

MORTLAKE FIRE COMPANY

STANDARD OPERATING GUIDELINES

Policy #:	MFC-13	Effective Date:	08/06/01
Title:	Officer In Charge (OIC)	# of pages:	1
Category:	Policy	Classification:	Green
Authorized by:	Chris Guari	Revision:	

PURPOSE:

When responding to medical calls, (house calls), the Officer in Charge (OIC) shall be the first arriving Officer. A chief officer may take control of the call at their discretion after an exchange of information with the initial OIC.

SCOPE:

This applies to the entire organization.

POLICY/PROCEDURE:

When responding to an auto accident or a report of a fire, the highest-ranking officer on the scene shall be the OIC. If another officer is on the scene and initiates command the exchange of command can be changed only after the appropriate exchange of information between officers. The OIC can delegate command to another officer at his discretion.

As much as possible the officers and truck operators should attempt to limit their conversations to only those things absolutely needed to be said to reduce the amount of radio traffic. All radio operators must keep in mind that only courteous and professional radio language and attitudes relay positive image for the department.

In the event that no officers are on scene, the senior fire fighter or EMT on scene shall be in charge.

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Policy #:	MFC-11	Effective Date:	02/03/04
Title:	Responding to Calls- Emergency Vehicles	# of pages:	2
Category:	Policy	Classification:	Green
Authorized by:		Revision:	04/26/11

PURPOSE:

Members must, as a condition of their membership in the Mortlake Fire Company, abide in the terms of the Standards Operating Guidelines and Policies and Procedures. Violations of this policy will be cause for disciplinary action, up to and including immediate termination of membership.

This is to assure the safe response of emergency vehicles to the scene of an emergency without endangering the safety of the public or private property, or the injury or death to civilians or fire department personnel.

For the purpose of this guideline, the term emergency vehicle will include all vehicles operated by the Mortlake Fire Company, including Chief Officer Vehicle.

SCOPE:

This applies to the entire organization.

POLICY/PROCEDURE:

The following will apply to all personnel operating emergency vehicles while responding to or returning from the scene of an emergency. The procedures will be followed while conducting training or regular maintenance of the vehicles.

The State of Connecticut Motor Vehicle Law exempts authorized emergency vehicles from the following traffic laws while responding to a call. The exemptions may only be used when all emergency lights are in operation and the siren is in operation. The exemptions are:

- To park or stand a vehicle irrespective of the provisions of the motor vehicle law.
- Proceed past any red light, stop signal or stop sign, but only after slowing down or stopping to the extent necessary for the safe operation of the vehicle.
- Exceed posted speed limits as long as there is no danger to life or property.
- Disregard regulations governing directions of movement or turning in specific directions.

Due to the limited number of exemptions allowed by Connecticut State law and the fact that emergency vehicles are not the usual of the roadway, the following guidelines will apply to ALL Fire Company vehicles:

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Authorized by:		Revision:	04/26/11

- All posted speed limits will be obeyed.
- Emergency vehicles will come to a complete stop at any red light or stop sign/signal.
- Passing in no passing zones will be limited to areas where traffic has come to a complete stop and moved to the side of the road. Emergency vehicles will then pass only if there is enough room to do safely and minimized the amount of oncoming lane is used.
- Emergency warning lights will be used at all times to provide adequate warning to other motorists and pedestrians of the vehicles approach while responding to a scene of an emergency. The exception is for a priority two call.
- The exception to last rule is when the call is determined to be a priority two call. The use of emergency lights will be prohibited unless needed for traffic control or at the discretion of the officer on the scene.
- While responding to an emergency call and the call is downgraded by either QV or an officer at the scene, the emergency vehicle will turn off its emergency lights and sirens and travel with traffic.
- Seat belts must be worn by all personnel.
When the Mortlake Fire Company is operating on an emergency scene along Route 6, Route 169 or Route 205, the last of the emergency vehicles will leave the scene when all personnel have returned to their vehicle and have left the scene.

The backing up of any emergency vehicle will be done with a spotter to ensure the safety, of personnel or members of the public and to ensure against damage to any vehicles of the Mortlake Fire Company.

Neither state or local laws, nor this guideline, will absolve the driver of an emergency, vehicle from the responsibility or duty of driving with all due regard for the safety of persons and property. The driver is fully accountable for their actions.

Goal: This is to assure the safe response of emergency vehicles to the scene of an emergency without endangering the safety of the public or private property, or the injury or death to civilians or fire department personnel.

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STANDARD OPERATING GUIDELINES

Policy #:	MFC-12	Effective Date:	02/03/04
Title:	Responding to Calls- Private Vehicles	# of pages:	2
Category:	Policy	Classification:	Green
Authorized by:		Revision:	04/26/11

PURPOSE:

The traffic laws in the State of Connecticut permit members of Volunteer Fire Departments, when issued permits by the Chief of the Department, to use a blue flashing light or another type of warning lights to identify themselves when responding to an emergency in their private vehicles.

The law clearly states that such vehicles are NOT emergency vehicles. They are subject to the same statutes as any other private vehicle. The blue light is known as a courtesy light. These lights do not grant any other rights or privileges, nor must traffic yield the right of way.

SCOPE:

This applies to the entire organization.

POLICY/PROCEDURE:

The Following procedures will apply when responding to an emergency in a private vehicle.

- All posted speed limits will be obeyed.
- All traffic signals, signs, etc. will be obeyed.
- All vehicles will travel in the proper direction on one-way streets.
- Vehicles may pass only where passing lanes exist, or when granted by other drivers.
- Seat belts must be worn by all personnel.
- The use of blue lights will be granted only in the town of Brooklyn unless responding mutual aid to surrounding communities.

Members within a reasonable distance of the fire station, or passing the station en route to an alarm SHALL make certain ALL APPARATUS dispatched have left the station. Apparatus will have all riding positions fully manned as possible.

Upon arrival at the scene of an emergency or the fire station, the following procedures will apply:

- Members will park their private vehicles in such a manner as to not restrict the response of the emergency vehicles to and from the station.

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Authorized by:		Revision:	04/26/11

- At an emergency scene, private vehicles will be parked on the same side as possible.
- Private vehicles will be parked at a distance so that the vehicle does not hinder the arrival or departure of responding emergency vehicles.
- PARKING OR DRIVING ON LAWNS WILL BE AVOIDED unless directed by responding Officers.
- Private driveways shall not be blocked.
- The travel portion of the roadway will remain clear, unless directed by an Officer on scene. No member shall be granted a blue light permit if the member is using a light bar that is placed on the roof of a car.

If a question arises about a use of a type of emergency light, the Chief of the Department will determine if the light can be used.

Town of Brooklyn Fire Departments

STANDARD OPERATING GUIDELINES

Policy #:	23-001	Effective Date:	05/02/2023
Title:	Radio Usage	# of pages:	1
Category:	Policy	Classification:	Green
Authorized by:	S. Breen	Revision:	

1. PURPOSE:

To define proper radio usage during emergency operations and other various functions of the departments

2. SCOPE:

This policy applies to all members.

3. POLICY/PROCEDURE:

All officers, apparatus operators, firefighters and EMS personnel need to use proper radio etiquette during radio transmissions. All transmissions shall be brief and to the point.

1. When responding to calls for service, the radio frequency assigned by QVEC will be used. They are generally as follows –
 - a. For fires and MVAs use 33.90
 - b. For medical calls use 33.88
 - c. For service calls 33.76
2. While en route and once arrived on scene, personnel should use the following format for the fireground.
 - a. TAC 5 – command and fireground operations/standby events
 - b. TAC 6 – Water supply
 - c. TAC 7 – staging
 - d. TAC 8 – TBD
 - e. TAC 9 – RIT team operations
 - f. UHF 15 – Traffic control
3. Unassigned radio frequencies will be assigned as the need arises during the course of an incident.

Response to Emergency Calls

The Mortlake response area for fire apparatus consists of the center of Brooklyn to the Hampton line, south the Canterbury line on Route 169, South on Route 205 to the Plainfield line, North on Route 169 to Pomfret, and east on Route 6 to the dip in the road between Napa Auto Store and the Mobile Station.

Once a member has been voted into the company and completed the physical examination and received the necessary shots from the company physician, he or she is entitled to receive a pager to enable his or her participation at emergency calls. The probationary training officer will usually arrange for the member to get a pager and key during the beginning of the probationary training program. The member will also be supplied with appropriate personal protective equipment at this time.

Active members that have passed their probationary test with the chief are eligible to receive a blue light permit to operate a blue light in their personal vehicle when responding to emergency calls. Only the chief can issue a blue light permit, and this document should be kept in the vehicle at all times. A blue light permit does not give the holder permission to violate traffic laws, be inconsiderate to other drivers or pedestrians or in any way to drive their vehicle in a reckless or unsafe manner. A blue light is a courtesy light announcing to others on the road that you are responding to a serious emergency and to kindly yield. Other drivers are not obliged to stop or pull over. It is an optional courtesy.

All members of the company who have a blue light permit and operate such a light are required to obey all traffic laws, including posted speed limits and no passing zones, and to operate their personal vehicles with the utmost caution when responding to an emergency call. Every member acts as a spokesperson for the entire company when they use a blue light, and our positive image in the community depends upon all members driving responsibility when using a blue light. Blue lights are only to be used when responding to emergency calls.

Scene safety is of vital importance to the Mortlake Fire Company, and every member has a responsibility to act in a safe and responsible manner on scene of every emergency, and to report any unsafe or potentially unsafe conditions immediately. Because we cannot effectively protect the lives and property of others if we endanger our own safety, the first job of any member is to put on their protective clothing. In the case of medical calls this would be gloves for everyone who will be in contact with the patient. There are no excuses for not having gloves. All firefighters are to wear their bunker gear when responding to any fire, car accident or other emergency call. When firefighter is working on an emergency scene with any exposure to blood or body fluids, the firefighters are to use latex gloves under their firefighting gloves as extra protection.

When necessary, the chief may designate a safety officer on an emergency scene. The safety officer has the responsibility to monitor all of the potential hazards on an emergency scene to make determination when hazards dictate an alternate course of action or complete cessation of emergency operations until safety measures are in place the safety officer can order personnel on an emergency scene to stop carrying out an order of an officer, including the chief, when he or she deems such an action necessary. In most cases, the safety officer designated on an emergency scene will wear a reflective vest indicating his position so that he or she can be readily identified. If any member on an emergency scene should notice a safety hazard or potential safety hazard, they should immediately inform the safety officer or any officer to the

situation. If an officer or safety officer is not immediately available, the member should immediately inform any member who is in danger of the hazard or potential hazard.

Drinking alcohol on or near an emergency scene will not be tolerated. Members who have been drinking alcohol prior to an emergency call should not respond and may be asked by an officer to leave an emergency scene or the station. See the company's written substance abuse policy for more details.

Responding to ambulance calls

Members of the company are duty-bound to respond when they are aware that the alarm sounded. Even if you are not part of an ambulance duty, crew it doesn't take much time to respond to the station to be sure that there is a crew. All members are encouraged to respond to the station when an alarm sounds. This will ensure that the apparatus are fully staffed when they depart the station. It is important for each member who responds to the scene of a medical call to wear their I.D. badge so they can be recognized as a member of the company.

Responding to fire calls

All members are asked to respond to station 190 or in special circumstances, station 290 when the alarm sounds for an emergency call. This will ensure that all of the apparatus gets on the road promptly and with a full crew. The company currently has two pieces of apparatus that can carry more than two members, and it is advantageous for both the member and the company to have all seats occupied to enable the fastest response possible. The siren on top of both stations will sound from 6:00am – 10:00pm for any fire call or serious accident.

If a member responds directly to the scene of an emergency, he or she should park their personal vehicle out of the way of the actual scene and on the same side of the road as the fire apparatus. This will keep all emergency traffic to one side and allow for local traffic to flow when authorized by the officer in charge. If you are the first person to the scene, it will be helpful for you to leave your blue light on indicating the location of the emergency to other responding units. Members should not drive directly into the scene of an emergency and occupy valuable space that may be needed for actual emergency apparatus.

On the scene conduct

The emergency scene is no place for acts of individual heroism. The effective resolution of an emergency situation is the result of a team effort. Acting individually or freelancing can even work against the team and result in additional problems in a situation that is dangerous to start with. Upon arrival at an emergency scene (medical or fire) all members are to report to an officer for an assignment. The rear of Engine Tank 190 (ET190) or Rescue 490 (R490) is used as a personnel pool where members should report for their assignments. If an officer needs someone for a particular duty, he or she will look there for someone who is available. Members should not mill around or go on inspection tours, especially at mutual aid fires. If you see something that should be done check with an officer first, there may be reason why it is being left undone. It is important for all of the members of the team to be working toward the same goals and this can only be done through communication both from officers and to officers.

Because the safety of civilians and other members depends upon your proficiency, never take on a job you have not been trained to do. If you are not sure how a job should be performed, tell this to the officer who assigned it to you. If the situation allows they may teach

you, if not, they will find someone else. There is nothing wrong with admitting you are unable to perform a task; however, at the next opportunity, make it your business to get the needed training. Ongoing improvement makes a member a more valuable part of the team.

If there is a need for a member to leave an emergency scene before it is resolved that person should check out with an officer. It is vitally important that the officers be able to account for all of the members at a scene. This is for the safety of the members and for the safety of the team. If a member has a responsibility and has to leave, the only way that responsibility can continue to be filled if an officer knows you are leaving so they can find a replacement.

It is not only important to be a part of the team at the scene, but also at the station after. Members should report to the station after a call to insure that all of the apparatus have been returned to service and is ready to answer the next call. This is not the responsibility of a select few, but the responsibility of the whole team.

From time to time, a member will receive conflicting orders from officers while at an emergency scene. Such conflicts, in the excitement of emergency operations, are frustrating. They indicate a lack of communication between officers, not a criticism of the member. In such cases, the member should remain calm and explain that his or her order conflicts with the order of another officer.

Boisterous, loud, or rowdy behavior on the emergency scene presents an unfavorable image of the company to the public and may also degrade the effectiveness of company operations on the scene. Members should strive to remain calm and go about their assigned tasks in a rapid and efficient fashion. The efficient operation of a well-trained and focused team will succeed in doing a good job.

Members should refrain from criticizing the actions of other members, fire companies, property owners, or spectators in public, and especially while on the emergency scene. Full and frank discussions of emergency operations are reserved for the fire station. Members must respect the rights of others and refrain from commenting on the causes of fires, or the condition of patients. The Mortlake Fire Company respects the confidentiality of every one of its patients and or clients. Members are required to keep discussion of patients and the details of emergency scenes confined to the station between fellow members.

Radio use and signals

The Mortlake Fire Company uses radios in emergency apparatus to communicate essential information. The members of the company are required to have a sound understanding of the language and signals used on the radio so that they may use them correctly when responding in apparatus to assist the driver. Any member who has passed his or her probationary training may assist the driver of a piece of apparatus by operating the radio with the permission of the driver. Except in special circumstances, this assistance is always welcome as it frees the driver from this responsibility in addition to getting the apparatus to the scene safely. All members should remember that the company uses the radio only for necessary communication. See the Radio communication sheet attached.

Emergency operations

Every member should have a basic idea of how the company responds to emergencies. In general, all company fire apparatus will respond to any fire in Brooklyn with automatic mutual

aid from East Brooklyn Fire Department for any reported structure fire. Depending on the location of the fire, Atwood Hose Fire Department, Hampton and or Pomfret Fire Departments will respond as mentioned earlier.

The apparatus should respond in the following order: ET190, R490, L190, E190, ET290, and S190 with R590/R690 standing by at the station. ET190 and R490 will wait at the station for approximately two minutes before responding in order to fill as many seats as possible. Only members who are qualified are allowed to operate company vehicles. In order to qualify, a member must be 21 yrs old, be an active member, successfully completed driver training, and be certified by the Chief or the truck officer. For all apparatus excluding R490, R590, R690 and S190, a minimum of a Connecticut Class B driver's license or 2Q license is required.

When responding to a medical call in the Mortlake response area, S190 should respond as soon as a driver and EMT arrive at the station. R590/690 will respond as soon as its assigned crew arrives at the station. The response of the company's rescue and service trucks are considered to be an "R-1" response to provide immediate basic life support until the arrival of an ambulance. The ambulance and its crew are considered "R-2" response for basic life support and transport to the closest hospital. A paramedic is considered to be an "R-5" response to provide advanced life support for critical emergencies either determined by the dispatch center, by the officer in charge or by the ambulance crew during transport.

Each ambulance crew is allotted 5 minutes to sign onto I AM RESPONDING and minutes to arrive at the station and sign on the air. The dispatch center will re-tone for additional personnel if there is not a crew signed into I AM RESPONDING. If an ambulance crew is awaiting the arrival of a member who lives a distance from the station, it may be helpful to call the dispatch center to advise them. Members are encouraged to sign up on the duty schedule for a minimum of 6 hours a week. The crew on the schedule will be the crew to take the call, with an EMT in the back with the patient, an EMT or MRT Driver and one other person either an EMT or MRT to fill the crew. A fourth medically trained or in the process of being trained person may ride along, however, they will not be part of the paid crew.

For mutual aid fires, apparatus should respond in the same fashion as in town with the radio operator being an even more important person. The radio operator can acquire directions from dispatch center or read a map if one is available. In the case of ET190 and L190 going out of town, members are strongly encouraged to fill as many of the seats as possible. This helps to reduce the amount of traffic near the scene and gives us a fully prepared crew when the apparatus arrives. Mutual aid calls are sometimes for specific pieces of apparatus. It is important to pay attention to what the dispatcher is requesting in order to be sure the correct apparatus are responding.