injury _____ Time _____

Where Injury Occurred (list City facility or actual address) _____

Date and Time Injury was Reported _____

If Not Reported on Day of Injury, Why? _____

Injury Description (e.g., strain) _____

Part of Body _____

Employee's Explanation of How Injury Occurred _____

Do you agree with this? _____ If not, Why? _____

What is your opinion regarding the cause? _____

What should be done and by whom to prevent recurrence? _____

What action are you taking to see that this is done? _____

Did incident involve misuse of equipment or safety equipment, or failure to use prescribed safety equipment or procedures? _____

Witnesses to this injury _____

Have they verified that injury occurred as stated? _____

(See Back Side)

Did employee:

Receive first aid? NO YES

Go to hospital? NO YES

If yes,

Where _____

When _____

Go to doctor? NO YES

If yes,

Where _____

When _____

Dr. _____

EMPLOYEE INFORMATION:

Time workday started _____ (a.m. p.m.) Did employee miss work? NO YES

If work missed, list the first day missed _____

Date employee returned to work _____

COMMENTS OF SUPERVISOR:

Supervisor's Signature _____ Date _____

Ames Fire Department Standard Operating Guidelines

Book: 1 – Organization

Section: V – Personnel Policies and Procedures

Chapter: 9 – **Physical Fitness**

Date Approved: 11-23-2015

Revision No.: New

Approved by:



Review Date: 2018

PURPOSE:

This guideline establishes the parameters for Ames Fire Department (AFD) members to perform physical fitness while on-duty.

POLICY:

Remaining physically fit is an important aspect of a firefighter's job duties. Fire Administration desires the highest standards of health and fitness to help reduce or eliminate as much as possible, injuries and illnesses among its members. Thus, it is the expectation that physical fitness activities become or continue to be a regular part of all members' normal daily routine.

PROCEDURES:

When staffing, daily duties & responsibilities, and emergency response allows, members may participate in physical fitness activities while on-duty. Care should be taken to ensure that there are little to no disruptions to daily operations, and response readiness is maintained.

Physical fitness activities may occur at remote locations, with assurance that:

- Locations receive prior approval by Fire Administration/fitness team members;
- Company and shift level officers agree to parameters for the following items:
 - Appropriate outdoor weather/temperature for physical fitness activities;
 - Vehicle accessibility;
 - Crew integrity (e.g., allowing part of the crew to exercise at a different location);
 - Maintaining radio/cell phone communication with officers; and
 - Addressing ad-hoc public educational opportunities.

Dress

Even when engaged in physical fitness activities, expectations continue for all members to look professional. Thus physical fitness attire should consist of:

- City of Ames Fire Department navy blue t-shirt and/or sweatshirt;
- Dark (i.e., navy blue or black) shorts or sweatpants, leggings, etc.;
- Fitness shoes; and
- Dark (i.e., navy blue or black) or white socks.

Ames Fire Department Standard Operating Guidelines

Book: 1 – Organization

Section: V – Personnel Policies and Procedures

Chapter: 10 – **Use of City Owned Equipment/Uniforms**

Date Approved: 09-16-2015 Revision No.: New Approved by: 

Review Date: 2018

PURPOSE:

This guideline establishes the necessity for Ames Fire Department (AFD) members to understand the requirements for City-owned equipment/uniforms when leaving employment with the City.

POLICY:

These additional departmental policies clarify and *do not supercede* procedures within the guidelines of the City of Ames Personnel Policies and Procedures and the Agreement: City of Ames and International Association of Firefighters, Local 625.

PROCEDURES:

All uniforms, protective clothing, or protective devices required of/provided to Fire Department members for the performance of their duties, are the property of the City of Ames Fire Department, and are furnished without cost. These items include, but are not limited only to:

- | | | |
|---------------------|------------------------|-----------------------|
| • T-shirt(s) | • Locker key | • Badges (2 sets) |
| • Tie | • Vehicle/fuel keys | • Accountability tags |
| • Baseball cap | • Flash drive | • Flashlight |
| • Winter hat | • Suspenders | • Pants |
| • EMS winter jacket | • Nomex® hood | • Nametag(s) |
| • Turnout coat | • Fire gloves | • Uniform boots |
| • Turnout pants | • SCBA facepiece | • Class A blouse |
| • Turnout boots | • Ice cleats | • Bell cap with badge |
| • Uniform shirts | • Leather helmet front | |
| • Collar insignia | • Safety glasses | |
| • P-card | • Fire helmet | |

Above listed items are only to be worn or used while on duty. Use of any of the above items for off-duty, job-related functions (e.g., hands-on training, classroom courses, funerals, public education, etc.) is prohibited without prior approval from Fire Administration.

In the event of separation of employment, a member will:


- Make arrangements with the shift commander to inventory the returned uniforms and equipment.

Ames Fire Department Standard Operating Guidelines

Book: 1 – Organization

Section: V – Personnel Policies and Procedures

Chapter: 10 – **Use of City Owned Equipment/Uniforms**

Date Approved: 09-16-2015 Revision No.: New Approved by: 

Review Date: 2018

- Return all City-owned items in their possession cleaned and boxed to the shift commander on duty at Fire Station #1.

Failure to return any items may result in the City of Ames invoicing former members for the full replacement cost.

- Members desiring to keep any of the above listed equipment or clothing for personal and/or sentimental reasons must individually purchase a like replacement for the City prior to their last day of employment.

REFERENCES:

- Agreement: City of Ames and International Association of Firefighters Local 625
- City of Ames Personnel Policies and Procedures

**Ames Fire Department
Standard Operating Guidelines
Guidelines**

Book: 1 - Organization

Section: VI - Rules and Regulations

Chapter: 1 – **Donor Search and Notification**

Date Approved: 10-08-2007

Revision No.: New

Approved by:



PURPOSE:

Provide direction to members of the Ames Fire Department when conducting search and notifications of potential organ/tissue donor patients.

POLICY:

Effective July 1, 2007, Iowa State Legislature added the new section 142C.5A to the revised Uniform Anatomical Gift Act, which now requires pre-hospital care providers to conduct a reasonable search of deceased or 'near death' patients for donor documents.

PROCEDURES:

The following procedures are required of firefighters, paramedics, or other emergency rescuers when attending patients who are deceased or 'near death':

- Conduct a reasonable search for a document of anatomical gift or other information identifying the individual as a donor or as an individual who refused organ donation.
Note: A donor may make an anatomical gift by any of the following means:
 - An authorizing statement or symbol indicating that the donor has made an anatomical gift will be imprinted on the donor's driver's license or identification card. Revocation, suspension, expiration, or cancellation of a driver's license or identification card upon which an anatomical gift is indicated *shall not* invalidate the gift.
 - In a will.
 - During a terminal illness or injury of the donor, or by any form of communication addressed to at least two adults, at least one of whom is a disinterested witness.
- If a document of gift or a refusal to make an anatomical gift is located in the search and the individual or deceased individual to whom it relates is taken to a hospital, the person responsible for conducting the search shall be responsible for ensuring delivery of the document of gift or refusal to the hospital.
- In cases where a document of gift or a refusal to make an anatomical gift is located in the search and the individual or deceased individual to whom it relates is *not* taken to a hospital, the person responsible for conducting the search shall be responsible for ensuring the delivery of the document of gift or refusal to the licensed or certified health care professional assigned to continued patient custody (i.e.; medical examiner, coroner, paramedics).
- Per section 142C.5A, subsection 3, a person is *not* subject to criminal or civil liability for failing to discharge the duties imposed by this section but *may* be subject to administrative sanctions, up to and including the revocation of health care license or

**Ames Fire Department
Standard Operating Guidelines
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Book: 1 - Organization

Section: VI - Rules and Regulations

Chapter: 1 – **Donor Search and Notification**

Date Approved: 10-08-2007

Revision No.: New

Approved by:



certificate.

DEFINITIONS:

Adult: An individual who is eighteen years of age or older.

Anatomical gift or gift: A donation of all or part of the human body effective after the donor's death for the purposes of transplantation, therapy, research, or education.

Disinterested witness: A witness other than the spouse, child, parent, sibling, grandchild, grandparent, or guardian of the individual, who makes, amends, revokes, or refuses to make an anatomical gift, or any other adult who exhibited special care and concern for the individual.

Document of gift: A donor card or other record used to make an anatomical gift, including a statement or symbol on a driver's license or identification card, or an entry in a donor registry.

Donor: An individual whose body or part is the subject of an anatomical gift.

Identification card: A non-operator's identification card issued by the state department of transportation.

Near death: A patient exhibiting some or all of the following characteristics:

- Cardiac arrest
- Absence of vital signs
- Irreversible end of all brain activity, marked by fixed pupils, absence of consciousness, lack of spontaneous respirations, and no response to pain

Reasonable search: The 'reasonable person' or standard, in which said person in the same circumstances would act. A brief frisk searching for donor documents found in wallets, purses, or other common areas on a person's body, as well as a visual search of the victim's surroundings may suffice.

Tissue: Portions of the human body other than an organ or an eye, but does not include blood unless the blood is donated for the purpose of research or education .

REFERENCES:

Uniform Anatomical Gift Act, Volume II, Chapter 142C of the Code of Iowa (2007).

**Ames Fire Department
Standard Operating Guidelines**

Book: 1 - Organization

Section: VI - Rules and Regulations

Chapter: 1 – **Complaint Investigations**

Date Approved: 10-08-2007 Revision No.: New Approved by: 

PURPOSE:

The purpose of this policy is to establish procedures related to receiving, processing, and investigating complaints against Ames Fire Department personnel.

POLICY:

Effective May 15, 2007, the General Assembly of the State of Iowa enacted section 80F.1 Peace Officer, Public Safety and Emergency Personnel Bill of Rights. The rights enumerated in this section are in addition to any other rights granted pursuant to the Agreement: City of Ames and International Association of Firefighters Local 625 or any other applicable law. This procedure is not applicable to a criminal investigation or where other investigations pursuant to state and federal law require different investigative procedures.

Every effort shall be made to investigate complaints against fire department employees. Investigations shall be conducted to ensure that corrective action is taken when personnel may have conducted themselves improperly.

PROCEDURE:

Complaints

In the event that a complaint is alleged against an officer:

- The officer who is the subject of the complaint, shall at a minimum, be provided with a written summary of the complaint prior to an interview.
 - If a collective bargaining agreement applies, the complaint or written summary shall be provided pursuant to the procedures established in the collective bargaining agreement.
 - If the complaint alleges domestic abuse, sexual abuse, or sexual harassment, an officer shall not receive more than a written summary of the complaint.
- A polygraph may not be required as part of the investigation process against the will of the officer.

False Complaints

If a complaint is determined by the investigating officer to be false:


- An officer shall have the right to pursue civil remedies under the law against a citizen filing the false complaint.
- The investigating officer shall be responsible for filing the necessary paperwork with the county attorney's office.

Ames Fire Department Standard Operating Guidelines

Book: 1 - Organization

Section: VI - Rules and Regulations

Chapter: 1 – **Complaint Investigations**

Date Approved: 10-08-2007 Revision No.: New Approved by: 

Informal Inquiries

In the event a complaint is alleged against an officer that constitutes an infraction of a rule which would *not* result in removal, discharge, suspension, or other disciplinary action against the officer:

- Supervisory or command personnel may meet informally with the officer who is the subject of the allegation.
- The purpose of such a meeting would be to determine resolution of the allegation or the need to commence a formal administrative investigation.

Interviews

In the event a complaint is alleged against an officer that constitutes an infraction of a rule which may be the basis for seeking removal, discharge, suspension, or other disciplinary action against the officer:

- Pursuant to the formal administrative investigation procedures, an interview may be conducted to question the officer who is the subject of a complaint.
 - Interviews may be conducted at any City facility.
 - Interviews with officers shall, at a minimum, be audio recorded.
 - The officer shall have the right to legal counsel present during interviews, at the officer's expense.
 - The officer also has the right to have union representation present during the interview.
 - If not a member of the union, the officer has the right to have a designee present during an interview.
- An officer being interviewed shall be advised by the interviewer that the officer shall answer the questions and be advised that the answers shall not be used against the officer in any subsequent criminal proceeding.

Formal Administrative Investigations

In the event a complaint is alleged against an officer that constitutes an infraction of a rule which may be the basis for seeking removal, discharge, suspension, or other disciplinary action against the officer:

- A formal administrative investigative process may be conducted by a superior officer or designee.
- Formal administrative investigations include questioning of an officer that is intended to gather evidence to determine the merit of a complaint against the officer.
- If a formal administrative investigation results in the removal, discharge, suspension, or other disciplinary action against an officer, copies of any witness

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Chapter: 1 – **Complaint Investigations**

Date Approved: 10-08-2007 Revision No.: New Approved by: 

- statements and the fire department's report shall be provided to the officer, upon his/her request.
- Formal administrative investigations shall be commenced and completed in a timely fashion, and the officer pertaining to the investigation shall be immediately notified of the results when the investigation is complete.

Retaliation

An officer shall not be discharged, disciplined, or threatened with discharge or discipline in retaliation for exercising the rights of the officer enumerated in this policy.

Policy Violations

If a formal administrative investigation results in the removal, discharge, suspension, or other disciplinary action against an officer, and the officer alleges in writing a violation of this policy, punitive action shall be withheld for a period of 10 days.

In instances where violations to this policy are alleged, due consideration shall be given to properly authorized appeals or grievances exercised by an officer.

DEFINITIONS:

Complaint: a formal written allegation signed by the complainant or a written summary by an officer receiving an oral complaint stating the complainant's allegation.

Formal administrative investigation: an investigative process conducted by a superior officer or designee during which questioning of an officer is intended to gather evidence to determine the merit of a complaint against the officer.

Informal inquiry: meeting by supervisory or command personnel with an officer who is the subject of an allegation, for the purpose of resolution or determination of the commencement of a formal investigation.

Interview: the questioning of an officer who is the subject of a complaint pursuant to the formal administrative investigation procedures of the investigating agency. This does *not* include questioning as part of any informal inquiry or questioning related to infractions of agency rules which will not result in removal, discharge, suspension, or other disciplinary action against the officer.

Officer: firefighters employed by the City of Ames.

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Date Approved: 10-08-2007 Revision No.: New Approved by: 


Statement: the statement of the officer who is the subject of an allegation in response to a complaint.

REFERENCES:

Agreement: City of Ames and International Association of Firefighters Local 625.

Peace Officer, Public Safety and Emergency Personnel Bill of Rights, Section 80F.1 of the Code of Iowa (2007).

Ames Fire Department Standard Operating Guidelines

Book: 1 – Organization
Section: VI – Rules and Regulations
Chapter: 3 – Patient Confidentiality
Date Approved: 09-25-2014 Revision No.: New Approved by: 
Review Date: 2017

PURPOSE:

The purpose of this policy is to establish expectations regarding patient confidentiality for all members of the department.

POLICY:

All members have a legal and ethical responsibility to maintain the privacy and confidentiality of patient health care information and to protect the privacy of patients. Patient information, including, but not limited to, personal and medical information, is confidential and privileged. One may view or use information as required to perform their job, but not for any other purposes.

PROCEDURE:

- Members shall not discuss, disclose, share, and/or release patient information in any form, except as required for direct medical care of the patient, legal requirement, peer review, internal audits, and/or quality assurance activities.
- Electronic data systems that contain patients' protected health information, including patient information found in the incident histories (FireHouse), dispatch information, and personal information from NFIRS are confidential
- Patient care reports and all other physical documents containing patient information shall be kept in a safe and secure area until no longer needed. At which time they should be properly destroyed or placed into an interoffice envelope and placed in the appropriate mail bin.
- Any incident information gathered is considered confidential and should not be discussed with anyone not directly related to the incident, unless appropriately requested through the chain of command.
- Requests for confidential information that do not pertain to the immediate treatment of the patient shall be directed to Fire Administration staff.
- Each member of the department must be familiar with patient confidentiality guidelines and sign an Ames Fire Department Patient Confidentiality Agreement form, which will be kept on file during the length of their employment with the City.

Ames Fire Department Standard Operating Guidelines

Book: 1 – Organization

Section: VI – Rules and Regulations

Chapter: 3 – Patient Confidentiality

Date Approved: 09-25-2014 Revision No.: New Approved by: 

Review Date: 2017

- Computer access terminals and other remote entry devices such as tablets and laptops should be kept secure, with access by password only.

REFERENCES:

Ames Fire Department Patient Confidentiality Agreement



AMES FIRE DEPARTMENT

PATIENT CONFIDENTIALITY AGREEMENT

All Ames Fire Department employees in all ranks and assignments, including students, volunteers, or ride-alongs, have a legal and ethical responsibility to maintain the privacy and confidentiality of patient health care information and to protect the privacy of patients. Patient information, including, but not limited to, personal and medical information, is confidential and privileged. You shall not discuss, disclose, share, and/or release this information in any form, except as required for the performance of your job and/or the direct medical care of the patient. You may not view or use information for any other purposes.

Any and all electronic data systems that contain patients' protected health information, including patient information found in the incident histories (FireHouse), dispatch information, and personal information from NFIRS are confidential. Only Fire Administration staff has the authorization to release these documents.

Unauthorized disclosure of patient medical information is a violation of Federal law. Any breach of these confidentiality policies without authorization may open the violator to criminal liability and will result in formal disciplinary action, up to and including termination.

By signing below, I agree:

- To comply with all confidentiality policies and procedures set in place by the Ames Fire Department;
- That I have not, and will not discuss information regarding patients to anyone at work or outside work, unless the communication is or was absolutely necessary to provide care to the patient.

Signature

Date

Name (print)

Return form to: Deputy Chief of Support Services

Ames Fire Department Standard Operating Guidelines

Book: 1 – Organizations

Section: VII – Records and Reports

Chapter: 1 – **EMS Continuous Quality Improvement**

Date Approved: 04-19-2011 Revision No.: New Approved by: 

PURPOSE:

This Continuous Quality Improvement (CQI) Policy establishes guidelines for the implementation of a program to support Ames Fire Department EMS providers as they strive to provide excellent patient care. These policies intend to provide direction to set measurable goals and define minimum performance standards for the individuals and service. This consistent, fair evaluation practice will provide the routine feedback every provider deserves.

POLICY:

This policy attempts to meet or exceed the requirements of Iowa Code Chapter 147A: Emergency Medical Care—Trauma care and the Iowa Administrative Code (IAC): 641—132.8(147A) Service program levels of care and staffing standards and 641—132.9(147A) Service program—off-line medical direction.

PROCEDURES:

Interaction among the medical director, service leadership, and providers is critical for the success of this CQI program. Each member must understand their roles, responsibilities, and duties as part of the CQI team. Every team member should receive an initial orientation to this policy and be provided with an opportunity for input and updates when amended.

Scope of Practice

EMS providers will function within the current Scope of Practice and as authorized, in writing, by the medical director.

- EMS providers will be provided the opportunity to review the Scope of Practice for Iowa EMS Providers during initial orientation to the service and whenever the scope is officially amended.
- The Fire Department will maintain computerized rosters of all EMS Training documenting initial and periodic staff reviews of the Scope of Practice.
- EMS providers will function within the Scope of Practice for their certification level limited by the service program level of authorization.

Protocols

EMS providers should function as directed in the medical director authorized protocols.


- The medical director and the Fire Department will review and authorize updated protocols on an annual basis.

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Book: 1 – Organizations

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Chapter: 1 – **EMS Continuous Quality Improvement**

Date Approved: 04-19-2011 Revision No.: New Approved by: 

- The Fire Department's EMS representative, as assigned by the Fire Chief, is to ensure the Iowa EMS Bureau Regional Coordinator receives the medical director signed authorization and change pages.
- EMS providers will receive initial and annual protocol education.
- The Fire Department will maintain training records that document protocol education.
- EMS providers will function as directed in the medical director approved patient care protocols.
- Treatment rendered that deviates from the approved protocols should be documented on the patient care report (PCR) and brought to the attention of the appointed auditor.

CQI

The medical director may conduct CQI activities or appoint individual(s) to perform written audits of the patient care reports and conduct and document Continuing Education Hours (CEHs) and skill training.

- The medical director may appoint staff to assist with CQI policy implementation including: CEH, skill competency training, written audits, action plans, follow-up, loop-closure and resolution.
- The medical director may define:
 - Personnel CEH requirements.
 - The minimum number and type of skills personnel will practice.
 - The types of responses and number of patient care reports to be audited by the appointees.
- Appointees will implement duties as assigned by the medical director.

Initial Skill Credentialing and On-Going Competency

New Fire Department members may be asked to complete a standard credentialing orientation process that includes baseline medical competencies. All staff will maintain and document ongoing competencies as defined by the physician medical director and the Fire Department's EMS representative.

Medical Audit

The medical director and the appointed Ames Fire Department representative will outline the audit process in writing, defining the type and frequency.

- Within 24 hours, the responding staff will complete a computerized or written patient care report.
- Significant deviation from approved protocol or standard of care should be brought to the attention of the assigned CQI auditor.

Ames Fire Department Standard Operating Guidelines

Book: 1 – Organizations

Section: VII – Records and Reports

Chapter: 1 – **EMS Continuous Quality Improvement**

Date Approved: 04-19-2011 Revision No.: New Approved by: 

- Any discussion of EMS responses should be considered confidential and limited to those on a need-to-know basis.
- Assigned CQI auditors perform computerized audits as deemed necessary by the medical director.
 - Audits are transferred to a portable document file and emailed to the medical director.
 - The medical director, or assigned designee, then reviews the audits.
 - An audit is to be considered complete when it is entered into the computer by the PCR author, reviewed by responding staff, and the auditor is satisfied with the loop closure.
 - Written audits should be destroyed after 12 months, or when the audit process is complete.

Follow-Up and Loop Closure

The medical director and the appointed Ames Fire Department representative may choose to utilize a written action plan as needed, to address personnel, vehicle, equipment, and system challenges.

- An action plan may be implemented (but not limited to) when the following occur:
 - Significant deviation from written protocol or standard of care.
 - Delay of response or treatment.
 - Vehicle or equipment failure.
 - System difficulty.
- Written action plans may be used to monitor the situation until the desired improvement is achieved.

Measurable Outcomes

The medical director may choose to establish measurable outcomes consistent with strategic planning goals and unique needs of the Ames Fire Department to appraise the overall effectiveness and efficiency of the EMS system.


- An appointed Ames Fire Department representative or CQI designee may choose to measure the following times for all emergency responses:
 - Average time from first page to en-route.
 - Average time from first page to arrival at scene.
 - Average scene time for medical.
 - Average scene time for trauma.
 - Or other additional indicators.
- Outcomes may be reported to EMS staff and the medical director.

**Ames Fire Department
Standard Operating Guidelines**

Book: 1 – Organizations

Section: VII – Records and Reports

Chapter: 1 – **EMS Continuous Quality Improvement**

Date Approved: 04-19-2011 Revision No.: New Approved by: 

Equipment and Vehicle Checklist / Maintenance

All Ames Fire Department members share the duty of performing vehicle and equipment checks and documenting these on the appropriate forms within the pre-determined timeframe. Vehicle and equipment maintenance should follow the manufacturer's recommendations.

- Detailed vehicle and equipment checks are conducted at a minimum of once every month.
- All members are responsible for performing and completing the monthly checklist as assigned.
- When deficiencies are discovered, they should be:
 - Documented on the checklist.
 - Brought to the attention of company officers for corrective action(s).
 - Documented in the computerized data management system, once resolved.
- Completed vehicle and equipment checklists and documentation of maintenance will be kept on file for the life of the equipment plus five years, as referenced in the City of Ames Record Retention Schedule.

REFERENCES:

City of Ames Records Retention Schedule, Ames City Council, (2011).

Emergency Medical Care– Trauma Care, Chapter 147A of the Iowa Code.

Service program levels of care and staffing standards, Section 641—132.8(147A) of the Iowa Administrative Code (IAC).

Service program—off-line medical direction, Section 641—132.9(147A) of the Iowa Administrative Code (IAC).

www.idph.state.ia.us/ems.

Ames Fire Department Standard Operating Guidelines

Book: 1 – Organization

Section: VII – Records and Reports

Chapter: 2 – Photographs and Digital Imagery

Date Approved: 06/01/2015 Revision No.: New Approved by: 

Review Date: 2018

PURPOSE:

The purpose of this policy is to manage photographs and electronic images taken by members of the Ames Fire Department (AFD).

POLICY:

These departmental policies are enacted to ensure professionalism and protect the privacy rights of department personnel, patients, fire victims, and the public that we serve.

PROCEDURE:

- Use of personal cameras, video recorders, or the camera/video function of a personal cellular phones, tablets, or other digital imaging devices while at any incident is highly discouraged.
- Scene photography/video for investigation, documentation, or training purposes should be conducted by or at the direction of AFD personnel in charge of the scene, using approved department equipment.
- Photographs containing individually identifiable patient information are protected by patient confidentiality/privacy laws and must be protected in the same manner as patient care reports and documentation.
- On-scene images and/or other images taken by members in the course and scope of their employment become the sole property of the AFD, including images taken inadvertently with a member's personally-owned camera, cell phone camera, or any other digital imaging device.
- Images taken by members in the course and scope of their duties may not be used, printed, copied, scanned, e-mailed, posted, shared, reproduced or distributed in any manner without prior authorization from the Fire Chief.
 - Restrictions include the posting of any AFD photographs on personal or social media Web sites such as, but not limited to:
 - FaceBook,
 - Twitter,
 - Instagram,
 - YouTube,
 - Other public safety agency websites,
 - or e-mailed to friends, relatives or colleagues.
 - Consideration for posting may be given when images are approved in advance by either the Fire Chief, and/or Deputy Chief(s).

Ames Fire Department Standard Operating Guidelines

Book: 1 – Organization

Section: VII – Records and Reports

Chapter: 2 – Photographs and Digital Imagery

Date Approved: 06/01/2015 Revision No.: New Approved by: 

Review Date: 2018

- All AFD digital images should be:
 - Downloaded as soon as possible.
 - Cataloged and archived in a secure database with controlled access.
 - Protected from being erased or deleted regardless of quality, quantity or other factors.
- Once photographs and/or digital images have been downloaded, internal camera memory, memory cards and/or tapes should be erased.
- At this time, helmet cameras are not authorized for Fire Department use without the Fire Chief or his/her designee authorization, which may occur on an individual case by case basis.
- Personal use of departmental cameras is strictly prohibited.
- Willful violations of this policy may result in disciplinary action.

**Ames Fire Department
Standard Operating Guidelines**

Book: 2 – Routine Operations

Section: II – Apparatus Operations

Chapter: 1 – **Seat Belt Use**

Date Approved: 10-29-2008 Revision No.: New Approved by: 

PURPOSE:

To establish appropriate and safe behavior regarding the use of seat belts when operating or riding in an emergency vehicle.

POLICY:

All persons driving or riding in Fire Department vehicles shall be seated in approved riding positions with seatbelts or safety restraints fastened at all times when the vehicle is in motion.

PROCEDURES:

- Drivers shall not begin to move vehicles until all passengers are seated and properly secured.
- All passengers should remain seated and secured as long as the vehicle is in motion.
- While en-route, seatbelts should not be loosened or released to dress or don/doff equipment.
- Members shall not attempt to mount or dismount from a moving vehicle under any circumstances.
- Officers will be held accountable for subordinates in violation of this policy.

Exceptions:

Per NFPA 1500, the following exception to seat belt use is permitted:

- Fire Department members providing direct patient care inside an ambulance are permitted to *momentarily* release a seat belt while the vehicle is in motion.
 - This must be *essential* to provide patient care.
 - When the procedure has been completed, the Fire Department member shall refasten the seat belt.
 - Time, without the protection of a seat belt, should be minimized.
- Fire Department members may also be temporarily excused from seat belt use during hose loading or parade participation.

REFERENCES:

NFPA 1500: Standard on Fire Department Occupational Safety and Health Program, National Fire Protection Agency (2007).

Ames Fire Department Standard Operating Guidelines

Book: 2 – Routine Operations

Section: II – Apparatus Operations

Chapter: 2 – **Fueling Procedures**

Date Approved: 01-29-2008 Revision No.: 1 Approved by: 

PURPOSE:

To facilitate the fueling of apparatus and equipment used by the Fire Department for emergency operations and station use. This procedure also provides direction on the use of fuel keys and proper documentation.

POLICY:

The intent of this policy is to ensure that fuel keys and documentation will be used for fire units and station use.

PROCEDURES:

Fuel for Apparatus and Staff Vehicles

- Fire apparatus and staff vehicles will be refueled at $\frac{3}{4}$ of a tank.
 - Gas and diesel pumps are located at the Department of Transportation (D.O.T.) (800 Lincoln Way).
 - In the event the pumps at the Department of Transportation are inoperable or inaccessible, utilize the City's designated backup location for fueling.
- In the event that apparatus need to be refueled at an incident, a pickup and fuel tank are available 24 hours a day from the Resource Recovery Plant (110 Center Ave.) using the following procedures:
 - Keys to the plant are located on Engine 1 or via the Knox box.
 - Location of the pickup is on the tipping floor and the key for the pickup is typically found in the ignition.
 - Exit the building by driving backward over scale and out through overhead door.
 - The tank in the back of the pickup has an electric pump. The tank can be filled at the D.O.T. and brought to the scene.
- When utilizing staff vehicles for department-related travel, document the mileage during fuel purchases. Turn in receipts with travel expense forms for reimbursement.

Fuel for Small Engines

- Fuel for small gasoline powered engines that utilize gasoline without ethanol additives is available for Fire Department use from the Ames Cemetery. If required, complete the appropriate paperwork after fueling.
- Fuel should be replaced on a quarterly basis and include the addition of a fuel stabilizer.

Fuel System Keys

**Ames Fire Department
Standard Operating Guidelines**

Book: 2 – Routine Operations
Section: II – Apparatus Operations
Chapter: 2 – **Fueling Procedures**

Date Approved: 01-29-2008 Revision No.: 1 Approved by:




- Fuel keys provide access to the fuel system 24 hours a day, 7 days per week.
- Keys are to be kept with the assigned vehicle, preferably on the ignition key ring or in the glove box.
- Each key has a computer chip encoded with the information for its assigned vehicle only.
- The key will turn on only the pump with the correct fuel for the vehicle.
- Fuel system keys shall not be taken home by any employee, with the exception where an employee is authorized to take the vehicle home.
- Please remember there are *no* backup keys.

Fuel System Key Problems

- Report lost keys to the City Equipment Services immediately. The D.O.T. staff will not replace lost keys without authorization from the City Equipment Services.
- Equipment Services will handle keys for new vehicles put into service and old vehicles taken out of service.
- Report damaged or malfunctioning keys to the D.O.T. staff immediately; they will replace or correct the problem at that time.

**Ames Fire Department
Standard Operating Guidelines**

Book: 2 – Routine Operations
Section: II – Apparatus Operations
Chapter: **3 – Pumps, CAFS and Water Extinguishers**
Date Approved: 01-15-2009 Revision No.:1 Approved by: 

PURPOSE:

To facilitate correct operation during varied weather operation for pumps, CAFS, and water extinguishers for the Ames Fire Department (AFD).

POLICY:

The intent of this policy is to ensure an effective method of continued maintenance for fire apparatus pumps, CAFS, and water extinguishers.

PROCEDURES:

Pumps

The following procedures should be followed during *warm* weather operation:

- All AFD apparatus with fire pumps should be run with a wet pump to keep seals and valves wet and lubricated.
- To insure proper pump operation, a thorough operational check of the following pump accessories will need to be completed on AFD apparatus during Saturday checks:
 - Tank to pump valve
 - Operation of gauges
 - Pressure relief/control devices
 - Throttle operation
 - Tank refill valve.
- All intake, discharge and drain valves should be exercised to insure proper operation.

The following procedures should be followed during *cold* weather operation:

- Pumps shall be engaged and operated to re-circulate water through pump. While the apparatus is outside, this will help prevent tank water from freezing when the temperature drops below the freezing point.
- Drain booster lines when operating apparatus in temperatures below the freezing point.
- During periods of below freezing temperatures, remove the caps on the pump.
 - This will facilitate the draining of water that may have entered the inlet/outlet neck.
 - Wipe the caps dry and replace to help prevent water from freezing in the neck.

The following procedures should be followed during *extreme cold* weather operation:

Ames Fire Department Standard Operating Guidelines

Book: 2 – Routine Operations

Section: II – Apparatus Operations

Chapter: **3 – Pumps, CAFS and Water Extinguishers**

Date Approved: 01-15-2009 Revision No.:1 Approved by:



- During extended periods of extreme cold temperatures (<0°F) pumps may be drained completely at the discretion of the company officer. This should help prevent water from freezing in the pumps and piping.

Compressed Air Foam System and Pressurized Water Extinguishers

The following procedures should be followed:

- Appropriate air pressure for standard operating conditions are as follows:
 - 100psi in pressurized water extinguishers.
 - Minimum of 4100psi in the air cylinder on the CAFS systems found on Rescue 2 and 3.
- During Saturday checks, pressurize the CAFS systems to check for leaks, proper operation of pressure regulator (set at 200psi), and to drain pressure from vessel ensuring proper air pressure in the air cylinder.
- During periods of extreme cold temperatures (<0°F), the removal of water extinguishers or draining the CAFS system may be necessary to prevent damage from freezing.

**Ames Fire Department
Standard Operating Guidelines**

Book: 2 – Routine Operations

Section: III – Equipment Operations

Chapter: 1 – **Hose Cleaning/Washing**

Date Approved: 10-08-2007

Revision No.: 1

Approved by:



PURPOSE:

This procedure establishes the proper maintenance and care of fire hose.


POLICY:

This procedure applies to annual hose testing operations as well as fire incident and non-fire incident hose use, and is not limited to fire hose utilized by Ames Fire Department personnel.

PROCEDURES:

Any fire hose returned to the fire stations before 20:00hrs daily shall be cleaned and/or washed and placed in the hose dryers or hanging racks.

Ames Fire Department Standard Operating Guidelines

Book: 2 – Routine Operations
Section: III – Equipment Operations
Chapter: 2 – **Portable Radio Accountability**
Date Approved: 06-17-2016 Revision No.: 2 (11-24-10) Approved by: 
Review Date: 2019

PURPOSE:

This guideline provides direction on the accountability system implemented for Ames Fire Department portable radios.

POLICY:

All AFD members share the responsibility of portable radio accountability. To reduce the possibility of lost portable radios and assist in locating misplaced radios, lieutenants will monitor and enforce the following portable radio accountability system.

PROCEDURE:

Accountability System

To ensure accountability, portable radios will be stored in the station chargers. AFD radios have been inventoried and labeled, and a copy of all AFD radio labels, locations, and serial numbers have been placed on the “S” Drive in the “Radio Information” folder.

- Personnel should check out radios at the beginning of their shift using a Passport accountability tag.
 - Each radio removed from a charger should be replaced with an accountability tag in the corresponding charging slot.
 - Exceptions to this should be cleared through the on-duty commander.
- Radios checked out become the responsibility of the assigned personnel.
- At the end of a shift, radios should be returned to the appropriate charger slot and accountability tags retrieved.

Lost Radios

- In the event that a radio is lost, the accountability system and serial number will facilitate quick removal from service.
- As soon as feasible, notify the on-duty commander so they can work with radio provider to disable the lost radio.

Radio Storage

- With the exception of one spare radio per front line apparatus (i.e., E-1, E-2, and T-3), department radios will not be stored on apparatus.
 - Spare engine and/or truck radios will serve as backup radios. It will be the responsibility of the driver/operator to ensure the radio is accounted for and functional, as part of the daily apparatus check.

Ames Fire Department Standard Operating Guidelines

Book: 2 – Routine Operations

Section: IV – Public Education

Chapter: 1 – **Observer Program**

Date Approved: 05-21-2013 Revision No.: New Approved by: 

Review Date: 2016

PURPOSE:

The purpose of this policy is to set guidelines for non-Ames Fire Department personnel to observe the operations of the Ames Fire Department. The Ames Fire Department recognizes that occasionally people express interest in observing the operations of our Fire Department. Some are interested in becoming emergency service workers; some are involved in educational research, while others are simply interested in the activities of the Ames Fire Department.

POLICY:

Interested persons wanting to ride with the Ames Fire Department as an observer fall into one of two categories: Ride Along and Job Shadow.

- A Ride Along must be at least 18 years of age, have a valid photo ID, and meet one or more of the following criteria:
 - Currently enrolled in a college level Fire Science Program
 - Active Story County emergency responder
 - Currently on a certified Civil Service list for the Ames Fire Department,
 - Have written approval from the Fire Chief
- A Job Shadow must be at least 14 years of age

All riders must complete and sign an Ames Fire Department *Rider Request Form*, *Rules of Conduct Form*, and a *Waiver and Release of Claims and Indemnity Agreement*.

PROCEDURE:

Dress

Observers are required to dress appropriately, including:

- Dark pants
- Closed toes shoes
- Plain shirt/blouse appropriate for the season, without pictures or words.
Exceptions include any regionally accredited school-approved uniform or outside department-approved uniform.
- A City of Ames “observer” identification

Shift Commander Duties

- The on-duty Shift Commander will determine the station and apparatus placement of the observer, in most cases attempting to limit riders to no more than one rider at any one time on any piece of apparatus.

**Ames Fire Department
Standard Operating Guidelines**

Book: 2 – Routine Operations

Section: IV – Public Education

Chapter: 1 – **Observer Program**

Date Approved: 05-21-2013 Revision No.: New Approved by: 

Review Date: 2016

- The on-duty Shift Commander has the ability to refuse any observer's privileges based on inappropriate dress (e.g., open-toed shoes, plaid shirt, etc.), time requested (e.g., interference with fire department events, etc.), or offensive body art.
- The Shift Commander or observer may terminate an observer's participation at any time.
- The Shift Commander has the authority to approve extensions of the typical 12-hour time frame for a Ride Along, but it should not involve an overnight stay.
- The Shift Commander has the authority to approve extensions of the typical 3-hour time frame for a Job Shadow, but it should not involve an overnight stay.

Privacy

- The use of personal picture capturing/recording devices require prior authorization from the Fire Chief or his/her designee.
- Any and all personal information regarding fire/EMS cases or other incidents including names, medical history, and statements overheard or ascertained will remain confidential in compliance with federal HIPAA regulations.

On Scene

Observers will not be asked to participate in emergency scene activities, and only exit the Fire Department vehicle in which they are riding with officer permission.

Travel

Observers are responsible for their own transportation to and from the Fire Department.

REFERENCES:

Ames Fire Department Job Shadow Request Form

Ames Fire Department Personnel Ride Along Report

Ames Fire Department Ride Along Request Form

Ames Fire Department Rules of Conduct Form

City of Ames Fire Department Waiver and Release of Claims and Indemnity Agreement

Ames Fire Department Observer Program's Rules of Conduct

The Ames Fire Department recognizes that occasionally non-Ames Fire Department personnel express interest in observing the operations of our fire department. Some are interested in becoming emergency service workers, some are involved in educational research, while others are simply interested in the activities of the Ames Fire Department.

Interested persons wanting to ride with the Ames Fire Department as an observer fall into one of two categories: Ride Along and Job Shadow.

- A Ride Along must be at least 18 years of age, have a valid photo ID, and meet one or more of the following criteria:
 - Currently enrolled in a college level Fire Science Program
 - Active Story County emergency responder
 - Currently on a certified Civil Service list for the Ames Fire Department
 - Have written approval from the Fire Chief
- A Job Shadow must be at least 14 years of age

All riders must complete and sign an Ames Fire Department *Rider Request Form*, *Rules of Conduct Form*, and a *Waiver and Release of Claims and Indemnity Agreement*.

Dress

Observers are required to dress appropriately, including:

- Dark pants
- Closed toes shoes
- Plain shirt/blouse appropriate for the season, without pictures or words.
Exceptions include any regionally accredited school-approved uniform or outside department-approved uniform.
- A City of Ames "observer" identification

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- Observers are responsible for their own transportation to and from the Fire Department.

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- Any and all personal information regarding fire/EMS cases or other incidents including names, medical history, and statements overheard or ascertained will remain confidential in compliance with federal HIPAA regulations.

Ames Fire Department Observer Program's Rules of Conduct

Additional Information

- The on-duty Shift Commander will determine the station and apparatus placement of the observer, in most cases attempting to limit riders to no more than one rider at any one time on any piece of apparatus.
- The on-duty Shift Commander has the ability to refuse any observer's privileges based on inappropriate dress (e.g., open-toed shoes, plaid shirt, etc.), time requested (e.g., interference with fire department events, etc.), or offensive body art.
- The Shift Commander or observer may terminate an observer's participation at any time.

Rider's Signature: _____ Date: _____

Signature _____ Date: _____

Parent/Legal Guardian's Authorizing Signature (If the child is under 18 years of age)

Ames Fire Department

Ride Along Request

Today's Date: _____

Name: _____

Date of Birth: _____

Address: _____

Phone Number: _____

Reason for participating in Ride Along: _____

In case of emergency, contact:

Name: _____

Address: _____

Phone Number: _____

Dates & Time Requested to Ride Along:
(Monday through Friday, 8:00 A.M. – 8:00 P.M.)

First Choice: _____

Alternate Choice: _____

Signature: _____

(For Official Use Only)

Date Received: _____

Approved: Yes / No

If Yes, Approved Ride Along Date & Time: _____

Waiver and Release of Claims and Indemnity Agreement Complete: Yes / No

Ames Fire Department Observer Program's Rules of Conduct Complete: Yes / No

Approved By:

Ames Fire Department

Job Shadow Request

Today's Date: _____

Job Shadow's Name: _____ Date of Birth: _____

Address: _____ Phone Number: _____

Reason for participating in Job Shadow: _____

Parent/Legal Guardian's emergency contact information:

Name: _____

Address: _____

Phone Number: _____

Dates & Time Requested to Job Shadow:

(Monday through Friday, 8:00 A.M. – 5:00 P.M., up to a 3 hour time slot e.g. 8 -11 A.M.)

First Choice: _____

Alternate Choice: _____

Parent/Legal Guardian's Authorizing Signature

(For Official Use Only)

Date Received: _____

Approved: Yes / No

If Yes, Approved Ride Along Date & Time: _____

Waiver and Release of Claims and Indemnity Agreement Complete: Yes / No

Ames Fire Department Observer Program's Rules of Conduct Complete: Yes / No

Approved By

Ames Fire Department

Observer Report

For Official Use Only

Date of Ride: _____

Ride Along or Job Shadow (Circle one)

Name of Ride Along: _____ Date of Birth: _____ Sex: M / F

Assigned to: _____ Shift# _____ Station # _____

Rider's business, occupation, or name of school: _____

Special medical information or services requested: _____

Ride Along Scheduled by: _____

Note any unusual activities which might be of later significance, such as reactions by citizens to the rider, comments of the rider, or other concerns you feel were significant: _____

Did the observer interfere with your duties? YES / NO

If so, how?

Lieutenant Signature & Date

THE STATE OF IOWA
CITY OF AMES, IOWA

**WAIVER OF LIABILITY RELEASE, INDEMNIFICATION
AND HOLD HARMLESS AGREEMENT**

KNOWN ALL MEN BY THESE PRESENTS:

That I, the undersigned _____, a private person, for an in the sole consideration of the privilege of riding as a guest of the Ames Fire Department during the period from _____ to _____, and recognizing that fire department activities involves certain inherent dangers and risks to persons and property, do hereby agree to assume the risks and dangers attendant to such activity, including but not limited to: damage to my property and/or personal injury to me as a result of motor vehicle accidents or motor vehicle collisions on either public streets or private property; damage to my property and/or personal injury to me resulting from the acts of third parties whether caused by errors, omissions, or negligent acts of said third parties to myself; damage to my property and/or personal injury to me resulting from my own activities, errors, omissions, or negligent acts; property damage and/or personal injury to others resulting from my own activities, errors, omissions or negligent acts.

I hereby waive all claims, release, indemnify, defend and hold harmless the City of Ames and all of its Officials, Officers, Agents, Employees, in both their public and private capacities from any and all liabilities, claims, suits, demands, expense of litigation, or causes of action which may arise by reason of injury to myself, other persons, or loss of, damage to, or loss of use of any property occasioned by error, omission, or negligent act of myself or any other person, including but not limited to Ames Firefighters, in all situations contemplated by the terms and conditions hereof and I will at my own cost and expense defend and protect the City of Ames against any and all such claims and demands.

I hereby agree to indemnify, defend and hold harmless the City of Ames and all of its Officials, Officers, Agents, and Employees from and against any and all claims, losses, damages, causes of action, suits, and liability of every kind, including all expenses of litigation, including but not limited to court costs and attorney's fees for the death of, or injury to any person or for loss of, damage to, or loss of use of any property arising out of any and all activities contemplated by this Agreement. Such indemnity shall apply whether the claims, losses, damages, causes of action, suits, or liability, arise in who or in part from the negligence of the City of Ames, its Officers, Officials, Agents, or Employees. IT IS THE EXPRESS INTENTION OF THE PARTIES HERETO, BOTH MYSELF AND THE CITY OF AMES THAT THE INDEMNITY PROVIDED FOR IN THIS PARAGRAPH IS INDEMNITY BY THE UNDERSIGNED TO INDEMNIFY AND PROTECT THE CITY OF AMES'S OWN NEGLIGENCE, WHETHER THAT NEGLIGENCE IS THE SOLE OR CONCURRING CAUSE OF THE INJURY, DEATH OR DAMAGE.

It is further agreed that the execution of this "Waiver of Liability", release, indemnification, and "Hold Harmless Agreement" will not constitute a waiver by the City of the defense of governmental immunity where applicable or any other defense provided by statutes of the State of Iowa or recognized by the courts of the State of Iowa.

The above named individual, _____, by his/her signature hereto, does request permission and authorization to ride as a guest observer with the Ames Department for the purpose of _____. He/she has read the Ames Fire Department's Rider Program's Rules of Conduct and agrees to abide by them.

Signed, this the ___ day of _____ 20 ____.

Parent or Guardian if observer is under 18

Signature: _____

Signature: _____

Address: _____

Address: _____

Telephone # _____

Telephone # _____

Authorizing Supervisor: _____

Requested Ride Date: _____, Time: _____

TO BE COMPLETED BY SHIFT COMMANDER

Station Assignment: _____ Shift Assignment: _____ Lieutenant Assignment: _____

Date & Time of Rider: _____ Comments: _____

Ames Fire Department Standard Operating Guidelines

Book: 2 – Routine Operations

Section: V – Equipment Operations

Chapter: 1 – **Knox® Fire Department Connection Program**

Date Approved: 02-20-2008 Revision No.: New Approved by: 

PURPOSE:

This procedure establishes the proper installation, maintenance, and requests for Knox® Fire Department Connection locking caps.

POLICY:

The International Fire Code (Chapter 912.3.1) and International Building Code (Chapter 912.3.1), both adopted by the City of Ames, authorize the installation of locking caps in local jurisdictions.

The code reads as follows: *“Locking Fire Department Connection Caps: The fire code official is authorized to require locking caps on fire department connections for water-based fire protection systems where the responding fire department carries appropriate key wrenches for removal.”*

PROCEDURES:

In an effort to protect fire department connections (FDCs) against vandalism and from foreign matter from entering sprinkler systems, the Knox® Fire Department Connection program authorizes use of locking FDC caps to eligible property owners throughout the City.

Key Wrenches

Specialized wrenches, called key wrenches, are required to lock/unlock FDC caps.

- Key wrenches can be accessed in the following locations:
 - On all first-out fire apparatus.
 - In both the engineer's compartment of trucks and engines and in a designated spot of the cab.
 - In the cab of all rescue vehicles, Car 1, and Car 2.
- Key wrenches in Car 2 are available for use by mutual aid companies.
- In the event the Ames Fire Department is asked for additional key wrenches:
 - Requests by local contractors for key wrenches should be routed through appropriate Fire Department Knox® representatives.
 - The Knox® Company will provide the Ames Fire Department with a special Contractor registration form authorizing local contractors to obtain Knox® key wrenches.
 - Key wrenches will be delivered to the Ames Fire Department after the FDC registration form has been completed and submitted to Knox®.
 - Key wrenches are provided free of charge for fire department use, but remain the property of the Knox® Company.

Ames Fire Department Standard Operating Guidelines

Book: 2 – Routine Operations

Section: V – Equipment Operations

Chapter: 1 – **Knox® Fire Department Connection Program**

Date Approved: 02-20-2008 Revision No.: New Approved by: 

Locking FDC Caps

- Maintenance of the locking FDC caps is the responsibility of individual property owners.
- Requests by property owners for additional locking FDC caps should be routed through appropriate Fire Department Knox® representatives.

REFERENCES:

International Fire Code, International Code Council, Inc., (2006).

International Building Code, International Code Council, Inc., (2006).

www.knoxbox.com, Knox Company.

Ames Fire Department Standard Operating Guidelines

Book: 2 – Routine Operations
Section: VI – Training
Chapter: 1 – AFD Instructor Requirements
Date Approved: 02-26-2014 Revision No.: New
Review Date: 2017

Approved by: 

PURPOSE:

This guideline provides clarification to Ames Fire Department (AFD) members wishing to conduct formal training as an instructor, both within the organization as well as outside of the organization.

POLICY:

The AFD recognizes the value of having certified fire service instructors available to instruct fellow firefighters. The AFD also recognizes that as a fire service instructor you are held to a higher standard. As an AFD instructor, you are responsible for the safety of the entire class at all times. You are also responsible for the content of the training material(s), making sure it is both accurate as well as appropriate for the class.

PROCEDURE:

- AFD members wishing to present training material(s) to the department, in a formal setting, will be Certified NFPA 1041 Fire Service Instructor I
 - Exception: Individuals working towards their Fire Service Instructor I certification who work under the guidance of a certified Fire Service Instructor I or higher
- A detailed training outline will be provided to the Shift Commanders for review and approval at least 30 days prior to the training
 - Training outlines will provide a ICS 215A Incident Action Plan Safety Analysis
 - Exception: If the training is classroom only and does not contain a hands-on portion, a ICS 215A Incident Action Plan Safety Analysis may not be required

REFERENCES:

ICS 215 A Incident Action Plan Safety Analysis

ICS 215A

Incident Action Plan Safety Analysis

Purpose. The purpose of the Incident Action Plan Safety Analysis (ICS 215A) is to aid the Safety Officer in completing an operational risk assessment to prioritize hazards, safety, and health issues, and to develop appropriate controls. This worksheet addresses communications challenges between planning and operations, and is best utilized in the planning phase and for Operations Section briefings.

Preparation. The ICS 215A is typically prepared by the Safety Officer during the incident action planning cycle. When the Operations Section Chief is preparing for the tactics meeting, the Safety Officer collaborates with the Operations Section Chief to complete the Incident Action Plan Safety Analysis. This worksheet is closely linked to the Operational Planning Worksheet (ICS 215). Incident areas or regions are listed along with associated hazards and risks. For those assignments involving risks and hazards, mitigations or controls should be developed to safeguard responders, and appropriate incident personnel should be briefed on the hazards, mitigations, and related measures. Use additional sheets as needed.

Distribution. When the safety analysis is completed, the form is distributed to the Resources Unit to help prepare the Operations Section briefing. All completed original forms must be given to the Documentation Unit.

Notes:

- This worksheet can be made into a wall mount, and can be part of the IAP.
- If additional pages are needed, use a blank ICS 215A and repaginate as needed.

Block Number	Block Title	Instructions
1	Incident Name	Enter the name assigned to the incident.
2	Incident Number	Enter the number assigned to the incident.
3	Date/Time Prepared	Enter date (month/day/year) and time (using the 24-hour clock) prepared.
4	Operational Period <ul style="list-style-type: none">• Date and Time From• Date and Time To	Enter the start date (month/day/year) and time (24-hour clock) and end date and time for the operational period to which the form applies.
5	Incident Area	Enter the incident areas where personnel or resources are likely to encounter risks. This may be specified as a Branch, Division, or Group.
6	Hazards/Risks	List the types of hazards and/or risks likely to be encountered by personnel or resources at the incident area relevant to the work assignment.
7	Mitigations	List actions taken to reduce risk for each hazard indicated (e.g., specify personal protective equipment or use of a buddy system or escape routes).
8	Prepared by (Safety Officer and Operations Section Chief) <ul style="list-style-type: none">• Name• Signature• Date/Time	Enter the name of both the Safety Officer and the Operations Section Chief, who should collaborate on form preparation. Enter date (month/day/year) and time (24-hour clock) reviewed.

INCIDENT ACTION PLAN SAFETY ANALYSIS (ICS 215A)

1. Incident Name:		2. Incident Number:	
3. Date/Time Prepared: Date: _____ Time: _____		4. Operational Period: Date From: _____ Date To: _____ Time From: _____ Time To: _____	
5. Incident Area	6. Hazards/Risks	7. Mitigations	
8. Prepared by (Safety Officer): Name: _____ Signature: _____			
Prepared by (Operations Section Chief): Name: _____ Signature: _____			
ICS 215A		Date/Time: _____	

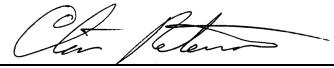
Ames Fire Department Standard Operating Guidelines

Book: 3 – Emergency Operations
Section: II – Fire Company Operations
Chapter: 1 – **Knox Box Keys**

Date Approved: 07-02-2009

Revision No.:2

Approved by:



PURPOSE:

To assure that each and every Knox key is accounted for and kept in its appropriate place.

POLICY:

Knox box keys are an invaluable tool for firefighters. Accountability of these keys is vital in assuring access when needed and in maintaining the safety and continued viability of our customers. Based on the level of importance, a failure to return the Knox key to the Sentralok may result in disciplinary action.

PROCEDURE:

- Confirm that access cannot be gained through an unlocked entry point.
- The Knox key is used to gain access to the Knox box and retrieve the key(s) for entry.
- The company officer, shift captain, or the apparatus driver (if no officer present) shall be responsible to remove the key(s) from the Sentralok.
- The person removing the key(s) shall radio Ames Police Department (APD) Dispatch and:
 - Identify *yourself*
 - Identify the *unit*
 - Identify your *location*
 - Confirm to Dispatch that you were able to access the key
- The person who has removed the key(s) shall maintain custody until it is replaced at the termination of the incident.
- Upon securing of the location, the key(s) shall be returned to the Knox box and locked.
- The Knox key is then returned to its specific apparatus. The responsible individual shall contact APD Dispatch and identify themselves by name and that they are replacing the Knox key in the Sentralok for that unit.

Non-emergency Access


- In the event that non-emergency access to a Knox Box is required for any reason (i.e., insert additional contents, perform content checks, provide routine maintenance) permission must first be granted from the appropriate site designee.
- Whenever possible, every effort should be made to contact business owners and/or managers to explain what level of service Fire Department personnel will be providing to the Knox Box *and* to request that appropriate site personnel be present.

Ames Fire Department Standard Operating Guidelines

Book: 3 – Emergency Operations

Section: II – Fire Company Operations

Chapter: 2 – **Safe Emergency Vehicle Operation**

Date Approved: 05-12-2014 Revision No.: 1 (07/06/09) Approved by: 

Review Date: 2017

PURPOSE:

To provide model procedures required to support the safe and effective operation of all fire and emergency vehicles, including fire apparatus, rescue vehicles, ambulances, command and support units, and any other vehicles operated by Ames Fire Department members in the performance of their duties.

POLICY:

The following policies apply to members who are driving Fire Department vehicles in an emergency response mode (the same policy applies to the emergency operation of any other vehicle within the scope of a driver's Fire Department duties).

PROCEDURES:

Regulatory and Statute Compliance

State of Iowa traffic laws include specific provisions for emergency vehicles while they are engaged in emergency operations. The Ames Fire Department Standard Operating Guidelines specify when and how these exceptions will be applied. The Fire Department driving guidelines may be, in some cases, more restrictive than state traffic laws.

The motor vehicle laws of Iowa grant specific allowances and exemptions to emergency vehicles, when they are responding to emergency incidents and using the required warning devices. These provisions only apply to officially recognized emergency vehicles *when responding to emergency incidents* while in compliance with all of the applicable laws and regulations.

State of Iowa traffic laws require an emergency vehicle to be equipped with warning lights and audible warning devices. The traffic laws also require other drivers to yield the right-of-way to an emergency vehicle when the warning lights and/or audible warning devices are in operation. An emergency vehicle's right-of-way cannot be assumed by the use of warning lights and audible warning devices, it is always the emergency vehicle driver's responsibility to ensure that the other driver yields. These devices are intended to make other drivers aware of the presence of an emergency vehicle; however, other drivers cannot be expected to yield the right-of-way if they do not see or are not aware of the emergency vehicle.

Notwithstanding such allowances and exemptions, by State law, the driver of the emergency vehicle is required to operate responsibly at all times, with due regard for the safety of all other persons and property. The emergency vehicle driver is

Ames Fire Department Standard Operating Guidelines

Book: 3 – Emergency Operations
Section: II – Fire Company Operations
Chapter: 2 – **Safe Emergency Vehicle Operation**

Date Approved: 05-12-2014 Revision No.: 1 (07/06/09) Approved by: 

Review Date: 2017

responsible for operating in a safe and prudent manner, recognizing that other driver could be distracted, inattentive, or simply uncooperative. Emergency vehicle drivers are not permitted to employ aggressive driving techniques to force another driver to yield the right-of-way.

Ames Fire Department members should use the following sections to help guide them with safe emergency vehicle operations.

Use of Warning Devices

- While responding in an emergency mode, Fire Department policy requires drivers to make their presence evident using both audible *and* visual warning devices.
 - Emergency vehicle drivers should endeavor to make their intentions as clear as possible and their vehicles as visible as possible to other drivers.
 - Warning lights should be used when the Fire Department vehicle is maneuvering or stopped in a location where it creates a traffic hazard.
 - When parked, audible warning device use may be discontinued.

Speed Limitations

- Pursuant to the authority of Iowa Code 321.231, subsection 3B, the driver of a Fire Department vehicle may, when responding in an emergency mode, “exceed the maximum speed limits so long as the driver does not endanger life or property.”
 - The foregoing provisions do not relieve the driver from the duty to drive with due regard for the safety of all persons, nor protect the driver from the consequences of reckless disregard for the safety of others.
 - When conditions are unfavorable, the posted speed limit should not be exceeded and actual speed should be determined by the conditions.
 - The driver should never exceed a speed that is safe and prudent, based on road and weather conditions and other circumstances, including the design and capabilities of the vehicle.
- The posted advisory speed for a curve should be considered the maximum allowable speed under all conditions, regardless of response condition.

Intersection Navigation

- The Fire Department emergency vehicle shall come to a full stop before entering a negative right-of-way intersection (red light, flashing red light, or stop sign), blind intersection, or any intersection where hazards are present and/or the driver cannot account for all oncoming traffic lanes.

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Book: 3 – Emergency Operations

Section: II – Fire Company Operations

Chapter: 2 – **Safe Emergency Vehicle Operation**

Date Approved: 05-12-2014 Revision No.: 1 (07/06/09) Approved by: 

Review Date: 2017

- The emergency vehicle should not enter the intersection until all approaching traffic has yielded the right-of-way and it is safe to proceed.
 - The emergency vehicle driver should ensure that all approaching vehicles in all lanes have yielded the right-of-way before advancing.
 - If necessary, due to traffic conditions or visual obstructions, the emergency vehicle driver should cross the intersection in stages, treating each lane as a separate intersection, stopping the vehicle, as necessary, to ensure that each lane may be crossed safely.
- When passing through an intersection where the emergency vehicle has the right-of-way, by virtue of a green light in the direction of travel and/or a stop signal (stop sign) for cross-traffic, the emergency vehicle should not exceed the posted speed limit.
 - Emergency vehicle drivers should not assume that oncoming/opposing traffic has stopped, even when facing a green signal or “clear” route.
 - Emergency vehicle drivers must visually confirm that oncoming/opposing traffic is stopped while approaching any intersection, and be prepared to stop immediately, if necessary.

Traveling in Opposing Traffic Lanes

- Pursuant to the authority of Iowa Code 321.231, subsection 2B, the driver of any authorized emergency vehicle, may “disregard laws or regulations governing direction of movement for the minimum distance necessary before an alternative route that conforms to the traffic laws and regulations is available.”
 - Per Fire Department policy, the above applies only when such vehicle is making use of both audible (siren) *and* visual signaling devices (emergency lighting).
 - The foregoing provisions do not relieve the driver from the duty to drive with due regard for the safety of all persons, nor protect the driver from the consequences of his/her reckless disregard for the safety of others.
 - Operating emergency vehicles in opposing traffic lanes is extremely hazardous under all conditions and should only be considered if there is no alternate route of travel.
 - When an emergency vehicle must travel in an opposing traffic lane or in a center turn lane to maneuver around slow moving or stopped traffic, it's speed shall not exceed the posted speed limit, and in most cases, should remain significantly below the posted speed limit to allow for sufficient reaction time.
 - When approaching a controlled intersection (traffic lights or stop signs) in an opposing traffic lane or center turn lane, the emergency vehicle should

Ames Fire Department Standard Operating Guidelines

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Date Approved: 05-12-2014 Revision No.: 1 (07/06/09) Approved by: 

Review Date: 2017

come to a full stop before entering the intersection, even if the traffic light is green in the direction of travel.

- If there is a median separating the emergency vehicle from the slow or stopped traffic, the emergency vehicle should not exceed the posted speed limit (actual speed should depend on the road, traffic, and weather conditions).

Passing Traffic in an Emergency Vehicle

- When overtaking traffic that is moving in the same direction, the emergency vehicle driver should give other drivers an opportunity to yield the right-of-way before passing.
 - If it is necessary to pass a vehicle that has not yielded the right-of-way, the emergency vehicle should provide as wide a clearance as possible.
- A Fire Department emergency vehicle should not overtake another emergency vehicle that is traveling in the same direction unless the driver of the lead vehicle has indicated that the other may pass.
 - A following vehicle may contact a leading vehicle by radio to request permission to pass.

Railroad Crossing

- The emergency vehicle shall come to a full stop at unguarded railway grade crossings.
- Caution should be exercised at grade crossings where warning lights and/or gates are provided, due in part because:
 - It is not always possible to hear an approaching train, due to the Doppler Effect (the perceptible change in the frequency and wavelength of a sound wave as it moves relative to an observer) and the type of locomotives used on some rail lines (particularly electric locomotives).
 - Otherwise “normal” appearing highway vehicles, equipped with rail wheels, are also used by railroads and may be encountered at grade crossings.
- When approaching a grade crossing with lowered gates and/or active lights and no apparent rail traffic, the emergency vehicle shall come to a full stop prior to the crossing.
 - Before proceeding, the emergency vehicle driver should visually confirm that no train or other rail vehicle is approaching on the tracks.
 - Complete confirmation may require that members physically dismount the vehicle to visually check the tracks.

Ames Fire Department Standard Operating Guidelines

Book: 3 – Emergency Operations

Section: II – Fire Company Operations

Chapter: 2 – **Safe Emergency Vehicle Operation**

Date Approved: 05-12-2014 Revision No.: 1 (07/06/09) Approved by: 

Review Date: 2017

- Warning devices and crossing gates are generally reliable, but can fail due to the harsh conditions to which they are exposed—these devices are designed to fail in the “safe” mode.

Stopped School Bus

- The emergency vehicle should not pass a school bus that has stopped with red lights flashing to load or disembark passengers, unless the bus driver clearly signals that it is safe to pass.
 - When clearly signaled by the bus driver that it is safe to pass a stopped school bus, the emergency vehicle should proceed slowly and with extreme caution past the school bus;
 - AFD members must be vigilant for children while approaching and passing the bus.
- The emergency vehicle driver must be prepared to stop immediately while approaching, passing, and leaving the area in which the school bus is stopped.

Frequency and Content of Driver Training Requirements

- Annual emergency vehicle training will include both classroom and hands on driving time.
- The content of emergency vehicle training may be based on curriculum from the International Fire Service Training Association’s *Pumping Apparatus Driver/Operator Handbook*, second edition, or an equivalent standard with prior approval from Fire Administration.
- Hands on driver training may include job performance requirements from the current NFPA 1002 Standard for Fire Apparatus Driver/Operator Professional Qualifications or NFPA 1001 Standard for Fire Fighter Professional Qualifications for Fire Fighter I, or other equivalent standard with prior approval from Fire Administration.

REFERENCES:

Authorized Emergency Vehicles and Police Bicycles, Section 321.231 of the Code of Iowa (2007).

Pumping Apparatus Driver/Operator Handbook (2nd Ed), International Fire Service Training Association (2006).

Ames Fire Department Standard Operating Guidelines

Book: 3 – Emergency Operations
Section: II – Fire Company Operations
Chapter: 3 – **Safety Vests**

Date Approved: 01-19-2009 Revision No.: New Approved by: 

PURPOSE

The purpose of this policy is to describe the required personal protective apparel to be worn by Ames Fire Department members when working at incidents that place responders in or near moving traffic.

POLICY

Effective November 24, 2008 a new federal regulation (Code of Federal Regulations Title 23 Part 634 – Worker Visibility) went into effect mandating that anyone working in the right-of-way of federal-aid highways must be wearing high-visibility safety apparel. In efforts to decrease the likelihood of fatalities or injuries, reflective-compliant vests are required to be worn by emergency responders during incidents and/or when exposure to the hazards of moving traffic are present for personnel working on foot (i.e., vehicle collisions/injury crashes, fluid spills, dangerous conditions, vehicle fires, or when shoveling snow from around fire hydrants).

PROCEDURE

When the nature of the incident requires AFD members to work in traffic right-of-ways, the following personal protective apparel shall be worn:

- ANSI 107-compliant Class II vest, Class III Highway Safety garment, or ANSI 207 Public Safety vest
 - If a member prefers to wear a structural turnout coat due to inclement weather (i.e., rain, cold, snow) 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.

Safety Vest Exemptions

Some unique incident types may be encountered where wearing a vest may be impractical. Under these limited situations, the requirement for donning ANSI-compliant vests by AFD members is exempted:

- When the hazard area, or “hot-zone,” is protected from the hazards of moving traffic (i.e., apparatus blocking, lane closures).
- ANSI-compliant Highway Safety vest need not be worn when a member is required to:
 - Don structural PPE and SCBA to work in close proximity to a source of heat, such as during suppression of a vehicle fire.

**Ames Fire Department
Standard Operating Guidelines**

Book: 3 – Emergency Operations
Section: II – Fire Company Operations
Chapter: 3 – **Safety Vests**

Date Approved: 01-19-2009 Revision No.: New Approved by: 

- Don hazardous material personal protective equipment to avoid potential exposure to chemicals or other contaminants.
- Don technical rescue PPE and/or equipment for a technical rescue incident (i.e., extrication, high or low-angle rope rescue, swift water rescue).
- Once complete with hot zone activities, members should then don ANSI-compliant vests

REFERENCES

Federal Highway Administration (2008), *Worker Visibility*, Code of Federal Regulations 23 CFR Part 634.

DOT Federal Highway Administration (Friday, November 24, 2006). Federal Register. (Vol. 71, No. 226, pp. 67792-67800).

Ames Fire Department Standard Operating Guidelines

Book: 3 – Emergency Operations

Section: II – Fire Company Operations

Chapter: 4 – **Company Tasks and Firefighting Objectives**

Date Approved: 08-21-2008

Revision No.: 1

Approved by: 

PURPOSE:

The purpose of this policy is to define fire suppression tasks and strategies that first-in companies may need to address upon arrival.

POLICY:

By defining a structure for the array of possibilities, responding personnel can prepare to prioritize necessary actions in a manner that utilizes companies in an efficient and effective manner.

PROCEDURES:

Incident Priorities

- Life safety
- Incident stabilization
- Property conservation

Crew Strategies

- Rescue
- Exposure
- Confinement
- Overhaul
- Extinguishment

Tasks

This SOG does not limit companies to the listed tasks, nor is it intended to define in absolute terms which company performs individual tasks. It is the responsibility of all personnel to be familiar with all task assignments normally assigned to their company. Training personnel to address assigned tasks is the responsibility of all company officers.

- The following is a list of company-level tasks, not necessarily listed in order of importance:
 - Engine company tasks
 - Rescue
 - Water supply
 - Initial attack lines
 - Backup lines
 - Exposure protection
 - Heavy streams
 - Tactical use of protective systems
 - Overhaul
 - Truck company tasks
 - Rescue
 - Ventilation

**Ames Fire Department
Standard Operating Guidelines**

Book: 3 – Emergency Operations

Section: II – Fire Company Operations

Chapter: 4 – **Company Tasks and Firefighting Objectives**

Date Approved: 08-21-2008

Revision No.: 1

Approved by:



- Laddering
- Forcible entry
- Fire extension
- Ladder pipe operations
- Utility control
- Salvage
- Overhaul
- Cross-training with engine and truck companies assures an understanding of the importance of coordinated company actions.
- Equipment, tools, and appliances should be placed on apparatus in a manner to facilitate quick response. Firefighters should approach fire suppression activities with the necessary resources to address task assignments.
- Assigning tasks by company helps maintain crew structure and should assist in effectively utilizing the department's accountability system.

Ames Fire Department Standard Operating Guidelines

Book: 3 – Emergency Operations

Section: II – Fire Company Operations

Chapter: 5 – **Aerial Pinnable Waterway**

Date Approved: 08-24-2009 Revision No.: New Approved by:



PURPOSE:

The purpose of this policy is to ensure that all Ames Fire Department personnel understand the method and importance of correctly setting up the aerial ladder's multi-position water monitor before pressurizing the waterway.

POLICY:

Over the previous several years, there have been several recorded occurrences of catastrophic failure to pinnable waterways, which have resulted in death and/or costly physical damage to equipment.

To reduce the likelihood of this occurring within our community, all Ames Fire Department personnel shall be properly trained (in accordance with applicable operating policies and procedures and per NFPA 1002) in setting up and changing the aerial ladder's waterway position (see Photo 1), prior to being assigned any operator responsibilities.

Pinnable waterway positions shall be manually verified during ladder daily checks/inspections by assigned driver/operators, even in the event of temporary driving assignments. This includes a hands-on inspection, moving the anchoring pin (if necessary), and verifying the proper set-up of the movable waterway.

PROCEDURE:

Securing the Anchoring Pin

Securing the waterway is a multi-step process that requires numerous movements, requiring specific and deliberate actions to ensure it is done correctly.

- Properly moving and securing the waterway requires moving the handle to first unlock the pin device by releasing tension via the cam.
- Physically move the pin device to the position desired, either the rear or forward position.
- Move the handle to lock it in place by creating tension via the cam.
- Always physically and visually re-verify that the locking mechanism (anchoring pin(s), lever, clamps, etc.) are properly installed and functioning as designed and that the aerial is set up for master stream operation before the waterway is ever pressurized.

Ames Fire Department Standard Operating Guidelines

Book: 3 – Emergency Operations
Section: II – Fire Company Operations
Chapter: 5 – **Aerial Pinnable Waterway**

Date Approved: 08-24-2009 Revision No.: New Approved by: *Chris Peters*

Training

- Aerial apparatus operator training shall include specific training objectives for properly changing and securing the pinnable waterway as part of the Ames Fire Department annual training.
- Remember, the ladder truck is only as good or as safe as the operator is competent. Continued training and familiarization is essential for all Fire Department members.

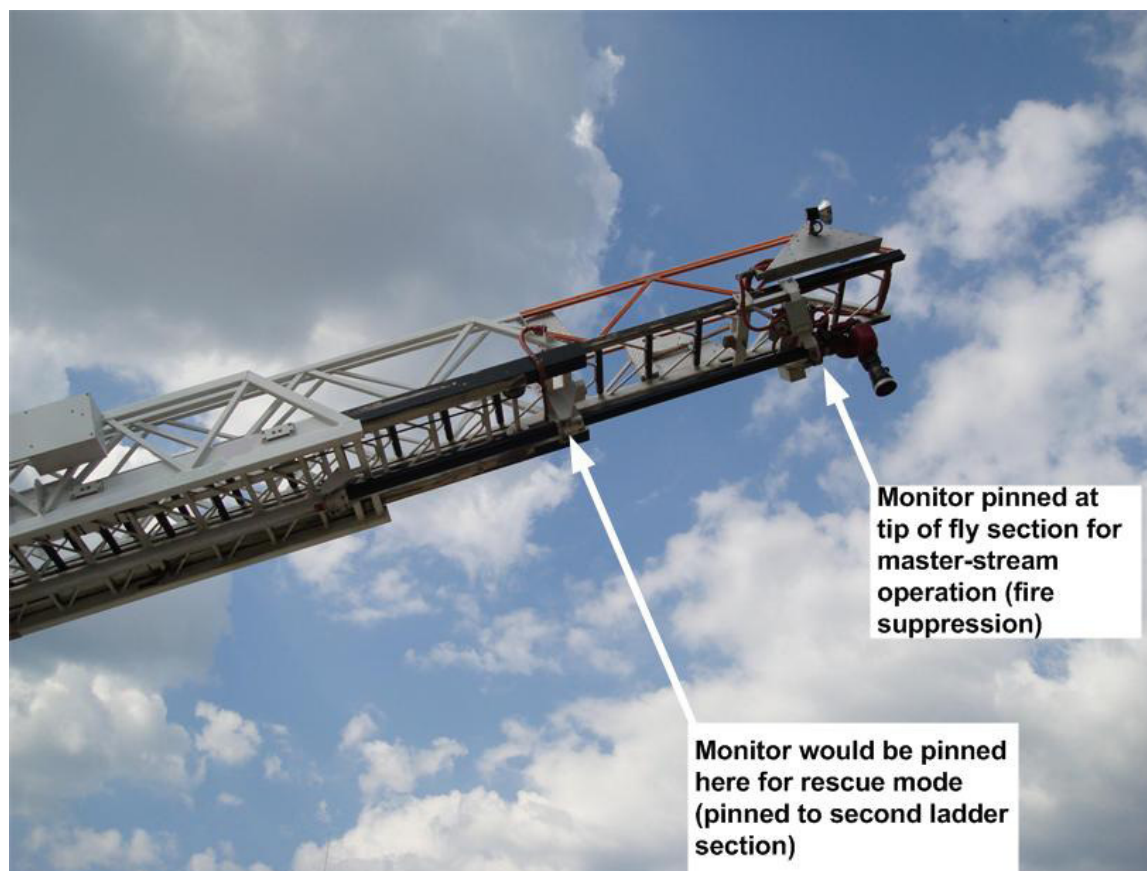


Photo 1

REFERENCES

National Institute of Safety and Health (February 6, 2009), Fatality Assessment and Control Evaluation Investigation Report # F2008-12.

Ames Fire Department Standard Operating Guidelines

Book: 3 – Emergency Operations
Section: II – Fire Company Operations
Chapter: 6 – **PASS Devices**

Date Approved: 12-04-2007 Revision No.:3

Approved by: 

PURPOSE:

This guideline covers maintenance, testing, and use of the PASS (personal alert safety system) device.

POLICY:

The PASS device is an SCBA-integrated, automatically activated, distress alarm system for firefighters' personal protection. Its maintenance, testing, and use are the responsibility of individual firefighters.

PROCEDURES:

Operating Instructions:

- The PASS device shall be operational whenever you are exposed, or potentially exposed, to any hazardous atmosphere or operation.
- When the air circuit is opened, the system acknowledges activation with three quick audible chirps. A green LED flashes continuously while the system is in its operating mode.
 - If the distress alarm fails to detect motion for approximately 20 seconds, it will go into a pre- alarm mode, signaled by a two-tone audible chirp and a flashing red LED.
 - If no movement is detected for approximately seven seconds after the pre-alarm is triggered, the system goes into full alarm. A three-tone, almost continuous audible alarm is generated and a red LED flashes.
 - Once in full alarm, the system can only be reset by twice depressing the yellow push button on the control console.
 - The system's dual audible and visual alarms will continue to signal the presence of an incapacitated SCBA user for minimum of up to five hours at full sound level. These alarms will continue even after the cylinder's air is spent.
 - The PASS device can be turned off by taking the following actions:
 - Close the cylinder valve.
 - Bleed the air pressure from the regulator with the bypass valve.
 - Twice depress the yellow push button on the control console.
- Manual operation of the system is important in the event the SCBA user becomes lost or disoriented, or otherwise requires emergency assistance.
 - By simply depressing the control console's red push button, the system will go into full alarm.

**Ames Fire Department
Standard Operating Guidelines**

Book: 3 – Emergency Operations
Section: II – Fire Company Operations
Chapter: 6 – **PASS Devices**

Date Approved: 12-04-2007 Revision No.:3

Approved by: 

- An audible deactivation two-tone beep alerts users to the system being turned off.

Maintenance:

- The PASS device should be tested at the beginning of each shift.
- The PASS device should be cleaned after each use with a damp cloth and checked for physical damage and retested.
- *Do not* wait for a low battery indicator to alert you to needed maintenance.

Batteries:

- Batteries should be replaced in PASS devices every six months.
- There is a battery-life-check indicator built into the reset button that allows a user to also visually check the condition of the battery's life.
- Replacement with a *good quality a 9-volt Alkaline or 9-volt Ultralife® Lithium batteries* is manufacture recommended.

REFERENCES:

Pak-Alert SE® +: Questions and Answers, Tyco/Scott® Health and Safety, Retrieved December 2007 from:

http://www.scotthealthsafety.com/PDFs/QA_pkalert_6097D_505.pdf.

Ames Fire Department Standard Operating Guidelines

Book: 3 – Emergency Operations

Section: II – Fire Company Operations

Chapter: 7 – **Mayday Procedures**

Date Approved: 05-12-2016 Revision No.: 2 (08-02-11) Approved by: 

Review Date: 2019

PURPOSE:

The purpose of this policy is to serve as a model for declaring mayday and conducting mayday operations. Survival depends on a mix of predictable and standardized actions by a firefighter, company officer, and an incident commander. To maximize the very narrow window of survivability for a lost or downed firefighter, individual firefighters and company officers must not delay reporting a need for immediate rescue.

POLICY:

The intent of this policy is to provide a systematic approach for declaring mayday and conducting mayday operations in response to a firefighter in need of immediate rescue (e.g., becomes lost, experiences a significant fall, becomes trapped, has an equipment failure, runs out of air, suffers an injury or medical issue while operating inside an IDLH atmosphere, etc.).

PROCEDURES:

Incident Command Responsibilities:

An incident commander may issue a mayday if there is no response from the individual(s) being contacted on the radio after more than one radio contact attempts have been made, if the individual(s) in question are not in sight, or immediately if there is a radio emergency notification alarm with no response after acknowledgment. Any report of “mayday” or “radio emergency notification alarm,” will receive **emergency radio traffic**. Incident command will acknowledge the mayday, and/or alarm, and inform dispatch. All on-scene personnel will allow the incident commander to talk to the firefighter(s) in jeopardy and/or make assignments for rescue.

Upon receiving a mayday, or a radio emergency notification alarm with no response, incident command should:

- Move all personnel not directly involved in rescue operations to a different fireground radio channel to keep the victim(s) channel clear.
- Obtain a LUNAR report from the individual(s) calling the mayday
 - Location (Even if it is only where you think you are)
 - Unit
 - Name
 - Air Supply (Remaining)
 - Resources (Needed)
- Restructure the strategy and incident action plan to include a priority rescue effort by the rapid intervention team (RIT), while maintaining necessary fire control to aid in rescue effort.

Ames Fire Department Standard Operating Guidelines

Book: 3 – Emergency Operations
Section: II – Fire Company Operations
Chapter: 7 – **Mayday Procedures**

Date Approved: 05-12-2016 Revision No.: 2 (08-02-11) Approved by: 

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- Assign mayday and RIT operations to a member of the command staff
- Request an ALS ambulance through dispatch
- Request additional shift callback to staff and report to the scene with a minimum of an additional engine company.
- Conduct a personal accountability report (PAR).
- Assemble a second RIT.

Company Officer Responsibilities:

Despite the potential negative stigma of requesting aid, it is critical that a company officer facing a possible life-threatening emergency immediately take action to avoid the situation and/or call for assistance early, *before* becoming incapacitated.

The company officer should also issue a mayday if there is no response from individual(s) being addressed on the radio after more than one radio contact attempts have been made, if the individual(s) in question are not in sight. If unable to locate an assigned firefighter or upon obtaining an incomplete PAR, company officers should issue a mayday, including;

- Who is missing;
- Last known location;
- Actions being taken.

Firefighter Responsibilities:

Firefighters are responsible for having a clear understanding of the mayday parameters and for being able to transmit a mayday over the radio with 100% accuracy 100% of the time. Each on-duty firefighter is issued an AFD radio, and is expected to actively monitor it at all times while on the fireground.

Despite the potential negative stigma of requesting aid, it is critical that a firefighter facing a possible life-threatening emergency immediately take action to avoid the situation and/or call for assistance early, *before* becoming incapacitated. In the event that a firefighter does require immediate rescue (e.g., becomes lost, experiences a significant fall, becomes trapped, has an equipment failure, runs out of air, or suffers an injury or medical issue while operating inside an IDLH atmosphere, etc.), s/he should:


- Issue a mayday over the radio.
 - Repeat the word “mayday” three times in a row (e.g., mayday--mayday--mayday). Note: If the firefighter is unable to speak or push the PTT button, they should immediately activate their emergency notification alarm on the radio by pressing the orange button on top of the radio or lapel mic.

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- Be able to provide LUNAR information after incident command acknowledges the mayday, or activation of the emergency notification alarm.
- Activate PASS device.
- Begin self rescue.
 - Attempt to get out of the building by whatever means possible.
 - If unable to exit the structure, find a protective room or floor away from the fire and position near an exterior wall, door, or window, to increase chances of being rescued.
 - Make presence known by pounding on the wall, or floor, and shining flashlight around.
 - Conserve air supply.

Canceling a Mayday:

At any point and time a mayday may be cancelled, once incident command has received notification that:

- Conditions have changed;
 - Further assistance is not needed;
 - Successful rescue has occurred; or that
 - Conditions have deteriorated to a point that a rescue is unavailable.
- Incident command will notify on scene crews and dispatch that the mayday has been cancelled, along with a short explanation as to why.

DEFINITIONS:

Emergency radio traffic: Urgent radio traffic; a request for other unit(s) to clear the radio waves for an urgent message.

IDLH: Immediately dangerous to life and health.

Mayday: International distress signal.

Personnel accountability report (PAR): A PAR roll call announcement made by command to verify accountability for each unit over the radio (i.e., Incident command: *E-1 PAR?*, Engine 1: *E-1 has PAR*, Engine 2: *E-2 PAR*, etc.).

REFERENCES:


B.A. Clark (2006). Several articles retrieved from <http://www.firehouse.com> in 2011.

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Essentials of Firefighting and Fire Department Operations (5th Ed), International Fire Service Training Association (2008).

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Date Approved: 01-15-2014 Revision No.: 2 (02/15/00) Approved by: 
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PURPOSE:

The Ames Fire Department accountability system is a tool used by Incident Command to manage incidents and facilitate the tracking of resources, personnel, and assignments. Incident Command uses the accountability system to track the crews assigned to the scene.

POLICY:

Company officers will use the accountability system to track firefighters assigned to them. Firefighters use the accountability system to monitor their team members and should always know their company officer. Use of this system will promote firefighter safety and help standardize the management of incidents.

PROCEDURE:

In order to operate safely during emergency situations, the following special precautions must be followed and rigidly enforced. The Accountability System shall be utilized at all responses. The firefighter accountability system is designed to minimize firefighter death and injury. Every individual from the firefighter to the Fire Chief shall be responsible for ensuring they are included in the accountability system.

Roles and Responsibilities

- Incident Commander (IC)
 - Implement the accountability system to ensure overall accountability and responsibility for tracking individuals on the emergency scene
 - Determine to what degree the system is to be implemented based on the magnitude of the incident
 - Maintain an effective span of control
 - Account for all personnel assigned within the command structure
- Company Officer
 - Provide direction, accountable for all crewmembers
 - Maintain a constant awareness of the position and function of all personnel assigned to crew
 - Ensure crew remains intact in order to account for members
 - Maintain and ensure nametags are placed on both the primary and back-up passports correctly

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- Firefighter
 - Accountability begins with the individual firefighter, thus it's important to remember that individual decisions and actions may have significant impact on firefighter safety and accountability
 - Each firefighter must ensure they are assigned and report directly to a company officer
 - Nametags should be placed on both the primary and back-up passports for an assigned vehicle
 - Crewmembers must exercise the buddy system (two-members) as a means to ensure team safety and accountability
 - Maintains a minimum of 6 nametags


Accountability Operations

- Tagging into Passport
 - Each member is responsible for placing one nametag each on the primary and back-up passports at the start of their shift.
 - The primary passport (white) is typically located with the company officer or acting company officer. The back-up passport (red) is typically located near the front right seat (officer's seat) of the apparatus.
 - The nametag for the company officer or acting company officer's is placed on the top of both passports.
 - The nametag for the driver/operator assigned to the apparatus is placed upside down on the passports.
 - Remaining crewmember's passports are placed below the company officer or acting company officer and driver/operator's nametags.
 - Anyone leaving a station or changing apparatus assignment are responsible for removing their nametags from both passports.
 - Make up kits are available and found on Command 1 if tags are lost, damaged, or if someone reports directly to the incident without tags.

Note: The company officer must ensure this procedure is followed.

- Arrival on Scene
 - Company officers or acting company officers are responsible for the delivery of the primary passport to the IC at the earliest and safest opportunity. Back-up passports remain on the apparatus unless primary passport is missing or otherwise directed by the IC.

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- During initial single company operation, it is not necessary for the company officer or acting officer to deliver the primary passport.
 - The IC may use the status board to track assignments.
 - Crews arriving after incident command is established should establish contact with the IC and transfer their passport to the I.C., or his/her delegate in charge of tracking accountability. This includes crews reporting from staging.
 - Upon completion of an assignment, a company will report to the IC, who confirms that all crew members are accounted for, returns the crews' passport to the company officer, and/or assigns a new task.
 - If, for some reason, the driver/operator is no longer with the apparatus, their nametags should be turned right side up.
- Personnel Accountability Report (PAR)
 - Allows for the exact location of firefighters and their status
 - The IC may request a PAR at anytime, but always requested under the following conditions:
 - Incident declared under control
 - Change in strategy (e.g., offensive to defensive, etc.)
 - Catastrophic event (e.g., flashover, backdraft, collapse, etc.)
 - Emergency evacuation
 - Report of a firefighter missing or in distress
 - When a PAR is requested, units report in an ascending number sequence in the following order: Engine(s), Truck(s), Rescue Unit(s), and Command Vehicle(s)
- Termination
 - Upon completion of the shift, individuals are responsible for retrieving their nametags from the passports.
 - Nametags not removed from the passport(s) at the end of the shift, will be attached to a "missing in action" board posted by the bunker gear storage at each station.

DEFINITIONS:

Back-up Passport (Red): Remains in the apparatus serving as a back-up to the primary passport. If a team is unaccounted for, the back-up passport can be used to identify

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the team members. In addition, it may be used as a temporary replacement for a lost primary passport.

Make-up Kits: Command 1 is equipped with make-up kits containing the necessary materials to construct new crews of personnel who report directly to an incident or to replace lost or damaged components for in-service crews.

Make-up Passport (Green): Found in make-up kits, and used for creating customized passports in the field. Personnel who arrive from outside agencies or for the formation of a specialized team can be given a make-up passport. Make-up crews are assigned identification by writing the crew designation at the top of the passport.

Nametags: Each department member is issued a minimum of six engraved nametags. Nametags are stored on a Velcro patch under an individual's helmet. Personnel enter into the system by placing their nametags on the primary and back-up passports of their assigned crew.

Passport: Passports consist of a Velcro and a plastic card, which identifies company and crew. Passports are used to attach the nametags of firefighters. In an emergency, the passport may be used to account for companies, crews, and to identify individual members of a crew.

Passport System: The system of emergency scene accountability, using nametags, passports, and status boards to account for individual members of crews, companies, and teams.

Personnel Accountability Report (PAR): A roll call of all units (crews, team, groups, companies, sectors) assigned to an incident. Usually by radio, the supervisor of each unit reports the status of the personnel within the unit at that time. A PAR may be


required by SOP at specific intervals during an incident, or may be requested at any time by the IC or the Incident Safety Officer (ISO).

Primary Passport (White): Used to check crews in and out of the emergency scene and track assignments.

Status Boards: This is a plastic board with Velcro strips, used by Commanders or delegated individuals to attach passports, designate assignments of crews, and as a

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tactical worksheet.

REFERENCES:

<http://passportaccountability.com/>

Essentials of Firefighting (5th Ed), International Fire Service Training Association (2008)

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Book: 3 – Emergency Operations
Section: II – Fire Company Operations
Chapter: 10 – Emergency Incident Rehabilitation Program
Date Approved: 09-25-2014 Revision No.: New Approved by: 
Review Date: 2017

PURPOSE:

This guideline outlines the roles and responsibilities for Ames Fire Department (AFD) members establishing or participating in emergency incident rehabilitation operations, known as rehab.

POLICY:

The AFD recognizes the importance of firefighter health and safety. AFD also recognizes how the effective implementation and utilization of on-scene rehab, at both an emergency incident and training, can positively influence a firefighter's health and safety. Rehab operations should be established when required either by the Incident Commander (IC) at an emergency scene, or by the instructor at training. Rehab operations should be considered and evaluated during every incident and training exercise, especially those of longer duration.

PROCEDURE:

Regardless of whether an IC or training instructor implements a rehab, all personnel share the obligation to immediately advise their Company Officer when fatigue levels are approaching a level that could affect themselves, their crew, or the operation. It's everyone's responsibility to stay hydrated, especially during periods of hot weather, by drinking water and/or "sports" type beverages throughout the workday.

However, when deemed necessary, a rehab may be staffed by fire personnel, EMS, or other responders (preferably at a BLS level) specifically tasked to identify and provide a specific area for personnel to assemble to receive the following as needed:

- A physical assessment, medical evaluation and treatment of minor injuries
- Rest, hydration and refreshments
- Continual monitoring of physical condition
- Transportation for those requiring treatment at a medical facility

When possible, medical monitoring and treatment should be provided by a BLS-level crew with the availability of an EMS transport vehicle.

Incident Commander (IC)

The role of the IC should be to consider the circumstances of each incident and make adequate provisions early in the incident for the rehabilitation of all members operating at the scene, to include medical evaluation, treatment and monitoring, food/fluid replacement, mental rest and relief from extreme climatic conditions. Responsibilities of the IC may include:

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- Establishing rehab for members following the use of a single 45-minute SCBA cylinder or after 40 minutes of intense work without SCBA, and adjusting these benchmarks depending upon work and/or other conditions.
- The consideration of designating a Rehab Manager, who will:
 - Work with the IC to designate a rehab location
 - Identify and request additional resources and supplies as needed
 - Designate an area for EMS to conduct patient care
 - Track personnel's time in and out of rehab, using the department's accountability system
- Making every effort to send an entire company to rehab as a unit to assist in maintaining accountability and crew integrity

Company Officers


The role of the company officer is to maintain awareness of the condition of each member operating within their span of control and ensure that adequate steps are taken to provide for each members safety and health. Responsibilities of the company officer may include communicating with the IC on the extent of crew activity, including the number of SCBA cylinders used, duration and type of activity, and need for rehab.

EMS Personnel

The role of EMS personnel is to provide a physical assessment, medical evaluation and treatment of minor injuries as needed. Rehab responsibilities may include:

- Monitoring of physical condition (a minimum 10 minutes for an initial cool down and evaluation period)
- Holding crew members in rehab or transport when obvious indicators of inability to return to full duty are present (must be communicated to IC), which may include abnormal signs and/or symptoms in the following areas:
 - Chest pain, dizziness, shortness of breath, weakness, nausea, headache
 - General complaints of cramps, aches, pains
 - Symptoms of heat or cold-related stress
 - Changes in gait, speech, behavior
 - Altered mental status
 - Any vital signs considered abnormal, such as:
 - A pulse rate > 100 after 20 minutes in rehab.
 - A respiratory rate <12 or >20 breaths per minute.
 - A systolic blood pressure >160 and/or diastolic > 100mmg
 - An SpO2 <95% (source: NFPA 1584)

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Rehab Area Location(s)

- Rehab should be:
 - A sufficient distance from the incident so personnel can safely remove PPE
 - Protected from inclement weather conditions
 - For hot environments this area should include shade and/or air-conditioning and a place to sit.
 - In cold and wet environments, rehabilitation areas should be dry, protected from the wind, heated and provide a place to sit. Multiple areas for rehabilitation may be necessary depending on size and complexity of the incident.
 - Free of exhaust fumes from apparatus and equipment
 - Large enough to accommodate multiple crews at the same time and have an area for EMS to conduct medical monitoring and treatment

Rehab Operations Supplies

Personnel assigned to rehab shall work to secure necessary resources required to adequately staff and supply rehab operations, which should include some basic supplies, such as:


- Water and/or “sports” type beverages (every incident)
- Medical/EMS/Trauma bag (every incident)
- Ice for hot weather and coffee or other warm beverages during cold weather
- Snacks (e.g., protein bars, snack crackers, fruits, etc.)
- Floodlights, towels, traffic cones and fire line tape (used to identify the rehab area)
- Portable shelter, fan, tarp, misting and/or cooling equipment, blankets, chairs, and a trash receptacle

REFERENCES:

A Guide to Best Practices - An Introduction to NFPA 1584 (2008 Standards)

Rehabilitation and Medical Monitoring, Bledsoe, Bryan E. (2011).

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Book: 3 – Emergency Operations
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Chapter: 11 – **Forcible Entry**
Date Approved: 01-15-2014 Revision No.: New Approved by: 
Review Date: 2017

PURPOSE:

To establish tactical and strategic guidelines to be followed during emergencies when immediate, unsecured access to a property is not readily available.

POLICY:

AFD personnel shall use all available information, including dispatch information and a proper size up to determine if forced entry is necessary. When gaining access to a locked structure, personnel shall use the most efficient entry means possible to mitigate the emergency at hand. When feasible, personnel will use techniques that limit damage to the structure.

PROCEDURES:

Responsibility

The first arriving officer has the responsibility, as well as the authority, to determine if immediate forced entry is warranted. If time permits, the officer may consult with a shift commander and/or other on-scene officers.

Size Up

AFD personnel should thoroughly size-up and evaluate any situation potentially requiring forced entry prior to selecting the most appropriate method of entry. Forced entry will be used only in cases of a potential emergency where other measures to obtain access are unsuccessful. Factors AFD personnel shall consider when deciding to use forced entry:

- Urgency of entry (dispatch information, on-scene conditions, etc.)
- Type of door/window and lock assemblies
- Tools and personnel available
- Extent of damage the entry will create


Immediate Forced Entry

Immediate forced entry of a locked structure is warranted if any of the following are found upon initial size-up:

- Smoke or fire showing from the structure
- Hazardous condition immediately threatening occupant
- Visual confirmation that a victim/patient inside the structure needs immediate assistance

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- Patient believed to be alone and is now medically unable to unlock a door or verbally respond, could be third party information
- Expressed permission from the occupant

Pre-Forcible Entry Considerations

- Verify that the building does not have a Knox Box®
- If there is no one outwardly present at the structure upon arrival, request that dispatch attempt to contact the 911 caller and verify address and nature of emergency
- Contact the building owner (i.e. apartment, business etc.)
- Try before you pry, check all doors and window to see if access could be gained (consider second story windows)
- Attempt to locate a key under door mats and nearby planters
- Ask neighbors if they have a cell phone number for the owner or occupant of the residence
- Ames Police shall be requested to the scene of any incident where Ames Fire Personnel plan to force entry where the conditions are not life threatening or rapidly deteriorating. When IDLH environment is not suspected, Ames Police should search the building prior to firefighters entering the structure, and in possible cases of violence or trauma
- If no life safety or property conservation hazards are evident, forcible entry is not justified

Forcing Entry

- Utilize the safest, quickest, least invasive means to gain entry (i.e. breaking small pane of glass, removing door hinges, cutting drywall, etc.)
- Minimize damage to the structure
- In extreme emergencies (i.e. fire or smoke showing) efforts to gain entry should be made with speed and efficiency being the primary factors
- Always use the appropriate tool for the job; do not use the body such as a foot or a shoulder to force a door or window
- Personnel shall use caution and wear the appropriate PPE when forcing entry

Incident Termination

- If no emergency is found after forced entry, and no one is in the building, the on-duty shift commander shall be notified and AFD personnel shall not leave the scene until police arrive

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- The shift commander shall be responsible for seeing that the building is properly secured
- A notification on AFD letterhead shall be left in the home asking homeowner/occupant to contact the appropriate person at AFD
- Dispatch may also be asked to leave a message with homeowner to contact personnel at AFD.
- All pertinent facts of the situation, including the decision making process to force entry, shall be documented in the narrative portion of the incident report



Date: _____ Time _____

Dear Resident,

Ames Firefighters were notified by 911 dispatch center of a possible emergency at your address.


Upon arrival, our fire officer determined that conditions warranted that we force entry to mitigate the emergency.

We made entry through the following area:

Please call 515-239-5416 and ask for the shift commander on duty. The shift commander will be able to explain what occurred and why we forced entry.

Please contact Commander _____

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Section: II – Fire Company Operations		
Chapter: 12 – Rapid Intervention Team(s)		
Date Approved: 2-3-2016	Revision No.: New	Approved by: 
Review Date: 2019		

PURPOSE:

The purpose of this policy is to establish guidelines for the response, tasks, and organization of a Rapid Intervention Team (RIT).

POLICY:

The objective of a RIT is to have a fully equipped rescue team onsite, in a ready state, to be immediately available to assist a firefighter(s) unable to self-extricate.

PROCEDURES:

Establishing a RIT

An established RIT should be considered by the incident commander (IC) for:

- Structural or building fires in the offensive mode requiring the use of SCBA and hand lines
- Hazardous materials or weapons of mass destruction incidents requiring entry into a hot zone

A RIT should be considered under the following conditions:

- Specialized/technical rescue incidents with rescuers operating in a hot zone or hazard area
- Any other incident posing significant risks or hazard to firefighters as determined by the incident commander and/or assigned safety officer

Ideally, a RIT should consist of a minimum of two personnel, with more assigned as needed and as staffing allows.


A RIT “Leader” should be assigned by the IC, and have the same responsibilities of a company officer or acting officer.

Activating a RIT

In the event of a “firefighter down” emergency (MAYDAY), or other indications that a firefighter requires immediate assistance; Incident Command should:

- Request “Emergency Radio Traffic”
- Request all other non-emergency traffic be minimized and moved to an alternative radio channel
- Request a Personnel Accountability Report (PAR) of all personnel at the scene on the secondary channel
- Deploy the RIT. It is imperative that RITs not self-deploy

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- Other companies should continue with initial assignments, unless requested by the IC to assist in the rescue
- Ready a secondary/back-up RIT

RIT Responsibilities

RIT is designated, announced via radio, and assigned to a location by the incident commander. Typically RIT:

- Is located close to the point of entry of fire crews or at a position where they can be readily deployed
- Stands by intact, as a unit, in a state of readiness, monitoring all fire ground conditions and radio traffic
- Readies for immediate assignment in full protective clothing, with SCBA and radio
- Obtains the following information from IC:
 - Fire location
 - Interior team(s) entry point and last known location
 - Critical fire ground factors (scene conditions & hazards)
 - Type of construction and condition
 - Air management (elapsed time)
 - Potential firefighter rescue operations
- Stages the appropriate equipment, as determined by the hazards of the incident. Such equipment could include but is not limited to:
 - RIT-pack
 - Thermal imager
 - Box lights
 - Married set
 - Ladders
 - Pack-tracker
 - Medical bags, including AED
 - Rope
 - Chain saw
 - Pike poles
 - Long pry bar(s)
 - Backboard and/or stokes basket (Note: when practical, all tools assigned to RIT should not be used for other fire ground operations)
- Establishes a hose line, consider secondary water source when applicable
- Performs an initial RIT/rescue size-up (360 degree) and reports findings to the IC

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If activated, RIT should:

- Use any and all resources available to find the firefighter in distress
- Search rapidly, thoroughly, and with a purpose
- Upon finding the firefighter in distress, assess the usable air supply, major traumatic injuries, and level of consciousness
- Be prepared to protect the downed firefighter in place and determine needs and resources based on conditions
- Develop an extrication plan
- Call for additional help if needed

Terminating RIT

Termination of the RIT will occur via radio when the IC determines that:


- The IDLH atmosphere has been eliminated or no longer exists secondary to suppression/control actions
- On scene emergency personnel are no longer exposed to harmful risk(s)

REFERENCES:

National Fire Protection Association (NFPA) 1407 – Standard for Training Fire Service Rapid Intervention Crews

Rapid Intervention Teams (1st Edition), Fire Protection Publications, Oklahoma State University (2001)

Ames Fire Department Standard Operating Guidelines

Book: 3 – Emergency Operations
Section: III – Command Operations
Chapter: 1 – **Story County Iowa Alerts Emergency Notification System**
Date Approved: 06/01/2015 Revision No.:1 (12-21-2009) Approved by: 
Review Date: 2018

PURPOSE:

The purpose of this policy is to establish guidelines for the administration and use of the Story County Iowa Alerts Emergency Notification System within the Fire Department.

POLICY:

These departmental policies parallel and *do not supercede* policies and procedures within the guidelines of the Story County Emergency Management Agency (EMA) or the City of Ames.

PROCEDURES:

Background

The Story County Iowa Alerts Emergency Notification System is a communication service for mass emergency notifications. Story County Iowa Alerts utilizes Internet mapping capability for geographic targeting of calls, coupled with a high speed telephone calling system capable of delivering customized pre-recorded emergency messages directly to homes, businesses, live individuals, or answering machines, at the rate of up to 60,000 calls per hour and 1,000 text messages per minute.

Administration

- The administration of Story County Iowa Alerts will be the responsibility of the Story County EMA and the COA Story County Iowa Alerts Team, and may include the following:
 - Maintaining an up-to-date roster of all trained users.
 - Requesting training or training materials as needed.
 - Limiting Story County Iowa Alerts to trained users.
 - Protecting and/or limiting the use of assigned user names and passwords to activate a Story County Iowa Alerts emergency notification.
 - Protecting information within the Story County Iowa Alerts database.
 - Notification of system breaches or suspected tampering.
 - Notification of performance issues for resolution with the vendor.
- Only Fire Department members who are trained and have access to Story County Iowa Alerts are authorized to activate an emergency notification.
 - Authorized users are selected at the will of the Fire Chief.
 - The Fire Chief maintains an official list of authorized users.
 - Current authorized users include selected members of the Fire Suppression Administrative Staff group.

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Primary Message Types

The Story County Iowa Alerts Emergency Notification System is to be activated for incidents where rapid and accurate notification is essential for public safety. Examples include:

- Isolated emergency incidents (e.g., fires, transportation-related accidents)
- Mass casualty incidents
- Natural disaster alerts
- Hazardous material releases or leaks
- Emergency evacuations
- Homeland security situations
- Weather related incidents, including emergency snow route notifications

Secondary Message Types

The Story County Iowa Alerts Emergency Notification System may be used for incidents where the Fire Department, Police Department, or Story County Sheriff's Office deems the situation suitable for activation. Examples include:

- Missing person alerts
- Amber alerts
- Special notifications

Usage

- The Story County Iowa Alerts Emergency Notification will be used for official emergency notification only.
- Usage of the Story County Iowa Alerts Emergency Notification System is unlimited.
- Authorized users, with prior approval from the COA Story County Iowa Alerts Team, will exercise the Story County Iowa Alerts Emergency Notification System annually to maintain proficiency and assure functionality of the system.

Scenario Templates

For standardization purposes, the following emergency notification system templates are available for use by authorized Fire Department users.

- *Natural Disaster*: A(n) {natural disaster condition} is reported to be occurring at {location(s)} and threatening {other location(s)}. Avoid {location(s)} or, if anywhere near these areas, take safe cover immediately.
 - For tornados: If indoors, go to your basement or take cover under a sturdy desk or other furniture. If outdoors, or driving, move to a safe location immediately.

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- For flash floods: If outdoors, get to higher ground immediately. If driving, don't attempt to drive through flooded roadways.
- Hazardous Material Release or Leak: A(n) {hazmat incident} is reported to be at/in {location}. Immediately evacuate going {direction} and avoid {location} and {other affected location(s)}.
- Emergency Evacuation (Active Shooter): {Delivery Date and Time} An active shooter is reported to be at/in {location}. Please take safe cover immediately, and as far away from {location} as possible. Call 911 from a safe location to report shooter sightings.
- Homeland Security Situations: {Delivery date and time} A {terrorist threat} is reported to be at/in {location(s)}. Please take cover immediately, and as far away from {location} as possible. Call 911 from a safe location to report suspicious activity.
- Isolated Emergency Incidents (Bomb Threat): {Delivery date and time} A bomb threat has been reported for {location}. If you identify anything suspicious, please do not approach, but evacuate immediately and call 911.
- Test Message: {Delivery date and time} This is a test message of the City of Ames' Story County Iowa Alerts Emergency Notification System. This is only a test. Please acknowledge receipt of this test message by pushing {number}.

Launching Story County Iowa Alerts

- Access internet and go to <https://www.wensnetwork.com/login.cfm> or <https://www2.wensnetwork.com/login.cfm>
- Login with your assigned user name and password.
- Follow instructions to initiate emergency call.

Ames Fire Department Standard Operating Guidelines

Book: 3 – Emergency Operations
Section: V – Medical Emergencies
Chapter: 1 – **Bloodborne Pathogens Exposure Control Plan**
Date Approved: 09-16-2015 Revision No.: 2 (10/04/07) Approved by: 
Review Date: 2018

PURPOSE:

The purpose of this guideline is to protect the health and safety of Ames Fire Department (AFD) members by eliminating or reducing occupational exposures to bloodborne pathogens and other potentially infectious bodily fluids.

POLICY:

The intent of this policy is to obtain compliance with OSHA's Bloodborne Pathogens Standard (29CFR1910.1030) and Iowa Code.

PROCEDURES:

Program Administrator (Designated Representative)

A program administrator is appointed by the Fire Chief and is responsible for:

- The annual review of AFD's Bloodborne Pathogen Exposure Control Plan (ECP).
- Coordination of bloodborne pathogen infection control training.
- Providing access to written ECP to all AFD members.
- Reviewing injuries or illnesses that involve potential and actual exposures.
- The maintenance of related records.

Covered Members

Members performing tasks meeting one of the following descriptions are covered under this plan:

- Tasks involving actual or potential for mucous membrane or skin contact with blood, body fluids, or tissues.
- Tasks without routine exposure to blood, bodily fluid or tissues, but potential exposures in emergencies.

Personal Protective Equipment

- Personal protective equipment (PPE), such as, but not limited to: medical gloves, eye protection, splash protection, surgical masks, and N95 respirators will be made available to members.
- AFD members are responsible for adhering to procedures meant to assist their personal safety, and are expected to practice universal precautions.
- Officers ensure that required work practices are followed and protective clothing and equipment are properly used (e.g., gloves, eye protection, etc.).
- CPR or rescue breathing mandates the use of either a pocket mask or a bag valve mask, and mouth-to-mouth contact is to be avoided.

Ames Fire Department Standard Operating Guidelines

Book: 3 – Emergency Operations

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Chapter: 1 – **Bloodborne Pathogens Exposure Control Plan**

Date Approved: 09-16-2015 Revision No.: 2 (10/04/07) Approved by: 

Review Date: 2018

Blood or Bodily Fluid Contact

In the unlikely event that a member becomes exposed to blood or bodily fluids, actions to be taken include:

- Thoroughly wash the area as soon as possible with soap and water.
 - Use of hand sanitizer may be used if soap and water are not immediately available.
 - Avoid eating, drinking, smoking, or touching any exposed skin until gloves have been removed and your hands have been washed.
- Dispose of contaminated sharps, glass, or needles in puncture resistant and leak proof containers with proper warning labels.
- Remove and place contaminated gloves in red biohazard bags on AFD apparatus or a responding ambulance.
 - Note:
 - Biohazard bags are available at each fire station if additional contaminated PPE is discovered.
 - Dispose of biohazard bags after each use.
 - Send biohazard bags and/or disposable PPE with the responding ambulance service whenever possible.
 - Biohazard bags can be dropped off at Mary Greeley Medical Center for permanent disposal.
- Remove clothing that contacts bodily fluids as soon as possible and wash in Station #3's extractor using cycle #7 "Sanitize."
 - As a further precaution, clean external exposed areas of the extractor and any contaminated equipment using a ¼ cup bleach per gallon of water mixture.

Possible Exposure

Members subjected to an exposure incident should:

Immediately:

- Wash the exposed area thoroughly with soap and water.
- Flush exposed area around the nose or mouth with water.
- Irrigate exposed eyes with clean water, saline, or sterile irrigates for a duration of twenty minutes.
- Remove and clean/dispose of contaminated clothing, as described above.

Before units clear the scene:

- Complete the State of Iowa Report of Exposure To HIV or Other Infectious Disease form and send it with the transporting ambulance service. If patient is not transported, the form should be submitted to Mary Greeley Medical Center.
 - Do not jeopardize patient care to complete the form.

Ames Fire Department Standard Operating Guidelines

Book: 3 – Emergency Operations

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Review Date: 2018

- Advise transporting service that the affected firefighter will report to the Emergency Department for follow up, after returning to service.
- Note what hospital the patient is being transported to, to ensure follow up occurs.
 - For hospitals outside Story County, contact the receiving hospital's Emergency Department and inform them of the exposure and that additional paperwork will be sent if needed. Work with their Infection Control Representative to determine if blood tests will be needed and if they can be done locally.

When back in service at the Fire Station:

- Notify the on-duty shift commander using the appropriate chain of command of the possible exposure.
 - The on-duty shift commander will notify the AFD's Program Administrator and the Fire Occ. Med Group of the incident via email, same day.
- Complete an Employee's First Notice of Injury Report, Supervisor's First Notice of Injury Report, Bloodborne Pathogens Exposure Report and Firehouse Fire Service Casualty Report.
 - A copy of the State of Iowa Report of Exposure to HIV or Other Infectious Disease "Copy 1" should also be turned into the Program Administrator.

At the Emergency Department:

- Affected member(s) should ask for the Infection Control Representative (during normal business hours) or the House Manager (during evenings, nights and weekends).
 - Determination will be made by the Infection Control Representative or their designee if the exposure is considered a significant exposure.
 - If the exposure meets the criteria for a significant exposure, blood samples will be taken from both the source patient and the exposed member.
 - If the exposure does not meet the criteria of a significant exposure, no blood samples will be taken.

Significant Exposure Follow Up

- Member(s) with a significant exposure, and the AFD Designated Representative will be contacted with blood work results as soon as possible by the hospital.
- Hospital-required testing and treatment will be paid for by the City of Ames and treated as an on-duty injury.
- Counseling is available through the City of Ames (COA) Employee Assistance Program (EAP) and through Occupational Medicine.

Ames Fire Department Standard Operating Guidelines

Book: 3 – Emergency Operations

Section: V – Medical Emergencies

Chapter: 1 – **Bloodborne Pathogens Exposure Control Plan**

Date Approved: 09-16-2015 Revision No.: 2 (10/04/07) Approved by: 

Review Date: 2018

Hepatitis B Vaccination

- Hepatitis B vaccinations are not required but will be provided free of charge to all members who have the potential for occupational exposure. Members will be provided a consent form and a declination form. Members desiring to have the hepatitis B vaccine must sign the consent form. Members who wish to decline the hepatitis B vaccine must sign the declination form.
- Signed forms will be placed into the member's personnel file and maintained according to the COA Record Retention Policy.

DEFINITIONS:

Designated Representative: A care provider's representative that acts as liaison with the receiving facility when a field exposure occurs .

Exposure Report: Report form used to document possible exposures to hepatitis B and C, HIV, tuberculosis, meningococcal meningitis, or other infectious disease, pursuant to Iowa Code 139A.19.

Infectious Body Fluids: Bodily fluids (e.g., blood, amniotic fluid, pericardial fluid, peritoneal fluid, pleural fluid, synovial fluid, cerebrospinal fluid, semen, vaginal secretions, etc.) visibly contaminated with blood and capable of transmitting HIV or bloodborne viral hepatitis.

Significant Exposure: Transmission of blood, bloody fluids, or other potentially infectious patient's bodily fluids onto a mucous membrane (i.e., mouth, nose, or eyes) of the care provider. This may include the transmission of blood, bloody fluids, or other potentially infectious bodily fluids onto open wounds or lesions with significant breakdown in the skin barrier.

REFERENCES:

Ames Fire Department Bloodborne Pathogen Exposure Report Form

City of Ames Record Retention Schedule

Employee's First Notice of Injury Report Form

Hepatitis B Vaccination Consent Form

Hepatitis B Vaccination Declination Form

**Ames Fire Department
Standard Operating Guidelines**

Book: 3 – Emergency Operations

Section: V – Medical Emergencies

Chapter: 1 – **Bloodborne Pathogens Exposure Control Plan**

Date Approved: 09-16-2015 Revision No.:2 (10/04/07) Approved by: 

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Iowa Code § 139A.19

Report of Exposure to HIV or Other Infectious Disease Form, State of Iowa, Iowa Code 642-11.46.

Supervisor's First Notice of Injury Report Form

Toxic and Hazardous Substances: Bloodborne Pathogens, 1910.1030, Code of Federal Regulations, Occupational Safety and Health Administration.

Ames Fire Department

Hepatitis B

Vaccination Consent

This is to certify that I, _____
have been informed of my need to take the Hepatitis B vaccination due to the exposure created
by my employment.

I understand that I must have three (3) doses of the vaccine to confer immunity and that the cost
of the Hepatitis B vaccine will be assumed by the employer.

I also understand that there is no guarantee that I will become immune or that I will not
experience any adverse side affects from the vaccine.

*I have read this form and understand its contents, therefore, I request that the Hepatitis B
vaccine be given to me.*

Employee's Signature

Date

Ames Fire Department Hepatitis B Vaccination Declination

This is to certify that I, _____
understand that due to my occupational exposure to blood or other potentially infectious materials I may be at risk of acquiring hepatitis B virus (HBV) infection. I have been given the opportunity to be vaccinated with hepatitis B vaccine, at no charge to myself. However, I decline hepatitis B vaccination at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring hepatitis B, a serious disease. If in the future I continue to have occupational exposure to blood or other potentially infectious materials and I want to be vaccinated with hepatitis B vaccine, I can receive the vaccination series at no charge to me.

Employee's Signature

Date

Ames Fire Department

Bloodborne Pathogen Exposure Report

Date of Incident: _____ Time of Incident: _____ Incident Number: _____

Date Reported: _____ Time Reported: _____ Individual Affected: _____

Type of Exposure

- ☐ Mucous
- ☐ Eye
- ☐ Nose
- ☐ Mouth
- ☐ Skin
- ☐ Other: _____

Was skin intact: ☐ Yes
☐ No
☐ Unknown

Clothing Affected: ☐ Yes ☐ No
☐ Soaked through
☐ Spray / Droplet
☐ Dried / Caked
☐ Diluted

Type of Fluid

- | | | | | |
|----------------------------------|---|--|--|--|
| <input type="checkbox"/> Blood | <input type="checkbox"/> Visibly bloody fluid | <input type="checkbox"/> Visibly bloody solution | <input type="checkbox"/> Saliva / Sputum | <input type="checkbox"/> Amniotic Fluid |
| <input type="checkbox"/> Vomitus | <input type="checkbox"/> Mucous / Droplets | <input type="checkbox"/> Urine | <input type="checkbox"/> Feces | <input type="checkbox"/> Wound Discharge (Pus) |
| <input type="checkbox"/> Unknown | <input type="checkbox"/> Other: _____ | | | |

Depth of Injury

- ☐ Superficial ☐ Moderate ☐ Deep ☐ Other

Blood Visible on Device Before Exposure?

- ☐ Yes ☐ No ☐ Unknown

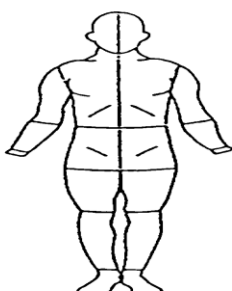
Body Part Exposed / Injured

- | | | | | | | |
|-------------------------------------|--------------------------------|---------------------------------------|-------------------------------|------------------------------|-------------------------------|----------------------------------|
| <input type="checkbox"/> Face | <input type="checkbox"/> Mouth | <input type="checkbox"/> Nose | <input type="checkbox"/> Eyes | <input type="checkbox"/> Arm | <input type="checkbox"/> Hand | <input type="checkbox"/> Fingers |
| <input type="checkbox"/> Body Trunk | <input type="checkbox"/> Leg | <input type="checkbox"/> Other: _____ | | | | |

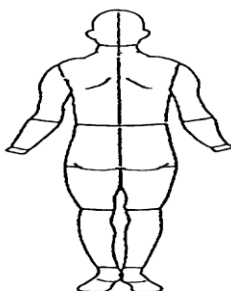
Indicate where below with an 'X'



RIGHT HAND



FRONT



BACK



LEFT HAND

Personal Protective Equipment Worn / Used at Time of Exposure

- | | | | | |
|--------------------------------------|---|---------------------------------------|-------------------------------|-------------------------------|
| <input type="checkbox"/> Gloves | <input type="checkbox"/> Eye protection | <input type="checkbox"/> Face shield | <input type="checkbox"/> Gown | <input type="checkbox"/> Mask |
| <input type="checkbox"/> CPR Barrier | <input type="checkbox"/> None of above | <input type="checkbox"/> Other: _____ | | |

Location Exposure Occurred

- ☐ Scene ☐ Ambulance ☐ Ambulance Garage ☐ Hospital ☐ Station ☐ Other _____

Ames Fire Department

Bloodborne Pathogen Exposure Report

Was the Exposure Related to a Device?

☐ Yes

☐ No

☐ Unknown

☐ Hollow Bore Needle

☐ IV Stylet

☐ Unknown type of needle

☐ Needle on syringe

☐ Needle on IV tubing

☐ Prefilled syringe

☐ Unattached needle

☐ Other needle

Glass

☐ Medication Ampule

☐ Automotive Glass

☐ Other Glass

Other Object

☐ Bone

☐ Tooth

☐ Lancet

☐ Pin

☐ Razor

☐ Wire

☐ Other sharp object

☐ Unknown

Did Device have engineered sharps injury preventive features?

☐ Yes

☐ No

☐ Unknown

If yes, When did injury occur?

☐ Before activation of safety feature

☐ Safety feature improperly activated

☐ Safety feature failed; after activation

☐ Unknown

☐ During activation of safety feature

☐ Safety feature not activated

☐ Passive safety feature, activation not required

☐ Other: _____

Narrative description of incident:

What suggestions does the worker have for preventing similar injuries in the future?

REPORT OF EXPOSURE TO HIV OR OTHER INFECTIOUS DISEASE

Pursuant to IAC 641-11.46, this is the **ONLY** form authorized for the reporting of a potential exposure to HIV, blood-borne viral hepatitis, TB, or other contagious or infectious disease, as defined by Iowa Code 139A.2. Please see instructions on the back of this form.

I. EXPOSED PERSON (Care Provider)		II. EXPOSURE SOURCE (Patient)	
Your Name		<u>Complete this section ONLY on Copy 3.</u>	
Street Address			
City, State, Zip Code			
Employer or Volunteer Service (and station name, if applicable)		Facility Name & Address Where Records Located or Person Transported	
Telephone Number Work () Home () Cell phone, if applicable ()		Field Incident Number	
Personal Physician			
III. DESIGNATED REPRESENTATIVE, when applicable			
Name of Agency or Service		Address of Service	
Contact Person (Designated Representative)		City, State, Zip Code	
Telephone Number of Designated Representative ()		Telephone Number of Service ()	
IV. DESCRIPTION OF UNPROTECTED EXPOSURE			
Date of Incident (month/day/year)		Time of Incident	
Specific description of incident (include body fluid involved, area of body exposed to fluids, length of time of exposed, condition of exposed area, e.g., cuts, abrasions, skin cracked, etc., and precautions taken, e.g., gloves, masks, eye protection, etc.). Attach additional pages if necessary.			
I understand that only when the exposure satisfies the definition of a significant exposure (i.e., it is capable of transmitting an infectious agent according to the Centers for Disease Control and Prevention) as defined by Iowa Code 139A, and Iowa Administrative Code 641-11.46 is the patient deemed to consent to a test to determine the presence of HIV, HBV, HCV, TB, or other infectious agent.			
Exposed Person's Signature: _____ Date signed: _____			
V. EXPOSURE CERTIFICATION Based on the description provided, I certify that the exposure described above () meets or does not meet () the criteria for significant exposure as defined by IAC 641-11.46 (see definitions on back).			
Name (Print)		Date Signed	
Signature		Facility Name	
Facility Address (street and city)		Telephone Number ()	
VI. EXPOSURE SOURCE TEST RESULTS – Preliminary test results, not reportable to Iowa Department of Public Health.			
HIV: Rapid Positive Negative			
DO NOT WRITE IN THIS SPACE			

INSTRUCTIONS

INFORMATION FOR THE CARE PROVIDER

Iowa Code 139A.19 and IAC 641-11 contain detailed information about this form and the obligations of hospitals, emergency care providers, and health care providers.

WHO SHOULD FILE THIS REPORT?

A care provider (e.g., Health Care Provider, Basic or Advanced Emergency Medical Care Provider, Peace Officer, Firefighter, or individual rendering emergency care) who has sustained an exposure to potentially infectious body fluids should file this report with the infection control or occupational health office of the hospital or office/clinic in which the exposure occurred, or with the hospital/clinic/office to which the patient was transported, when the exposure occurred elsewhere.

The exposed care provider completes parts I, III, & IV of Copy 1. Part II (Copy 3 – name and address of source), Part V, and Part VI should be completed by authorized hospital or clinic personnel, based upon incident reports and laboratory tests. Part V must be signed by an authorized infection preventionist, occupational health professional, or other designated personnel.

DEFINITIONS

Infectious body fluids are body fluids capable of transmitting HIV or blood-borne viral hepatitis, and include blood, amniotic fluid, pericardial fluid, peritoneal fluid, pleural fluid, synovial fluid, cerebrospinal fluid, semen, vaginal secretions, or any fluid visibly contaminated with blood.

Exposure Reports are for reporting a possible exposure to hepatitis B and C, HIV, tuberculosis, meningococcal meningitis, or other infectious disease pursuant to Iowa Code 139A.19.

A significant exposure is defined as:

- Transmission of blood, bloody fluids, or other infectious body fluids of the patient onto a mucous membrane (mouth, nose, or eyes) of the care provider.
- Transmission of blood, bloody fluids, or other infectious body fluids onto an open wound or lesion with significant breakdown in the skin barrier, including a needle puncture with a needle contaminated with blood.

Designated Representative: Representative of care provider to act as liaison with the receiving facility when the exposure occurred in the field or during patient transport.

WHAT WILL HAPPEN WHEN THIS REPORT IS FILED?

If it is determined that the source patient has a contagious or infectious disease or HIV and that the exposure described could have transmitted the disease, the care provider or the designated representative shall be notified as soon as reasonably possible and advised to seek appropriate medical attention. **Infectious diseases include human immunodeficiency virus infection (HIV) or AIDS, blood-borne viral hepatitis (HBV and HCV), communicable tuberculosis, and meningococcal meningitis.**

NOTIFICATION:

Notification of the care provider or the designated representative will be provided as soon as reasonably possible following certification of the exposure and receipt of test results. Verbal notification may be provided at any time, with copy 2 of this report to be mailed after completion of follow-up.

This report applies to the procedures followed subsequent to an exposure to potentially infectious fluids during the rendering of health care or emergency assistance.

WHAT ARE THE OBLIGATIONS OF THE HEALTH CARE FACILITY?

- Certify the occurrence or non-occurrence of an exposure capable of transmitting disease and return copy 1 of this report to the health care worker or his/her representative.
- Administer tests of the source patient, identifying the laboratory samples only by a code. Mail copy 2 of this report to the care provider or his/her representative after completion of evaluation, regardless if results are negative or positive.
- If the source patient is positive for an infectious disease (e.g., human immunodeficiency virus infection or AIDS, blood-borne viral hepatitis, communicable tuberculosis, or meningococcal meningitis) and the unprotected exposure described could have transmitted the disease, the health care facility will:
 - Notify the care provider or his/her representative as soon as reasonably possible;
 - Ensure the performance of counseling and disease reporting requirements, as defined by Iowa Code 139A and 141A. Persons testing positive are reportable to the Iowa Department of Public Health by name.
- Maintain a record of all reports received.

CONFIDENTIAL INFORMATION

Iowa law requires that all information gathered pursuant to the investigation of the exposure be kept confidential. The identity of the source patient shall not be revealed to the exposed care provider or to the designated representative of the care provider. The designated representative shall inform the hospital of those parties who received the notification. Hospitals shall maintain a record of the names of the care providers to whom notification was made and, if requested by the patient, the hospital shall inform the patient of those names.

ADDITIONAL INFORMATION

For additional information regarding this report, Iowa Code, or Iowa Administrative Code, contact the Bureau of HIV, STD, and Hepatitis, Iowa Department of Public Health, Lucas State Office Building, Des Moines, IA 50319-0075. Phone (515) 242-5150 or Randall.Mayer@idph.iowa.gov. To reorder more forms, please contact the Clearinghouse at (888) 398-9696. Iowa Code and Iowa Administrative Rules may be accessed at <https://www.legis.iowa.gov/IowaLaw/statutoryLaw.aspx>

Ames Fire Department Standard Operating Guidelines

Book: 3 – Emergency Operations
Section: V – Medical Emergencies
Chapter: 3 – **Consent Refusal of Care**
Date Approved: 1-11-2016 Revision No.: New
Review Date: 2019

Approved by: 

PURPOSE:

This guideline establishes the management and documentation of situations where patients refuse treatment or transportation, or insist on transportation to a destination other than recommended by Ames Fire Department (AFD) members.

POLICY:

The intent of this policy is to ensure that patients receive the best possible outcome while under the care of AFD members in the role of EMS provider(s).

PROCEDURES:

Refusal of Care

AFD EMS provider(s) should attempt to obtain a history and perform a physical assessment in as much detail as is permitted by the patient. Prior to permitting a patient to refuse care and/or transportation, provider(s) should attempt to assess the following three major areas:

- Legal Capacity to Refuse Care
 - A patient at least 18 years of age with the legal, mental, medical, and situational capacity to understand the risks and alternatives to treatment and transportation may refuse care.
 - A custodial parent (i.e., a parent with a legal right to custody of a minor child) may refuse care on behalf of a minor child. In this case, obtain refusal signature from parent.
 - A legally emancipated minor with documentation (over the age of 16 and under the age of 18), may refuse care.
 - Only the patient's legal guardian (18 years or older) may refuse care on behalf of their child.
- Mental Capacity to Refuse Care
 - Ensure patient is oriented to person, place, time, and event.
 - Establish patient is not a danger to self or others.
 - Ensure patient is capable of understanding any risks of refusing care, transportation, and any proposed alternatives.
- Medical or Situational Capacity
 - Ensure patient is not suffering from acute medical conditions that may impair decision making ability.

Ames Fire Department Standard Operating Guidelines

Book: 3 – Emergency Operations

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Chapter: 3 – **Consent Refusal of Care**

Date Approved: 1-11-2016 Revision No.: New

Approved by:



Review Date: 2019

- Ensure patient is not exhibiting signs or symptoms of potential mental incapacity (e.g., drug or alcohol intoxication, unsteady gait, slurred speech, postictal period after seizure, etc.).

Refusal Procedures

In cases where a patient refuses care or, against the advice of AFD EMS providers, or is insistent on being transported by someone other than the responding ambulance:

- Conduct a thorough patient assessment, including a minimum of one full set of vital signs;
- Provide detailed explanation of possible risks and danger signs to patient or other designee;
- Review EMS Patient Refusal form with patient or designee; if required read form aloud to the patient; and
- Inform the patient to call 911, call their doctor, or go to an emergency department if symptoms persist, get worse, or any new signs or symptoms appear.

Have patient or patient's designee sign the EMS Patient Refusal form. If a patient refuses to sign refusal, document this fact and obtain a signature of a witness.

- A witness preferably, is someone who witnessed the explanation of risks and benefits to the patient, and heard patient decline to sign refusal form.
- Witnesses may include law enforcement personnel.
- Witnesses should be 18 years of age or older.

Law Enforcement Transport

In the event a law enforcement officer is considering transporting a Fire Department patient not in police custody, in a non-transporting vehicle, AFD EMS providers shall:

- Complete a full patient assessment, documenting at a minimum one complete set of vitals;
- Describe to the patient the risks of transportation without a medical attendant, and obtain verbalized understanding;
- Obtain approval from Medical Control;
- Complete a signed EMS Patient Refusal form; and
- Document the transporting officer's name, badge number, and reason for transporting in the medical report.

**Ames Fire Department
Standard Operating Guidelines**

Book: 3 - Emergency Operations
Section: VII – Rescue Operations
Chapter: 1 – **Confined Space Rescue**
Date Approved: 09-02-2008 Revision No. 3 Approved by: 

PURPOSE:

Provide direction during entry and rescue operations in a confined space.

POLICY:

The Ames Fire Department shall assume command and control of any incident involving confined space entry for rescue in the City of Ames or ISU facilities. Thus, a thorough knowledge and understanding of the roles, responsibilities, and challenges of performing confined space rescue is essential.

PROCEDURE:

Dispatch, Personnel, and Equipment

- “Person trapped” response: T3, HM2, C1, Rescue 2 (minimum 9 personnel) & confirmation of dispatch of Advanced Life Support Unit
- Establish Command upon arrival
- Establish Safety Officer, staging, medical, and rehab areas
- Notify the Fire Chief or designee

Size-up and Assessment

Prior to operations and following establishment of command, the first arriving unit shall attempt to address the following:

- What type of space is it?
- Are there any residual hazardous products present? Obtain MSDS.
- Locate and secure the responsible job supervisor or reliable witness.
- Determine the location and number of victim(s).
- Obtain blue prints, maps, or have on site personnel draw a sketch of the site.
- Determine the mechanisms of entrapment or injury.
- Make a conscious decision as to rescue, or recovery.
- Determine number and location of entry/exit points.
- Determine electrical, mechanical, or other hazards.
- Assign aide or scribe to start documentation records.
- Assign Rescue Team personnel responsibilities.
- Request “Call Back” from APD dispatch if needed.
- Determine need for additional Advance Life Support (ALS) Ambulance on scene for rescuers, and victims.

**Ames Fire Department
Standard Operating Guidelines**

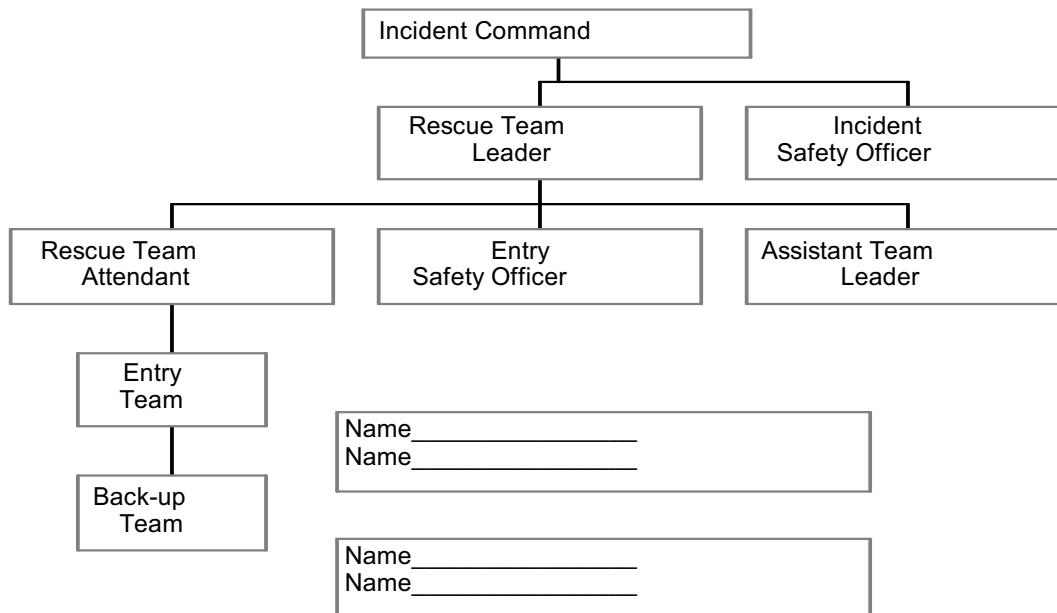
Book: 3 - Emergency Operations
Section: VII – Rescue Operations
Chapter: 1 – **Confined Space Rescue**

Date Approved: 09-02-2008 Revision No. 3 Approved by:



Rescue Team Personnel Assignments

- Rescue Team Leader (RTL)
 - Responsible for confined space operations
 - Reports to IC
- Entry Safety Officer
 - Responsible for accountability, air supply, and general safety
 - Reports to RTL
- Assistant Team Leader
 - Responsible for atmospheric testing, and ventilation
 - Reports to RTL
- Rescue Team Attendant (RTA)
 - Responsible for entry and back-up teams, tag line attendant
 - Reports to RTL
- Entry Team – Minimum 2 members
 - Responsible for operations tasks
 - Reports to RTA
- Back-up Team – Minimum 2 members
 - Responsible for operations tasks
 - Reports to RTA



**Ames Fire Department
Standard Operating Guidelines**

Book: 3 - Emergency Operations
Section: VII – Rescue Operations
Chapter: 1 – **Confined Space Rescue**
Date Approved: 09-02-2008 Revision No. 3 Approved by: 

Phase One: Pre-entry Operations

- Establish a perimeter with tape or other means to maintain a safe work area.
- Ventilate the general area, if necessary.
- Ventilation of confined space
 - Ventilation efforts should be continuously evaluated by atmospheric monitoring.
 - This information will provide clues as to the efficiency of your ventilation program and will allow you to make adjustments.
- Eliminate all potential ignition sources.
- Assure lock out tag out and blank out procedures are completed.
 - All mechanical devices and equipment capable of causing injury shall be placed in a zero mechanical state.
 - All electrical (excluding lights) shall be locked out in the off position with keyed padlock (key is to remain with IC).
 - In cases where lockout is not possible, equipment shall be tagged and a physical security provided.
- Post non-essential personnel at those areas tagged, blanked, or locked.
- If you must remove your self contained breathing apparatus (SCBA) to fit in the opening or move in the space – *do not enter!*
 - If you can safely enter with SCBA go no further than 25 ft. or direct line of sight.
 - Entry with a standard SCBA should be limited to reconnaissance only, unless the victim is easily accessible.
- Have a back up team in place with a minimum of two personnel.
- No one shall enter a confined space alone, always work as a team.
- Only approved intrinsically safe devices will be used.
- Each entry team should be equipped with the following:
 - One member maintaining communications with attendant.
 - Explosion proof lighting, (i.e., cylume stick)
 - An appropriate atmospheric monitor
 - Proper protective gear, as deemed necessary by IC
 - A tag line accompanying the first entry team, anchored at their furthest point of penetration (to the victim)
 - A life line/retrieval line for the first-in entry team
 - A form of rapid extrication harness for the victim
 - In vertical shafts greater than 5 feet, entry team members must enter wearing a personal harness, and attachment to a fall arrest system should be made prior to entry

**Ames Fire Department
Standard Operating Guidelines**

Book: 3 - Emergency Operations
Section: VII – Rescue Operations
Chapter: 1 – **Confined Space Rescue**

Date Approved: 09-02-2008 Revision No. 3 Approved by: 

- A victim SABA or SCBA should be a consideration, if equipment is available.

Phase Two: Atmospheric Monitoring

Atmospheric monitoring shall occur prior to and during all entries into a confined space. It should be stressed that the lack of positive or alarm level readings does not eliminate the requirement for proper respiratory protection.

- Atmospheric monitoring should be done at high and low areas of the confined space.
- Atmospheres require testing for:
 - Oxygen-deficiency
 - Oxygen-enrichment
 - Toxicity levels
 - Flammability levels
- The following levels shall be considered as immediately dangerous to life and health (IDLH):
 - Oxygen deficient < 19.5 %
 - Oxygen enriched > 23.5%
 - Flammability at or above 10% of the Lower Explosive Limits (LEL)
 - Toxicity shall be any limit whose numerical value exceeds the Permissible Exposure Limit (PEL)
 - Entry can continue if proper Respiratory Protection and PPE are used, as determined by the Incident Commander.
- Atmospheric monitoring shall occur during occupancy (entry and rescue operations) at intervals dependent on the possibility of changing conditions, but not less than hourly.
- Atmospheric readings are to be recorded and evaluated.
- During entry operations, it is recommended to take monitor readings every 10 feet vertically and every 15 feet horizontally.

In the event that the readings indicate an unsafe or unacceptable condition, the Incident Commander or Safety Officer should remove all entry teams immediately. Emergency operations may continue once the unsafe condition is corrected.

Phase Three: Entry and Rescue Operations

- Once the safest method and location for entry has been determined, teams may begin entry and reconnaissance/rescue/recovery operations.
- Entry decisions are best made based on known location of victims, safety of the opening, atmospheric readings, and ease of recovery points.
- The RTA records the time of entry of each team member.
- Teams will be limited to thirty (30) minutes in any confined space.

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Date Approved: 09-02-2008 Revision No. 3 Approved by: 

- Each team will be assigned to rehab upon removal from the confined space, until re-hydrated and vital signs are within normal limits, as determined by the Rehab Section Leader.
- For entry into the confined space:
 - Assure adequate interior team communications
 - Assure adequate communication with the RTA
 - Mark, if necessary, movement patterns to assist in egress (i.e., chalk, cylume sticks)
 - Move toward the reported victim(s) last known location as a team
 - Be aware of elevation differences and unstable footing
- Once victim is located:
 - Determine rescue or body recovery (ABC's)
 - Place SABA/SCBA on victim (with positive ABC's)
 - If additional equipment/ staffing is needed, make request through the RTA

Phase Four: Victim Removal

- Place victim on/in proper extrication device.
- Protect for cervical spine injuries, if mechanism of injury warrants.
- If applicable, attach haul line to extrication device and victim when possible.
- Haul systems operated from the outside are preferred.
- Electric winches should never be used to remove victims.
- *Avoid being blocked in by victim*, keep rescuers between the opening and the victim.
- In the event of an airline failure or breathing air problem, both team members shall immediately leave the confined space.
 - Immediately notify the RTA of the problem
 - Never leave your partner, unless it's to clear a pathway to exit
- Do not disconnect a "non-functional" supplied airline; it may potentially be restored from the outside.

Phase Five: Termination

- Assure ALL personnel are accounted for.
- Complete equipment inventory.
- Secure confined space.
- Release to appropriate authority.
- Assure that IOSHA is notified of incident.

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Chapter: 3 – **Trench Rescue**

Date Approved: 07-19-2010 Revision No.: New Approved by: 

PURPOSE:

The purpose of this policy is to provide members of the Ames Fire Department with guidance in operational procedures when encountering a trench collapse scenario.

POLICY:

A thorough knowledge and understanding of the roles, responsibilities, and challenges of performing trench rescue is essential. The Ames Fire Department may assume command and control of trench rescue incidents at facilities within the City limits or within the jurisdiction of Iowa State University.

PROCEDURE:

Dispatch and Arrival

- In the event the Ames Fire Department is dispatched to a trench rescue situation, an initial apparatus response dispatch should include:
 - Rescue 1 with trench rescue trailer in tow (non-emergent).
 - Engine 1. ○ Haz-Mat.
 - Truck 3. ○ Car 1.
 - Rescue 2.
- First arriving apparatus should shut down engines to reduce vibrations, set up command, and prepare to establish:
 - A safety officer.
 - Accountability.
 - Staging.
 - First arriving units should be staged away from the trench.
 - Staging recommendations are approximately 100 feet or more for initial apparatus and 300 feet or more for secondary apparatus.
 - A location close enough for the trench trailer to be parked and easily accessed.
- Place COA Public Works Utility Maintenance on “stand by” through Ames Dispatch.
- Confirm the dispatch of an advanced life support ambulance.
- If it is determined that additional personnel are required, command should notify Ames Dispatch to contact Public Works Utility Maintenance for a trench rescue response (i.e., backhoe with operator, boom truck with operator and expandable trench box, and vacuum truck with operator).
- Public Works units and personnel will:

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- Respond non-emergent and report directly to the incident commander or his/her designee.
- Operate under the Fire Department's incident command system.

Initial Considerations

Incident command size-up should include the following:

- Determine situation complexity.
 - If possible, secure a responsible party (e.g., job foreman, or reliable witness to the accident).
 - Assess potential hazards (e.g., toxic atmosphere, electrical, ect.).
 - Determine the number and best approximate location of victim(s).
 - Ascertain the amount of time victim(s) have been missing.
- Based on the information gathered, make an early and conscious decision to proceed in either:
 - Rescue mode - used if the victim(s) can be seen and is obviously alive or if the victim's location is known and downtime is known to be minimal.
 - Recovery mode - used when the victim has been completely buried and their exact location is unknown.

Secondary Considerations

Incident command should consider completing the following operations:

- Establish collapse work zones; the following are recommended distances:
 - Hot zone approximately 50 - 100 feet from trench.
 - Personnel operating in the hot zone should be equipped with steel-toed boots, helmet, eye protection, and gloves.
 - Warm zone approximately 100 - 150 feet from trench.
 - Cold zone approximately 150 - 300 feet from trench.
 - Control traffic movement by utilizing Ames Police to shut down roadway if needed.
 - Re-route all non-essential traffic away from the scene.
 - Shut down all heavy equipment operating within the collapse work zone.
 - Control bystanders by:
 - Removing all non-essential *civilian* personnel from any collapse work zones.
 - Removing all non-essential *rescue* personnel from the collapse hot zone.
- Consider the following:
- The effects of weather conditions (e.g., rain, snow, extreme temperatures) on the hazard profile.
 - If there is sufficient lighting for operations extending into the night.

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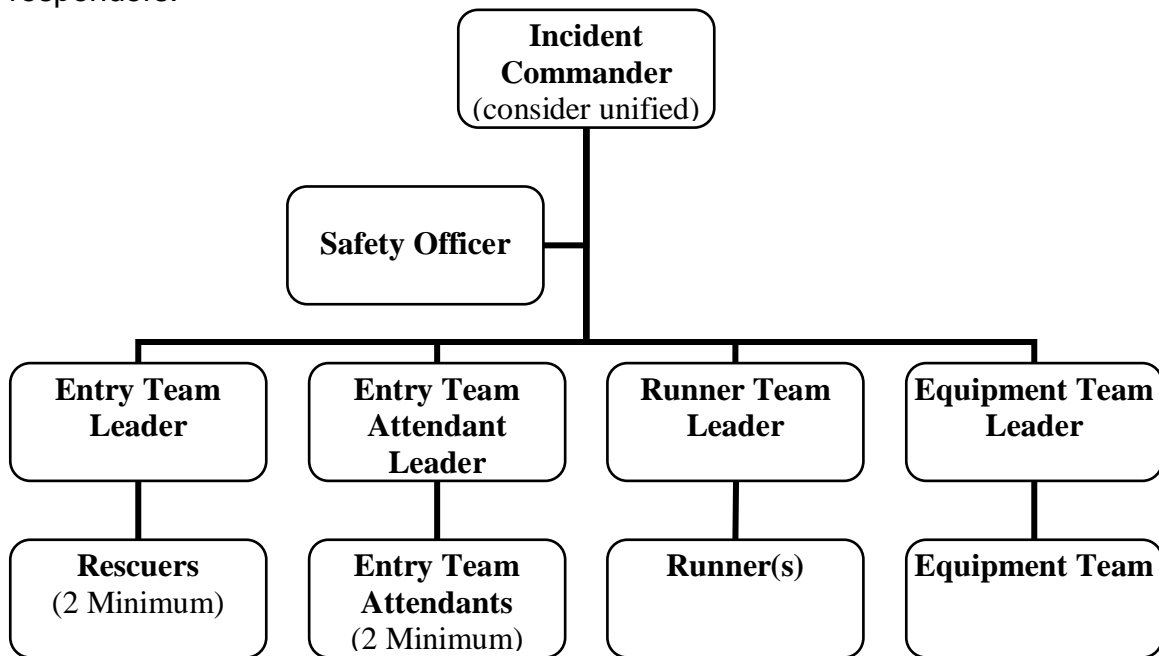
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- Keeping family and friends informed of the rescue/recovery progress
- Assigning a P.I.O. to address the news media

Organizational Chart

An effective trench collapse response can call for a coordinated and organized response from a number of different agencies. The following organizational chart is based on the Incident Management System model for command, control, and coordination, and helps standardize the hierarchy, titles, and duties of trench rescue responders.



Trench Rescue Personnel Assignment

- Entry Team Leader.
 - Responsible for operations in the trench.
 - Works with and oversees the “rescuer(s)” in the trench.
- Entry Team Attendant Leader.
 - Responsible for air monitoring and ventilation.
 - Trench lip safety and security.
 - Egress ladder placement.
 - Topside eyes and ears for trench integrity.
 - Backup and support Entry Team.
 - Works with and oversees the “Entry Team Attendant(s).”
- Runner Team Leader.

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- Transfers equipment between trench and equipment prep/cutting area.
 - Assist with shoring placement.
 - Assist with patient removal.
- Equipment Team Leader.
 - Oversees equipment offloading and loading.
 - Responsible for equipment preparation and timber cutting.

Preparations for Entry

Should an entry need to be made into the trench to facilitate rescue, the following preparatory items should be considered:

- Control hazards in the area (e.g., utilities, electric, gas, water).
- De-water the trench, if necessary.
- Monitor the atmospheric conditions of the trench for crews and victim(s); ventilate if necessary.
- Identify soil type and condition.
- Make the trench lip safe.
 - Approach the trench from the ends if possible.
 - Provide level area for ground pads.
 - Place ground pads around lip of trench.
- Look for unidentified hazards (e.g., fissures, unstable spoil pile).
- Assess spoil pile for improper angle of repose and general unraveling.
- Remove any tripping hazards (e.g., shovels, shores, tree roots).

Entry

In the event that entry into the trench will be required, an Entry Team should be assigned. The Entry Team, in coordination with the Attendants, should consider:

- Placing ingress and egress ladders in the trench. There should be at least two ladders placed in the trench, spaced no more than 50 feet apart.
- Determining shoring system to be used (i.e., pneumatic, hydraulic, timber, or trench box).
- Utilizing approved shoring system to create a safe zone in the un-collapsed portion of the trench (preferably from both ends, if additional personnel and equipment are available).
- Securing loose utilities, pipe, or other obstructions in the trench.
- Removing dirt and debris from the collapsed zone. Rescuer should remain in the safe zone while removing dirt and debris from the collapsed zone.

Victim Removal

If a victim(s) is located, consider the following list of guidelines:

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- Create a safe zone around the victim(s).
- Begin dirt removal, operating from a safe zone (buckets, small shovels, by hand, by vacuum).
- Remove objects trapping the victim(s) (i.e., pipes, lumber, machinery)
- Continue extending safe zone into collapse zone.
- Uncover victim to below the diaphragm.
- Begin patient assessment, if possible (ABC's).
- Begin ventilation, if needed.
- Completely uncover the victim.
- Package the patient for removal.
- Remove the victim(s) from the trench (consider using a vertical or horizontal haul).
- Assist ALS unit with packaging and loading the patient(s) for transport.

Incident Termination

- Remove all personnel, tools, and equipment from the trench and ensure personnel accountability, leaving shoring in place.
- If there has been a fatality or serious injury:
 - Notify Story County Medical Examiner and consider leaving tools and equipment in place for investigative purposes.
 - Request an Iowa OSHA representative to the scene using either www.iowaworkforce.org or 1-800-321-OSHA (6742).
 - Photograph the scene.
- If possible and appropriate, remove trench shoring system (last-in/first-out)
- Prepare equipment, personnel, and apparatus to return to duty.
- Secure the scene (this may include leaving the shoring system in place or covering the trench).
- Consider debriefing.
- Terminate Command.

Mutual Aid

In the event that mutual aid is requested for a trench rescue incident, the appropriate response includes:

- Rescue 1 with trench rescue trailer (should include a minimum of four personnel).
 - When pulling the trailer, Rescue 1 should maintain a non-emergent response.
- Car 1.
 - Car 1 should respond emergent to the scene to verify what resources are required.

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- Car 1 maintains the ability to down grade response if additional information or conditions dictate that a non-emergent response is more appropriate.
- As soon as feasible, notify someone in Fire Administration that mutual aid has been requested and/or provided.

DEFINITIONS:

Fissure: A crack or narrow opening in the soil within or on top of a trench.

Horizontal Haul: The hoisting of a load out of a trench using an inclined plane and a mechanical advantage haul system.

Safe Zone: A zone created within the trench that is protected from further collapse by shoring.

Spoil Pile: A pile of soil, rocks, or other material removed from a trench.

Trench: A trench is a narrow excavation made below the surface of the ground where the depth is greater than the width.

Trench Box: An enclosed box created by interconnected shores.

Trench Lip: The area at the top of both sides of a trench.

Vertical Haul: The upward hoisting of a load out of a trench using a mechanical advantage haul system.

REFERENCES

Training for Hazardous Materials Response: Confined Space Rescue, International Association of Fire Fighters (1998).

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Book: 3 – Emergency Operations

Section: VIII – Rescue Operations

Chapter: 2 – **Animal Rescue**

Date Approved: 10-29-2008 Revision No.: New Approved by: 

PURPOSE:

The purpose of this policy is to provide members of the Ames Fire Department with guidance in handling pets and other animals that are encountered as a result of an EMS, fire, or other response.

POLICY:

Pets encountered are often considered a part of the family by their owners. While the Fire Department's primary mission is for the protection and care of people, good customer service dictates that attempts to provide some level of care to animals in distress should be made when feasible and safe to do so.

PROCEDURES:

Safety Considerations

Caution should always be used in approaching any animal, especially one that is injured.

- At no time is the safety of our members or that of the public to be compromised by attempting to capture, retrieve, or rescue an animal.
 - If safety is in doubt, contact Ames Police Department's (APD) Animal Control and request that they respond.
- When dealing with pet or animal rescues, they should be handled similar to "property" when evaluating the potential risk/gain benefit of the incident.

Rescue Efforts (fires, trapped, or injured pets)

- Rescuing pets or animals during an incident should take the same priority as other loss control activities.
- An evaluation should be made in terms of the risk or exposure that our personnel would face, versus the likelihood of a positive outcome.
- Firefighters should only attempt animal rescue efforts when such time as undue risk to firefighters or civilians is not unduly incurred and other higher priority tasks will not be postponed or ignored.

Treatment of Injuries

Animal injuries can be treated in a similar manner as BLS injuries to a human, i.e.:


- Bleeding can be controlled by direct pressure, elevation, and bandaging.
- Burns can be covered with sterile dressings.
- Oxygen may be administered for breathing difficulties.
- Broken limbs can be stabilized using splints.

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Caring Attitude/Empathy

- It is important to recognize that to many people, an animal or pet is considered a family member.
- Firefighters should display an open, empathetic, and caring concern for pets and animals when dealing with the public in these types of situations.
- If an incident has resulted in the death of an animal, members of the Fire Department should attempt to assist pet owners in the disposal of the animal by contacting the proper agency, such as the Humane Society, APD Animal Control, or ISU Veterinary Medicine for guidance.

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Book: 3 – Emergency Operations
Section: IX – Hazardous Materials Incidents
Chapter: 1 – **Carbon Monoxide Responses**

Date Approved: 10-12-2007 Revision No.:2 Approved by: 

PURPOSE:

To serve as a model for responding to carbon monoxide (CO) detector activation and related CO incidents in residences.

POLICY:

The intent of this policy is to aid Ames Fire Department (AFD) personnel with:

- Rescue/removal of individuals from hazards
- Evacuation assistance
- Rendering medical care (if required)
- Advising occupants of findings
- Issuing a Notice of Findings Form

PROCEDURES:

Carbon monoxide is an extremely hazardous product. AFD personnel are responsible only for investigating reported carbon monoxide problems or detector activations, evacuation, rendering first aid, and advising occupants. Emergency responders are not on scene to correct the cause of the problem.

CO Incident Response

- Engine/Truck company response will be made to any reported CO incidents with the potential for multiple victims or where the severity of symptoms is unknown.
- CO checks with no detector activation where CO symptoms are reported, the appropriate rescue unit should be immediately dispatched with the air monitoring equipment with CO detection.
- CO checks and rechecks with no symptoms, the appropriate rescue unit should be dispatched at the earliest mutually convenient time with the air monitoring equipment with CO detection.
- CO checks are conducted only when there is a reason to suspect the presence of carbon monoxide. Commercial resources are available for carbon monoxide tests where no reason to suspect a hazard exists.

Conducting CO Investigations

- Upon arrival any unit encountering confirmed or potential CO victims should activate EMS as deemed appropriate.
- For CO readings found in the following ranges:
 - >9 to <50 ppm at any time during CO monitoring - limit exposure time in the residence to less than one hour.

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Revision No.:2

Approved by:



- >50 to <100 ppm at any time during CO monitoring - limit exposure time in the residence to less than thirty minutes.
- Members with CO exposure to environments >50 ppm shall not be dispatched to any further CO checks within 48 hours of the exposure.
- AFD members shall utilize SCBAs in atmospheres that are in excess of 100 ppm. Backup personnel with SCBA shall be present when entry is made to atmospheres in excess of 100 ppm.

Additional Documents

- Internal use
 - Operator's instructions will be specific to the type of CO detector used and kept at each station.
- External Releases
 - A Carbon Monoxide Notice of Finding, Ames Fire Department form will be used at each CO incidents. One copy will be left with the person who signed the form, the other returned to station and submitted with the incident report.
 - An Ames Fire Department Carbon Monoxide (CO) Checklist may be used when:
 - CO is present and a single source cannot readily be identified
 - Multiple sources are present
 - Whenever the incident commander deems necessary
 - The Ames Fire Department Carbon Monoxide Information Sheet may be given to anyone requesting information concerning carbon monoxide hazards.

CARBON MONOXIDE - NOTICE OF FINDINGS

Ames Fire Department

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

The Ames Fire Department responded to investigate a possible carbon monoxide problem.

Incident #: _____ Time: _____ Date: _____

Location: _____ Issued By: _____

Barometer: _____ Humidity: _____ Wind: _____ Temp: _____

Carbon Monoxide: was found _____ was not found _____

If found our instruments found the highest interior level of carbon monoxide to be:

_____ ppm (parts per million).

The results of this short term air monitoring test may be different under various atmospheric and household conditions. Our findings are based only on a brief air sampling. Medical Blood testing is a more definitive determination of carbon monoxide exposure.

What does this reading mean?

<u>9 PPM or less:</u>	Our instruments did not detect elevated levels at this time. However, this does not mean that higher levels did not exist prior to our arrival nor that higher levels will not accumulate after our departure. Check your carbon monoxide detector per the manufacturer's recommendations. Call the manufacturer for additional information (number may be on back of unit). Replace or reset detector as directed by the manufacturer's specifications.
<u>More than 9 PPM:</u>	Our instruments have detected elevated levels of carbon monoxide. We recommend that you consider leaving this building. We feel that it may be unsafe to re-occupy this building until the Carbon Monoxide source is identified and corrections made. Residences with young, elderly, and pregnant occupants are at higher risk.
<u>15-20 PPM:</u>	Impaired decision-making process. Reduced oxygen levels to the heart. Exceeds EPA yearly concentration for eight hour period.
<u>100 PPM or greater:</u>	We have detected a potentially lethal level of carbon monoxide in your home. Leave your building immediately! It is not safe until repairs are made or the source is found and corrected. Have your sources of carbon monoxide examined and if necessary repaired by a qualified repair technician. Replace or reset your detector according to manufacturer's specifications.

Carbon monoxide affects individuals differently depending on size, age, and medical history of the occupant(s). Therefore families with young children, members with medical conditions, aged individuals, and pregnant women should take extra precautions in the event that carbon monoxide is detected.

Received by: _____ Date: _____

NOTE: This is a sample based on the knowledge of CO and CO detectors at that time. It may not reflect the current state of knowledge, and is not necessarily completely accurate.

WHITE COPY: Fire Department **YELLOW COPY:** Owner/Occupant

**AMES FIRE DEPARTMENT
CARBON MONOXIDE (CO) CHECKLIST**

Incident #: _____ Date: _____ Time: _____

CO Meter Zeroed Outside: () Yes () No PPM Inside entry door: _____

INVESTIGATE:

First turn on all exhaust fans to create possible backdraft situation. Done ()

(Range Hoods, Bathroom Vent, Attic Fans, Clothes Dryer)

Operate all combustion appliances for about ten minutes. Done ()

If car is in attached garage, run it with the overhead garage door open. Done ()

Furnace: Present () Not Present ()

Look for gaps, corrosion, soot, rust, duct to chimney connection () OK () Not OK

Pilot Light () Not Visible () Visible with blue flame () Visible no blue flame

Monitor around burners _____ PPM

CO reading at the heat-outlet for forced air furnaces _____ PPM

Water Heater: Present () Not Present ()

Look for gaps, corrosion, soot, rust, duct to chimney connection () OK () Not OK

Pilot Light () Not Visible () Visible with blue flame () Visible no blue flame

Monitor around burners _____ PPM

Monitor around vent pipe _____ PPM

Smoke test for draft () OK--good draft () Not OK -- Insufficient or backdraft

Gas Clothes Dryer: Present () Not Present ()

Monitor around vent tubing: _____ PPM Check vent tubing for kinks/blockage.

Pilot Light () Not Visible () Visible with blue flame () Visible no blue flame

Monitor around burners _____ PPM

Fuel Generated Space and Wall heaters: Present () Not Present ()

Pilot Light () Not Visible () Visible with blue flame () Visible no blue flame

Monitor around heaters _____ PPM

Vented Properly () Yes () No

Gas Fireplace: Present () Not Present ()

Pilot Light () Not Visible () Visible with blue flame () Visible no blue flame

Monitor around fireplace during and after warmed up _____ PPM

Fuel Burning Fireplace: Present () Not Present ()

Vented properly? () Yes () No

Creating backdraft for other appliances () Yes () No

Flue Clear () Yes () No Damper Open () Yes () No

PPM around fireplace _____

Intake open on models that use outside air () Yes () No

Cooking Stove -- Non Electric: Present () Not Present ()

Monitor inside after warmup _____ PPM _____

Monitor 2 feet above burners after on high for several minutes PPM _____

Pilot Light () Not Visible () Visible with blue flame () Visible no blue flame

Attached Garage Passage Door: Present () Not Present ()

Monitor around interior entry door, passage into house PPM _____

Person Completing Check Sheet _____ Time _____

Ames Fire Department Carbon Monoxide Information Sheet

The products of combustion can be divided into four categories:

1. Fire Gases
2. Flame
3. Heat
4. Smoke

These products have a variety of physiological effects on humans, the most important being burns and the toxic effects, which result from the inhalation of heated air and gases.

Carbon Monoxide

Carbon Monoxide (the chief danger in most fire gases) is not the most toxic of fire gases, but is always one of the most abundant. Under controlled burning conditions, the carbon of most organic materials can be oxidized completely to Carbon Dioxide by supplying an excess of Oxygen. In the uncontrolled burning of an accidental fire however, the availability of Oxygen is never ideal; some of the carbon is incompletely oxidized to Carbon Monoxide. Thus, in a confined smoldering fire the ratio of Carbon Monoxide to Carbon Dioxide is usually greater than in a well-ventilated brightly burning fire.

Carbon Monoxide – Poisons by Asphyxiation

Carbon Monoxide combines with hemoglobin (an Oxygen carrying constituent of blood) to form Carboxyhemoglobin 210 times more readily than Oxygen does. Thus, Carbon Monoxide rapidly robs the blood of the Oxygen needed by the body. Simultaneously, Carbon Monoxide prevents the blood from disposing of the waste Carbon Dioxide it normally brings back to the lungs.

Measurements of Carbon Monoxide concentrations in air are not the best way to predict rapid physiological effects, because the actual reaction is from the concentration of Carboxyhemoglobin in the blood, causing Oxygen starvation. High Oxygen users such as the heart and brain are damaged early. The combination of Carbon Monoxide with the blood will be greater when the concentration in air is greater. An individual's general physical condition, age, degree of physical activity, and the length of exposure all affect the actual Carboxyhemoglobin level in the blood.