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1. MANAGEMENT AND ADMINISTRATION

1.1. GENERAL ADMINISTRATION - Procedures related to activities that maintain and support the organization, including financial management, resource management, information processing, and maintenance and development of the organizational infrastructure.

1.1.1. Organization

- 1.1.1.1. Establishment
- 1.1.1.2. Chain of Command
- 1.1.1.3. Division of Responsibilities
- 1.1.1.4. Job Descriptions
- 1.1.1.5. Acting Officer
- 1.1.1.6. Vision and Mission Statement
- 1.1.1.7. Value Statement
- 1.1.1.8. Human Dignity Statement

1.1.2. Facilities

1.1.3. Equipment and Supplies

1.1.4. Finance

1.1.4.1. Medical Billing

1.1.5. Fundraising

1.1.6. Information Management

- 1.1.6.1. Record Request
- 1.1.6.2. HIPPA
- 1.1.6.3. Subpeona's
- 1.1.6.4. Completion of Reports
- 1.1.6.5. Standard of Documentation
- 1.1.6.6. Public Information Release

1.1.7. Standard Operating Procedure

1.1.8. Complaints

1.2. MEMBER HEALTH AND ASSISTANCE PROGRAMS - Procedures affecting member health, fitness, and performance, to include assessment, enhancement, and enforcement activities.

1.2.1. Medical Screening/Health Assessment

1.2.2. Health and Wellness Promotion

1.2.3. Performance Evaluation Process

1.2.4. Work Related Injury, Illness and Exposure Policy



1.2.5. Employee/Member Assistance

1.2.6. Facility Safety

1.2.7. Hazard Communication

1.2.8. Light Duty

1.2.9. Pregnancy



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1.3. ORGANIZATIONAL PLANNING AND PREPAREDNESS - Procedures affecting organizational analysis and planning systems for management, administration, and emergency operations.

- 1.3.1. [Strategic/Master Planning](#)
- 1.3.2. SOP Development
- 1.3.3. Risk Management Plan
- 1.3.4. [Emergency Operations Planning](#)
- 1.3.5. [Statewide Mutual/Automatic Aid](#)

1.4. GENERAL OPERATIONS

- 1.4.1. [Staffing](#)
- 1.4.2. [Uniform and Appearance](#)
- 1.4.3. [Commendations and Awards](#)
- 1.4.4. Code of Conduct
 - 1.4.4.1. Alcohol usage
 - 1.4.4.2. Required EMS Records kept
 - 1.4.4.3. Perjury
 - 1.4.4.4. Discipline – Chief Hiers Memo, Sunshine Memo
 - 1.4.4.5. Tobacco Abstention – St. Cloud Bulleting
- 1.4.5. Communication
 - 1.4.5.1. Inter-department Communication
 - 1.4.5.2. Intra-department Communication
 - 1.4.5.3. Telephone
 - 1.4.5.4. Public Written Communication
 - 1.4.5.5. Mailboxes
 - 1.4.5.6. Staff Notification
 - 1.4.5.7. Unusual Occurrence
 - 1.4.5.8. Bulletin Boards
- 1.4.6. Attendance and Punctionality
- 1.4.7. Leave
 - 1.4.7.1. Sick Leave Policy
 - 1.4.7.2. Calling sick or late for work
 - 1.4.7.3. Request for Leave
 - 1.4.7.4. [Exchange of Duty](#)
 - 1.4.7.5. Administrative Leave
 - 1.4.7.6. [Tardiness](#)
- 1.4.8. Visitors to the FD
- 1.4.9. [Overtime](#)
- 1.4.10. Payroll
- 1.4.11. Voting

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1.5. EMPLOYEE DEVELOPMENT

- 1.5.1. [Basic Training and Education](#)
- 1.5.2. [Hiring Practices](#)
- 1.5.3. [Employee Evaluation](#)
- 1.5.4. Open
- 1.5.5. [New Employee Orientation](#)
- 1.5.6. [Employee Career Development](#)
- 1.5.7. [Employee Continuing Education](#)
- 1.5.8. [Reserve Program](#)

1.6. DAILY OPERATIONS

- 1.6.1. [Work Schedule](#)
- 1.6.2. Payroll
- 1.6.3. Recall of Off-duty Personnel
- 1.6.4. Apparatus and Equipment Checks

1.7. MAINTENANCE AND REPAIR



- 1.7.1. [Taking out-of-Service](#)
- 1.7.2. [Placing In-service](#)
- 1.7.3. [New Equipment](#)
- 1.7.4. Fuel Level
- 1.7.5. Annual Testing and Certifications
- 1.7.6. Breakdown Procedures
- 1.7.7. Personal Use of Equipment

1.8. FIREFIGHTER DEATH AND INJURY

2. PREVENTION AND SPECIAL PROGRAMS

2.1. PUBLIC INFORMATION AND EDUCATION - Procedures to promote awareness of hazards, provide emergency information, encourage prevention, and foster good will and support in the community.

- 2.1.1. [Working with the Public](#)
- 2.1.2. [Working with the Media](#)
- 2.1.3. Public Education
- 2.1.4. Public Relations
- 2.1.5. Non-Employee Ride Along
- 2.1.6. Operation Safe Place

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- 2.1.7. Smoke Detector and Battery Give-away
- 2.1.8. Citizen Award Policy

2.2. BUILDING INSPECTIONS AND CODE ENFORCEMENT - Procedures for evaluating and enforcing safety in buildings and commercial operations.

- 2.2.1. [Authorities and Codes](#)
- 2.2.2. [Design and Plans Review](#)
- 2.2.3. [Pre-Fire Planning](#)

2.3. SPECIAL PROGRAMS

- 2.3.1. [Fire Cause and Arson Investigation](#)
- 2.3.2. [Hydrant Maintenance](#)
- 2.3.3. Other Special Programs

3. EMERGENCY OPERATIONS



3.1. GENERAL EMERGENCY OPERATIONS

3.1.1. Operating Emergency Vehicles – Procedures for the safe and effective operation of emergency vehicles and special apparatus, including fire engines, ambulances, trucks, tankers and other fleet vehicles.

- 3.1.1.1. Emergency Vehicles and Special Apparatus
- 3.1.1.2. [Driving Emergency Vehicles](#)
- 3.1.1.3. [Riding in Emergency Vehicles](#)
- 3.1.1.4. Operating Special Apparatus
- 3.1.1.5. [Vehicle Accident Reporting](#)
- 3.1.1.6. Use of Personal Vehicles
- 3.1.1.7. Opticom System
- 3.1.1.8. Move-up of Units
- 3.1.1.9. [Vehicle Accident Review Board](#)

3.1.2. Safety – General procedures outlining safety considerations for agency personnel at various types of emergency incidents.

- 3.1.2.1. [Safety Policy](#)
- 3.1.2.2. [Tactical Priorities](#)
- 3.1.2.3. Applicable Standards
- 3.1.2.4. [Operating at Emergency Incidents](#)
- 3.1.2.5. [Incident Safety Officer](#)
- 3.1.2.6. [Protective Clothing](#)
- 3.1.2.7. [Responder Exposure Control](#)
- 3.1.2.8. [Hearing Conservation](#)

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3.1.2.9. Operating in a Hostile Environment

3.1.2.10. **Operating on Roadways**

3.1.2.11. [Incident Scene Rehabilitation](#)

3.1.2.12. Medical Support

3.1.2.13. Knox Entry System

3.1.2.14. Nerve Agent Kit

3.1.2.15. Incident Termination

3.1.2.16. [Occupational Health and Safety Committee](#)

3.1.2.17. Station Security

3.1.2.18. Landing Zones

3.1.2.19. FF Basic Self Survival

3.1.2.20. Lock Out/Tag Out System

3.1.2.21. [Tools and Equipment](#)

3.1.2.22. [Self Contained Breathing Apparatus](#)

3.1.2.23. [Life Safety Ropes, Harnesses and Hardware](#)

3.1.2.24. [Eye and Face Protection](#)

3.1.2.25. Back Protection

3.1.3. [Communications](#) – General procedures governing communication during emergency incidents.

3.1.3.1. System Access

3.1.3.2. Definition of Alarms/Dispatch Protocols

3.1.3.3. General Procedures

3.1.3.4. [Emergency Evacuation Order](#)

3.1.3.5. Alternate Radio Frequencies

3.1.3.6. Mobile Data Terminals (MDTs)

3.1.3.7. Mutual Aid Communication

3.1.3.8. Situation/Status Reports

3.1.3.9. Mayday

3.1.3.10. Initial On-Scene Report

3.1.4. Command And Control - General procedures directing use of the Incident command/Incident Management System and controlling inter-agency coordination.

3.1.4.1. [Incident Command/Incident Management System](#)

3.1.4.2. Mutual/Automatic Aid



3.1.4.3. [2-In and 2-Out](#)

3.1.4.4. [Staging](#)

3.1.4.5. [Transferring Command](#)

3.1.4.6. Public Information Officer

3.1.4.7. Record Keeping

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- 3.1.4.8. [Personnel Accountability System](#)
- 3.1.4.9. [Adaptive Response Team](#)
- 3.1.4.10. [Thermal Imaging Camera](#)
- 3.1.4.11. Cancellation of a Call/Waive Off
- 3.1.4.12. Strategic Modes

3.1.5. Special Operations – Procedures for special emergency response operations and situations.

- 3.1.5.1. Aircraft Operations
- 3.1.5.2. Boat and Watercraft Operations
- 3.1.5.3. Special Unit Operations
- 3.1.5.4. Bomb/Hazardous Device Threats or Confirmed Incidents
- 3.1.5.5. Terrorism Incidents
- 3.1.5.6. Civil Disturbances
- 3.1.5.7. Emergency Building Demolition

3.1.6. Post Incident Operations – Procedures for activities after incidents designed to assess and document actions, restore capabilities, address problems, and improve future results.

- 3.1.6.1. Post Incident Analysis
- 3.1.6.2. Post-Incident Recovery
- 3.1.6.3. Incident Record Keeping and Reporting
- 3.1.6.4. Injury/Exposure Reporting and Investigation
- 3.1.6.5. Critical Incident Stress Debriefing/Dcfusing



3.2. FIRE SUPPRESSION

3.2.1. Fire Suppression Risk Management – Procedures designed to minimize risk to responders and implement aspects of the department’s health and safety program at fire suppression incidents.

- 3.2.1.1. Required Use of Personal Protective Equipment (PPE)
- 3.2.1.2. [Rapid Intervention Teams](#)
- 3.2.1.3. Evacuation (Firefighters)
- 3.2.1.4. Air Monitoring

3.2.2. Company Operations – Procedures covering activities related to specific company operations.

- 3.2.2.1. [Incident Staffing](#)
- 3.2.2.2. [Water Supply](#)
- 3.2.2.3. Tanker/Tender Operations
- 3.2.2.4. Engine Company Operations
- 3.2.2.5. Truck Company Operations
- 3.2.2.6. Rescue Company Operations

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3.2.2.7. Special Units

3.2.3. Tactical/Strategic Guidelines – Procedures that guide fire and emergency personnel in remediation of fire and suppression incidents.

- 3.2.3.1. Incident Size-Up
- 3.2.3.2. General Fire Operations – Fire Service Guide
- 3.2.3.3. Automatic Alarms
- 3.2.3.4. Offensive and Defensive Operations
- 3.2.3.5. Apparatus Placement
- 3.2.3.6. Forcible Entry/Gaining Access
- 3.2.3.7. Foam Operations
- 3.2.3.8. Ventilation
- 3.2.3.9. Hot/Cold Weather Operations
- 3.2.3.10. Sprinkler/Standpipe Operations
- 3.2.3.11. Apartment/Condominium Operations
- 3.2.3.12. Commercial Building Operations
- 3.2.3.13. Salvage
- 3.2.3.14. Overhaul
- 3.2.3.15. Exposures
- 3.2.3.16. Elevator Usage



3.2.4. Special Facilities/Target Hazards – Procedures for response to and operations at special structures or hazards.

- 3.2.4.1. High Rise Operations
- 3.2.4.2. Clandestine Drug Labs
- 3.2.4.3. Correction Facility Operations
- 3.2.4.4. Industrial Facilities
- 3.2.4.5. Postal Facilities or Equipment
- 3.2.4.6. Other Special Structures
- 3.2.4.7. Hybrid Vehicles



3.2.5. Special Fire Suppression Operations – Procedures covering special fire suppression response situations and operations.

- 3.2.5.1. Aircraft Firefighting Operations
- 3.2.5.2. Special Unit Operations
- 3.2.5.3. Wildfire Operations
- 3.2.5.4. Vehicle Fire
- 3.2.5.5. Weapons of Mass Destruction

3.3. EMERGENCY MEDICAL RESPONSE

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- 3.3.1. Emergency Medical Response Risk Management – Procedures designed to minimize risk to responders and implement aspects of the department’s health and safety program at emergency medical incidents.
- 3.3.1.1. Incident Infection Control
 - 3.3.1.2. Protective Clothing and Equipment
 - 3.3.1.3. Lifting/Moving Patients
 - 3.3.1.4. Hostile Situations
- 3.3.2. Pre-Hospital EMS First Response – Procedures directed at the personnel delivering the first pre-hospital EMS resources to the incident scene.
- 3.3.2.1. Delivery Model
 - 3.3.2.2. Patient care
 - 3.3.2.3. Treatment Protocols
 - 3.3.2.4. Medical Devices and Equipment
 - 3.3.2.5. Biohazard and General Waste Disposal
 - 3.3.2.6. Clothing/Equipment Decontamination
- 3.3.3. Patient Disposition And Transportation – Procedures directed at how the Fire/EMS Organization assures the safe and effective delivery of the patient to the appropriate facility.
- 3.3.3.1. Destination Guidelines
 - 3.3.3.2. Method/Mode of Transportation
 - 3.3.3.3. Ambulance Operations
 - 3.3.3.4. Helicopter Operations
 - 3.3.3.5. Station Blood Pressure Screenings
- 3.3.4. Management Of EMS Operations – Procedures directed maintaining organizational readiness to provide emergency medical services in compliance with applicable laws, regulations, and standards.
- 3.3.4.1. Re-supply/Procurement of Supplies
 - 3.3.4.2. System Inventory
 - 3.3.4.3. Designation of Treatment Facilities
 - 3.3.4.4. Data Collecting and Reporting
 - 3.3.4.5. Quality Improvement System
 - 3.3.4.6. Research and Reporting
 - 3.3.4.7. Standard of Care
 - 3.3.4.8. Patient Care Reporting and Documentation
 - 3.3.4.9. Do Not Resuscitate
 - 3.3.4.10. Baker Act

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3.3.5. Special EMS Operations – Procedures covering special emergency medical response situations and operations.

- 3.3.6. Mass Gatherings
- 3.3.7. Hazardous Materials Team Medical Monitoring
- 3.3.8. EMS Operations at Hazmat Incidents
- 3.3.9. EMS Operations at Technical Rescue Incidents
- 3.3.10. EMS Operations During Disasters
- 3.3.11. EMS Operations in the Rehabilitation Area/Sector
- 3.3.12. Patients in Custody

3.4. HAZARDOUS MATERIALS RESPONSE

3.4.1. Hazardous Materials Response Risk Management – Procedures designed to minimize the risk to responders and implement aspects of the department’s health and safety program at hazardous material incidents.

- 3.4.1.1. Training
- 3.4.1.2. Personal Protective Equipment
- 3.4.1.3. Hazardous Materials Personal Safety
- 3.4.1.4. Air Monitoring
- 3.4.1.5. State Warning Point Notification
- 3.4.1.6. HazMat Uniform Classification



3.4.2. Initial Responder Operations – Procedures defining recommended work practices and response techniques for initial responder operations.

- 3.4.2.1. Roles and Actions
- 3.4.2.2. General Response Procedures/Emergency Response Plan
- 3.4.2.3. Recognition and Identification
- 3.4.2.4. Notification
- 3.4.2.5. Site Management and Scene Setup
- 3.4.2.6. Emergency Decontamination
- 3.4.2.7. Defensive Actions

3.4.3. Special Hazmat Operations – Procedures covering special hazardous materials response situations and operations.

- 3.4.3.1. Operating with Hazmat Teams
- 3.4.3.2. Public Protection Options
- 3.4.3.3. Environmental Restoration

3.5. TECHNICAL RESCUE

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3.5.1. Technical Rescue Risk Management – Procedures designed to minimize the risk to responders and implement aspects of the department’s health and safety program at technical rescue incidents.

- 3.5.1.1. Personal Protective Equipment
- 3.5.1.2. Lock Out/Tag Out
- 3.5.1.3. Air Monitoring

3.5.2. Rescue Operations - Procedures that direct activities related to search and rescue operations, including vehicle rescue, agricultural rescue, and extrication from industrial equipment.

- 3.5.2.1. Scene Stabilization
- 3.5.2.2. Rescue Equipment
- 3.5.2.3. General Rescue Operations
- 3.5.2.4. Rescue Teams

3.5.3. Special Rescue Operations – Procedures covering special rescue activities or programs.

- 3.5.3.1. Canine Response
- 3.5.3.2. Ice Rescue
- 3.5.3.3. Water Rescue
- 3.5.3.4. Confined Space Rescue
- 3.5.3.5. Structural Collapse Rescue
- 3.5.3.6. Rope Rescue
- 3.5.3.7. Trench and Excavation Collapse
- 3.5.3.8. Aircraft Extrication



3.6. Disaster Operations

3.6.1. Organizing For Disaster Situations - Procedures that address modified organizational missions and personnel assignments during disaster operations.

- 3.6.1.1. Disaster Management
- 3.6.1.2. EOC Organization
- 3.6.1.3. ICS/EOC Interface
- 3.6.1.4. Activation Levels
- 3.6.1.5. Personnel Assignments and Responsibilities
- 3.6.1.6. Personnel Notification Procedures
- 3.6.1.7. Disaster Training
- 3.6.1.8. Disaster Preparation

3.6.2. Disaster Operations Risk Management – Procedures designed to minimize risk to responders and implement aspects of the department’ health and safety program in disaster operations.

- 3.6.2.1. Personal Protective Equipment
- 3.6.2.2. Disaster Operations Personal Safety

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- 3.6.2.3. Protection of Facilities and Equipment
- 3.6.2.4. Accountability of Personnel
- 3.6.2.5. Suspending Operations
- 3.6.2.6. Member Injuries and Fatalities

3.6.3. Disaster Operations – Procedures providing general guidance for disaster operations, including methods and actions that differ from routine alarm response and coordination with other local, state and federal disaster agencies and community groups.

- 3.6.3.1. Disaster Operations Center
- 3.6.3.2. Adjusted Levels of Response
- 3.6.3.3. Disaster Communications
- 3.6.3.4. Response Unit Routing and Placement
- 3.6.3.5. Damage Assessment
- 3.6.3.6. Specialized Equipment
- 3.6.3.7. Building Safety Evaluations
- 3.6.3.8. Community Emergency Response Teams
- 3.6.3.9. Mitigation Activities
- 3.6.3.10. Curtailing Disaster Operations
- 3.6.3.11. Sandbags