

**Township of East Hawkesbury
East Hawkesbury Fire Department**

Standard Operating Guidelines



- These Guidelines may be revised only upon approval of the Fire Chief and of the Council.
- Failure to know these guidelines shall not be accepted as an excuse for not complying with them
- These guidelines are to be given to each Firefighter when he/she becomes a Firefighter
- New or revised S.O. G's shall be posted

Revised September 23, 2019

Standard Operating Guidelines

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S.O.G # 1 Protocol

- All Firefighters will conduct themselves in a respectful manner when on duty as a Firefighter
- All Firefighters shall show courtesy and respect when dealing with the public
- All Firefighters will show respect to fellow Firefighters and Officers, and shall comply with any reasonable orders or requests made by the Officers
- No Firefighter shall use profane, immoral or indecent language or be guilty of conduct, which may in any manner be prejudicial to the good reputation, order and discipline of the Fire Department.
- The Fire Chief is responsible for the safe operation of the Fire Department and as such, he/she will be considered the final decision maker on all matters related to the operation of the fire department.
- Firefighter will provide a Criminal Background Check prior to hire for review.
- Any action, which can be reasonably interpreted as humiliating, invasion of privacy, confrontational, argumentative, neglectful, insubordinate, threatening, degrading, bullying, exploitive, illegal or racist shall be subject to disciplinary action.
- All firefighters will be dressed appropriately, in uniform, when attending any planned fire department event (training, fundraisers, etc.)

S.O.G # 2 Discipline

- Firefighters shall submit to discipline as recommended by the Officers group.
- The Fire Chief, in consultation with Council and the Officers, may reprimand, suspend or recommend dismissal of a Firefighter for subordination, inefficiency, misconduct or for non-compliance with S.O.P guidelines, if investigation shows that such conduct is detrimental to the efficiency of the Department.
- When a Firefighter alleges unfair treatment, he/she may appeal in writing to the Chief and/or the Council.
- If the Firefighter is not in agreement with the final decision of the Chief after appeal, he/she may then appeal in writing to the Township Council within seven (7) working days after receiving the final decision.
- Following the suspension of any member, the Fire Chief shall immediately report, in writing, the suspension and recommendations to the Council.
- A member shall not be dismissed without being afforded the opportunity for a hearing before the Council, if the member makes a written request for such hearing within seven (7) working days after receiving the proposed dismissal.

S.O.G # 3 Responding to Calls

- All Firefighters will respond to calls for assistance by reporting to the Fire Hall, except on medical calls, the group scheduled for that month will respond.
- When responding to calls, Firefighters shall report to the station first in order to respond in an emergency vehicle. Firefighters may, however, re-direct to a scene if all required vehicles are already responding or on scene.
- On all calls, both the Pumper and Rescue vehicles shall respond first and shall leave the station when two (2) or more Firefighters are present.
- When responding to calls, Firefighters are allowed to identify themselves with one (1) green single light only on their personal vehicle.
- When responding to Fire Calls Firefighters will use "Who's Responding"
- All green lights will be approved by the Fire Chief before use.
- Upon termination of the call, all incidents must be debriefed by the Commanding Officer as soon as conveniently possible.

S.O.G # 4 Driving Vehicles

- Vehicles must be driven in a safe manner always.
- All drivers shall observe the Highway Traffic Act. Complete stops are required at red lights and stop signs.
“Where an emergency vehicle, upon which a siren is continuously sounding and upon which a lamp is producing intermittent flashes of red light visible from all directions, is brought to a full stop at a red signal light, the driver of the emergency vehicle may, after ascertaining that such movement can be made safely, proceed through the intersection without waiting for a green signal light to be shown.”
- Drivers are reminded that safety of Firefighters and apparatus is solely their responsibility.
- When leaving the station and when arriving on the scene, dispatch must be notified.
- Firefighters must be in possession of a valid license for the class of vehicle being driven. Before January 31st of each year, proof of a valid license shall be supplied to the Municipality for the class of vehicle being driven.
- Vehicle inspections as well as accompanying documentation, as per the Highway Traffic Act, must be properly filled out and signed by the vehicle’s operator during bi-weekly maintenance nights as well as before or after use.
- Firefighters shall not drive Department vehicles while their driver’s license is under suspension or before supplying proof of a valid license to the Municipality.
- Firefighters shall not follow emergency vehicles closer than 150 meters and must not have their high beams on and must have their green flasher on (if equipped with one).
- Firefighters must wear seat belts in all vehicles.
- Firefighters shall not pass fire trucks on their way to the scene and coming back to station.

S.O.G # 5 Emergency Scene Command

- The highest ranked Officer who arrives on the scene first shall be in command until a more senior ranked Officer arrives. Any changes to Incident Command shall be relayed to dispatch.
- When no Officers are present, the Firefighter with the most seniority will assume command. Such member has all the powers and shall perform all the duties of an Officer.
- The Firefighter in command shall be responsible for:
 - (a) The safety of his/her Firefighters
 - (b) Sizes up upon arrival on the scene
 - (c) Supervision of emergency scene operations
 - (d) Communicating with other agencies on or off scene (OPP, EMS, Dispatch)

S.O.G # 6 Emergency Scene Operations

- Safety is the priority at any scene
- Firefighters reporting to the scene will report to an Officer.
- Firefighters will request permission from an Officer before leaving any scene.
- After leaving the scene, Firefighters shall return to the station.
- Firefighters shall remove their accountability tag from their helmet and hang them on the rack at the front of the Rescue vehicle.
- Full turn-out gear must be worn at scenes unless directed otherwise by the Officer in command.
 - (a) Rubber gloves and glasses must be worn when assisting at medical calls or performing First Aid.
 - (b) Safety gloves and safety glasses must be worn when performing extrication.
- A Firefighter shall inform an Officer if he/she receives an order to perform other duties after having been ordered to do a previous task by another Officer.
- Every Firefighter injured on duty will report immediately to the Officer in charge.
- Every Firefighter involved in an accident while on duty shall report the details to the Officer in charge as soon as possible including the loss of or damage to Fire Department equipment.

- When valuables (money, jewelry, etc.) are found during an emergency, they should be given to the Officer in charge. At no time shall a Firefighter take or remove anything from a scene for his/her own use.
- If instructed by the Safety Officer, Firefighters will comply with the Health & Safety request.
- The Safety Officer must notify Incident Command of any requests made by him to personnel on scene.

S.O.G # 7 S.C.B.A. Use

- S.C.B.A.'s are to be used when it is evident that toxic substances may be present.
- Hair, sideburns, beards and moustaches must be kept in such a manner as not to interfere with the operation of the breathing apparatus.
- S.C.B.A.'s are to be properly cleaned and full air tanks added after each use. The Firefighter must complete and sign the S.C.B.A. safety report which will be verified and approved by another Firefighter who will also sign the report.
- Firefighters must have proper training before entering a fire with S.C.B.A.'s.
- All Firefighters must be fit test evaluated for using an S.C.B.A. mask.

S.O.G # 8 Interior Search and Rescue

Interior Search and Rescue shall be provided when possible and as appropriate in accordance with the following:

1. Service shall be provided to search for and rescue endangered, trapped or potentially trapped persons within the structure.
2. Service shall be provided only when, in the opinion of the Fire Chief or most senior Officer in charge, all of the following are true:
 - i. A scene risk assessment has been completed, and the level of risk reasonably justifies entry into the structure;
 - ii. Building integrity permits entry into the structure;
 - iii. Sufficient Firefighter staffing is deployed at the scene;
 - iv. Reliable water supply with adequate flow can be sustained;
 - v. Adequate scene supervision and support is provided.
3. No Firefighter shall enter a building or fire without an S.C.B.A., portable radio and portable entry tools.
4. Firefighters shall always enter in teams of two (2) with a minimum of six (6) Firefighters (full PPE) when entering a building. The minimum number of Firefighters required may be reduced by the Officer in charge at the scene in a life and death situation.
5. Firefighters shall not enter the building until two backup teams have been equipped with S.C.B.A.'s.
6. An Officer shall direct each entry and note the time of Entry and Exit on the Accountability Board.
7. Upon sounding of the Air Horn device for three short blasts, all firefighters will immediately evacuate the scene and report to the Rescue vehicle.

S.O.G # 9 Radio Communication

- When communication with Dispatch or other Fire departments, each Firefighter shall identify themselves as East Hawkesbury Fire Department.
- Phonetic Alphabet will be used as much as possible.
- All messages will be delivered in a clear concise manner.
- Profane language is not permitted at any time.
- Always use a “SIMPLEX” or “TAC” channel as a talk around channel.
- All Firefighters shall wait three seconds before proceeding with communication.
- On arrival, the driver shall confirm to the dispatch the exact emergency location.
- When communicating via radio, members must identify themselves first by their tasking (ex. Pump operator, IC, fire attack, etc.)

S.O.G # 10 Use of Intoxicating Substances

- Firefighters shall not bring into the Fire station any Beer, Liquor, Marijuana, or illegal drugs.
- Firefighters shall not drive a Department vehicle or respond to any calls if they have consumed alcoholic beverages or drugs.
- A Firefighter may respond in other situations providing he/she is not impaired.

S.O.G # 11 Media Contact/Confidentiality

- No Firefighter will give out any public statement relative to any matter connected with the Fire department unless authorized by the Chief.
- The Chief or his designate will be the official spokesperson for the Department.
- All Firefighters will respect the confidentiality of victims' names, causes of fire, etc.
- Firefighters will not post, share or like any Firefighter related social media content related to East Hawkesbury calls.

S.O.G # 12 Fire Department Equipment/ Facilities

- All Firefighters are responsible for maintaining their personal equipment in good condition.
- Upon leaving the Department as a Firefighter, all equipment will be returned.
- No Firefighter will use Fire Department equipment or uniforms for his personal use without the permission of the Chief.
- Fire department equipment will not be lent to members of the public.
- The Fire Hall will not be used for personal meeting without the permission of the Chief.
- No Firefighter will use his own equipment.
- Fire Hall inspections and accompanying documentation must be completed monthly by the station's captain.

S.O.G # 13 Training Sessions

- All Firefighters shall participate in training sessions.
- Work commitments will be accepted as reason for not attending training sessions.
- After three (3) consecutive absences the Chief will discuss the situation with the Firefighter concerned.
- Attending fewer than 60% of training sessions in a year may result in removal from the roster of the Department, notwithstanding item 2 above.
- Training sessions will be a minimum of two hours in length.
- All untrained / non grandfathered Firefighters will have 2 years to complete all IFSTA online chapters and exams for “Essentials of Firefighting” (FF1)
- Any and all members may also choose to take any other IFSTA course via this method once they have completed the mandatory FF1 course.

S.O.G # 14 Recruiting

- Advertisements for recruits will be advertised for a minimum of one (1) week only with the advertisement placed in English and French.
- A volunteer Firefighter recruit information package including the prescribed application form will be remitted to each candidate. All applications for a Firefighter's position will be in writing.
- All recruits will be interviewed.
- All recruits will be tested on a job-related task before being accepted as a Firefighter.
- A person appointed as a Firefighter is subject to a medical examination and must supply a three (3) year driver record abstract and an Ontario Provincial Policy Search Certificate upon employment and at such other times as the Fire Chief may require at the cost of the municipality.
- The Chief, in consultation with the Officers, will make his recommendation to Council. Council will make the decision as to the acceptance of a recruit.
- Priority will be given to applicants that reside within the township, are available during the daytime during the week, and have fire related certificates.

S.O.G # 15 Probationary Firefighters

- All new Firefighters will be on probation for a period of one year during which period the probationary member shall take such special training and examinations as may be required by the Fire Chief and assisted by the Officers.
- If a probationary Firefighter fails any such examinations, the Fire Chief must recommend appropriate action to the Council.
- Probationary Firefighters will assist Firefighters in emergency situations and will wear a black tag attached to their helmet.
- The probationary FF's tasks will be dependent on what the officers feel is appropriate for that individual's level of comfort and training.
- All untrained probationary Firefighters will have 2 years to complete all IFSTA online chapters and exams for "Essentials of Firefighting" (FF1)

JUNIOR FIREFIGHTER PROGRAM

1. The Fire Chief may establish a Junior Firefighter Program to promote fire safety in youth, and to provide mentorship and guidance to those who may have an interest or career aspirations in the fire service.
2. To be eligible for appointment as a Junior Firefighter, candidates shall:
 - 2.1 Be between the ages of 16 and 18;
 - 2.2 Be attending high school and able to meet and maintain the academic and attendance expectations mutually agreed upon by the Junior Firefighter, his or her parents or legal guardian, his or her school and the Fire Chief.
 - 2.3 Provide written permission and a signed waiver that indemnifies and releases the Corporation from liability from a parent or legal guardian to participate in the Junior Firefighter Program.
3. Acceptance as a Junior Firefighter shall be subject to the discretion of the Fire Chief. Junior Firefighter status may be revoked at any time at the discretion of the Fire Chief.
4. Junior Firefighters shall be subject to a six (6) month probation period, which may be extended at the discretion of the Fire Chief.

5. Junior Firefighters may attend training exercises at the discretion of the Fire Chief, subject to the terms and conditions of the training organization.
6. Junior Firefighters are not eligible for remuneration.
7. Junior Firefighters shall comply with all terms and conditions of the Junior Firefighter Program as established by the Fire Chief, all applicable policies of the Corporation, and all policies, procedures, operating guidelines, general orders, directives and rules of the Fire Department.
8. Junior Firefighters shall be supervised by a competent Fire Department supervisor at all times while participating in the Junior Firefighter Program.
9. Junior Firefighters shall not be permitted to enter areas of immediate danger to life and health or environment at any time.
10. Junior Firefighters shall not operate any Fire Department vehicle.

S.O.G # 16 Personal Information

- A personnel file will be kept for each Firefighter
- This file will be accessible only to the Chief and Officers and the Municipal Clerk-Treasurer and the Council.
- Written reprimands will be included in the file
- The Firefighter is responsible for advising the Chief of any changes in his/her personal information. Address, telephone number, email changes must be reported within 48 hours of change.
- The Firefighter agrees to have his/her contact telephone numbers available on a public list.

S.O.G # 17 Sick Leave / Leave of Absence

1. Volunteer Firefighters shall be entitled to all statutory unpaid leaves of absence to which they are entitled under the provision of the Employment Standards Act, 2000.
2. A Volunteer Firefighter who has completed the twelve (12) month probationary period may request a voluntary leave of absence from the Fire Chief without pay for a period of up to twelve (12) months, and such requests shall not be unreasonably denied.
3. All requests for a voluntary leave of absence must be submitted in writing to the Fire Chief at least twenty (20) calendar days prior to when the leave of absence is to commence. The Fire Chief, at his or her discretion, may waive this notice period.
4. A request for a second or subsequent leave of absence within twelve (12) months of a previous leave of absence shall be evaluated on a case by case basis.
5. Any Firefighter unable to respond due to prolonged illness must notify the Chief and advise the Chief when he/she is able to return to Duty.
6. Any Firefighter will not respond to emergency calls while on medical leave from his /her regular place of employment, receiving WSIB benefits and /or not suitable to work for any other reason. He/she must advise the Fire Chief immediately.
7. All Fire fighters who cannot respond to calls due to sick leave will be "unavailable" on the App.

S.O.G # 18 Fundraising

- All fundraising will be done under the name of the “East Hawkesbury Firefighters’ Association”.
- No Firefighter shall, directly or indirectly solicit or accept gifts, money or other articles for services rendered.
- Any donations received will be directed to the “East Hawkesbury Firefighters Association”.

S.O.G # 19 Promotion Policy

- All opportunities for promotion will be made known to all Firefighters.
- Applications for an Officer's position will be made in writing.
- The Council, the Chief and existing Officers will decide on the successful candidate for any position up to and including Deputy Chief.
- The Municipal Council will decide on the position of Chief.

- **Three (3)** Firefighters will respond with the Tanker when necessary.
- When a request received to assist another fire service with the tanker, an Officer will determine who is to respond.
- The Chief or his/her designate may choose to dispatch additional Firefighters, either to assist or to replace the original responders.
- Notwithstanding the above, an Officer may choose to dispatch an experienced driver with the tanker at any time.
- When answering a Mutual Aid call, all Firefighters must report to the St. Eugene Fire Station first.
- Firefighters will not respond to a Mutual Aid call with the personal vehicle, unless directed by the Fire Chief.
- Equal opportunity will be given to all members when responding to mutual aid calls. This will be based on a team/personnel rotational system.

- Introduced – January 12, 2004
- Reviewed and passed – January 12, 2004, Resolution No. 4/04
- Reviewed by Volunteer Firemen
 - Meeting – November 9, 2005, Resolution No. 7/05
- Revised and adopted by Council
 - Meeting – December 12, 2005, Resolution No. 198/05
- Reviewed by Volunteer Firemen -November 19, 2007
- Revised and adopted by Council
 - Meeting- December 10, 2007 Resolution No.208/07
- Reviewed by Volunteer Firemen- December 10, 2008
- Revised and adopted by Council
 - Meeting – January 12, 2009, Resolution No. 4/2009
- Reviewed by Volunteer Firemen -January 27, 2010
- Reviewed by Volunteer Firemen -February 27, 2012
- Revised and adopted by Council
 - Meeting- March 12, 2012 Resolution No. 2012-40
- Reviewed by Volunteer Firemen -February 25, 2014
- Revised and adopted by Council
 - Meeting- March 12, 2012 Resolution No. 2012-40
- Reviewed by Volunteer Firemen -February 25, 2014
- Revised and adopted by Council
 - Meeting- March 10, 2014 Resolution No. 2014-54
- Revised by the Health and Safety Team August 22, 2018

- Revised and adopted by Council
Meeting on September 23, 2019- Resolution No. 2019-313.
- Revised and adopted by Council
Meeting on May 11, 2020-Resolution No. 2020-_____.