

I. **STANDARD OPERATING GUIDELINES CONOVER FIRE DEPARTMENT**

- A. The Fire Department has always been regarded as the community's first line of defense in emergency situations. Firefighters must not only extinguish fires, but also deal with a wide range of problems including hazardous materials, severe weather, and traffic accidents. The Fire Department is expected to perform effectively and efficiently, and **safety must always be our priority.**
1. In order to accomplish this, Fire Department personnel must have established guidelines to follow when dealing with both emergency and non-emergency incidents.
 2. Given the wide variety of tasks and endless number of possibilities, written guidelines cannot be developed to cover for every situation.
 - i.) Common sense plays a major part and will go a long way in handling many situations.
 3. As an emergency service organization, we can establish general guidelines that are known as Standard Operating Guidelines (SOG) that may be applied to any situation.
 - i.) Standard Operating Guidelines provides both fire officers and firefighters with guidelines to be used along with training, experience, common sense, and judgement when making decisions or taking action.
 - ii.) Standard Operating Guidelines allows for the safe, effective, and efficient control of personnel and resources in both emergency and non-emergency situations.
 4. All personnel should be thoroughly familiar with and have an understanding of the Standard Operating Guidelines and should act accordingly on all calls.
 - i.) Personnel should operate according to Standard Operating Guidelines unless circumstances of the incident justify and require other action.
 - ii.) No alcohol will be permitted on fire department property.
 - iii.) No Fire Department members will speak to television, radio or newspaper reporters at the scene of an emergency, fire or accident.

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- a.) All questions will be handled by the Fire Chief or Officer in Charge, unless authorized by the Fire Chief or Officer in Charge.
- iv.) The privacy of the citizens we serve will be respected at all times.
 - a.) No comments about any alarm we receive will be discussed outside of the fire department.
- v.) The Fire Chief or Officer in Charge will report to Catawba County Emergency Communications Center, as soon as possible, conditions found and status of equipment needed.
- vi.) No Fire Department member will respond to any call while under the influence of drugs or alcohol.
- vii.) All Fire Department members are expected to conduct themselves as professionals on all calls and while at the station.

II. MISSION

A. City of Conover

1. The mission of the City Council and City Staff of Conover is to provide the community with responsible leadership and essential, effective local government services.

B. City of Conover Fire Department

1. The mission of the Conover Fire Department will be the preservation and protection of life and property from loss by the ravages of fire and any other disastrous incidents as may occur. We will render all necessary and proper public services for the residents of the City of Conover and the surrounding communities in which we serve. Our endeavor will be ever increasing to enhance our devoted efforts of protecting the lives and property of our fellow citizens. We will do this through continued education, prevention, training, and superior fire suppression efforts.

C. Vision Statement

1. The City of Conover Fire Department is an organization prepared to help the community manage emergencies, and prepare the community to prevent emergencies.
2. With regard to future planning, the Fire Department continually monitors the service requirements of the City to determine service levels what we must impose to meet those needs. Our goal is to be able to maintain the highest level of service that we can provide to the residents, visitors and businesses of the City of Conover and the surrounding communities we serve.

III. DEFINITION OF A FIREFIGHTER

- A. The Conover Fire Department accepts the generic description of a firefighter member as produced by the International Association of Fire Chiefs.
- B. A firefighter is a trained individual who promptly responds to mitigate a wide range and variety of emergency and non-emergency situations where life, property or the environment is at risk.
- C. A firefighter's assignments vary based on training, experience and ability.
- D. A firefighter's duties include fire suppression (including structural, wild land, transportation and all other types of fires); fire prevention and public education; and may include emergency medical services, hazardous materials response and preparedness, technical rescues (extrication, water, high angle or confined space); urban search and rescue, disaster preparedness and mitigation; community service activities; public safety (including animal rescues, lockouts , and standbys); response to civil disturbances and terrorism incidents; non-emergency functions (such as training, pre-planning, communications, maintenance, research and development, and physical conditioning); and other related emergency and non-emergency duties as may be assigned or required.

IV. THINKING AND ACTING LIKE A MEMBER OF CONOVER FIRE DEPARTMENT

- A. Always be prepared for an emergency response:
- B. Carry your pager - Number 1 on your list should be "how will I know there is a fire call" via the PAGER.
 - 1. Wear it at all times you are awake.
 - 2. Pagers are NEVER to be worn during firefighting activities.
 - 3. Pagers are expensive and the member's lifeline to the Conover Fire Department, treat them with care.
 - 4. Don't turn it down; put it on alert if you are somewhere it might be a distraction.
 - i.) You can't do your job on the Fire Department if your PAGER is at home while you are away, or in your car while you are in the store, or when it is turned off.
- C. Park your car in such a manner that you can immediately respond.
 - 1. When responding to fire calls from home you must PARK so that at any time day or night with family and friends vehicles around, you can always get out of your parked area without having to move other vehicles.
 - i.) It is recommended that you back in so that in a time of rush you do not have your vision blocked by the back of your vehicle when you try to exit.
 - ii.) This means possibly backing over someone, or something, or backing out onto a busy roadway, plus turning a vehicle can be time consuming.
- D. Keep your gear with you at all times - Should you change vehicles take your gear along with you. Carry your GEAR at all times.
 - 1. GEAR means radios, pager, and full fire fighting protective clothing (boots, pants, coat, gloves, hood, and helmet).
 - 2. You can't do your job without having the proper GEAR; your GEAR means the difference of being a doer or being a watcher.

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- E. Lay your clothes in the same location at night for quick and easy access - Basically LAYING YOUR CLOTHES OUT means having your gear or clothing ready to put on before leaving your home to go on a "fire call" after being awakened by your pager for the night time incident.
1. After the alert you do not need to bathe, brush your teeth, comb or brush your hair.
 2. The only things you must do are to dress appropriately for the "fire call" take your gear, and respond to the call.
 - i.) The caller really doesn't care what you look like for the 3:00am call, just that you are trained and PREPARED to handle there crisis.
 - ii.) Learn to leave your keys in the same spot all the time.
- F. WINTERTIME - be PREPARED for cold weather you might add your winter coat somewhere along the path from your bedroom to your vehicle or maybe bring your gear in and dress before you go outside.
1. Practice putting on your clothes in the dark so you don't disturb your spouse by turning on and off the bedroom lights.
 - i.) If you wear eyeglasses have those near by if you need them to drive, or if you wear contacts and you chose not to put them in for the fire call.
- G. Respond to as many calls you are dispatched to as possible - Making yourself AVAILABLE to make the fire calls, doing your duties and responsibilities to remain an active member is very IMPORTANT in being a member of this Fire Department.
1. Being a firefighter means you might have to leave your family and fiends during a meal.
 2. Being a firefighter means you have go on a "fire call" while having a Birthday party, or during the time you are opening your Christmas gifts or having a Thanksgiving feast with your family.
 3. Being a firefighter means getting out of your cozy bed in the middle of the night during inclement weather.
 - i.) It is your duty to make yourself AVAILABLE to help those in need of your/our services.
 - ii.) Remember the Fire fighter oath you took?

4. In short, this is what it means you pledged- "that I will faithfully execute the duties of my office as Volunteer Fire Firefighter of the City of Conover".
- H. RESPONDING ON FIRE CALLS - Simple rules when RESPONDING ON FIRE CALLS leave from home go to scene if you are close, or go to closest station to staff the appropriate apparatus or for standby.
1. Listen to dispatch take the apparatus that is dispatched or unless told otherwise by a Command officer.
 2. If at the station, respond with the equipment that is dispatched.
 - i.) Think, use your head.
- I. GETTING CREDIT FOR THE FIRE CALL - After all fire calls where apparatus has responded, go to the station designated as the cleanup station to clean equipment and apparatus or if the Officer in Charge states otherwise.
- J. How to think when a call comes in:
1. No matter what type of emergency it is, always try to visualize the scene
 - i.) It will allow you to prepare for tasks that may be assigned to you once you arrive
 2. Prepare yourself for the worst, this enables you to learn something new
 3. Always respond to the address dispatched first
 4. Know where you are going: - Know major streets and subdivision names
 5. At night when you are close to the address observe for the building or house with outside lights
 6. Treat the customer and the customer's property with respect
 7. Wipe your feet when entering their homes
 8. Take your shoes off if necessary
 9. Protect their personal property as if it was your own
 10. What you see and your opinion of what you see in someone's home or business should be kept to yourself

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11. No horseplay, smoking, etc. on emergency scene
12. Our essential mission and #1 Priority is to deliver the best possible to our customers
13. Listen carefully to understand the customer's position, perspective and needs
14. Give the customer your exclusive attention
15. Be careful of what you say and how you say it – practice verbal etiquette
16. Say Thank You
17. Use a positive, friendly tone of voice and body language
18. Use supportive and encouraging language that the customer understands.
19. Indicate you understand and care
20. Reflect professional concern and guide the customer through the problem-solving process
21. Be courteous and polite - be a sweetheart
22. Be gentle with the customer
23. Ask the customer about their needs
24. Try to make the customer as comfortable as possible
25. Take whatever time is required to establish positive interpersonal contact
26. Explain what happened, what you are doing, and what you think the outcome will be in clear, plain language
27. Spend extra time with the customer/family
28. Don't use excessively technical language
29. Avoid value judgments that reflect your personal perspective and or opinion
30. Whenever possible, ask the customer how you can construct a response to fit their needs
31. Ask them where it hurts

32. Ask them what is important to them
 33. Ask them what will make them feel better
 34. Design and extend the service in your professional terms
 35. Be careful of the customer's property and possessions
- K. Meetings - There are two types of meetings;
1. Officer meetings are where fire department policy and personnel decisions are made.
 2. Business meetings are for the general membership to have input into the by-laws, policy, personnel issues and to provide information to department members concerning important issues.
 3. It is important that members attend meetings.
 - i.) Your input is considered in the decision making process because you are part of an important team.
 4. Meetings are a place where team members communicate among each other, so the team can improve itself for the future.
- L. Work details
1. Work detail is a great training device.
 2. You are able to perform tasks that aren't usually done on a regular basis.
 3. On occasion you are asked to report to the station to help with a special detail.
 4. Work details are usually not planned.
 5. The more that show up, the sooner the task can be completed.
- M. What does customer service do for us?
1. Secures and maintains adequate resources and benefits.
 2. Produces happy customers, happy bosses, happy voters and workers
 3. Brings out the best in us and in you as an individual

4. Provides positive job satisfaction
5. It's the right thing to do
6. Places us in the best position to compete
7. Completes our basic customer promise
8. It's fun to be good and to do good
9. Doing it right the first time eliminates bad press, liability, lawyers, lots of meetings, and extra paperwork.
10. It saves lives and lots of stuff that is really important to our customers

N. Protect Our Image And Reputation

1. IMAGE IS EVERYTHING – WE ARE WHAT WE ARE PERCEIVED- PERCEPTION IS REALITY!
2. When you display our identification on your vehicle you are on duty.
3. When you display our identification you are a representative of this fire department and all of its members.
4. When you wear any part of our fire department uniform you are on duty.
5. When you wear any part of our fire department uniform you are a representative of this fire department and all of its members.
6. When you are away from home you may wear Conover Fire Department clothing that is clean, free of holes, and approved by the officers.
7. Regardless of what you think, the public is watching.
 - i.) Make sure you do not represent Conover Fire Department in any form if you are going out drinking, partying, or some form of adult entertainment.
 - ii.) Don't be doing something that embarrasses the fire department while wearing Conover identification.
8. Your personal appearance reflects on the fire department.

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- i.) Sloppy looks and poor personal hygiene gives the public a poor impression of the fire department.
 - ii.) Clean clothes, clean-shaven and a neat appearance give the public a good impression of the fire department.
 - 9. Drive respectfully in your personal vehicle if it in any way symbolizes the fire department (i.e. lights, stickers, license plate, etc.)
 - i.) Speeding, honking, reckless driving, and destruction of property, (i.e. yards, ditches, driveways, etc.) is not tolerated.
 - 10. At all times be aware of how your image and actions in the public is not only closely watched by the public, but also a direct reflection of the fire department.
 - 11. Know what to do on a emergency response, how to do it, and where equipment is on apparatus.
- O. Training Sessions
- 1. Training sessions are not usually conducted on an emergency scene.
 - 2. Become familiar with and competent in operating equipment.
- P. Common Sense
- 1. THINK BEFORE YOU ACT!
 - 2. If you see a problem, a mess, or something broken and you pass it by without acting, you are just as responsible as the person who did it and left it there.
 - 3. Full trashcans, dirty dishes, messy or dirty floors, or trash in the parking lot is EVERYONE's responsibility.
 - i.) Every member of the fire department should take care of the taxpayer's property.
 - 4. Trucks should be washed when they are dirty.
 - i.) The officer in charge of the fire call may elect to not wash trucks.
 - 5. Don't assume that "it's someone else's job" or "someone else will do it".

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- i.) Everyone is responsible for the upkeep and appearance of the fire department.
6. Don't wait to tell someone.
- i.) If you see anything wrong, act immediately.
 - ii.) Correct the situation if you are able or contact someone who can.
 - iii.) Big problems usually started as small ones nobody took the time to mention to someone.

Q. How to use Conover Fire Department Buildings

1. During your stay at a fire station:
- i.) Turn off unnecessary lights/equipment
 - ii.) Leave the radios set the way they are...or return them to such after using them.
 - iii.) Sit on chairs instead of the tables, countertops or windowsills.
 - iv.) Keep food and drinks away from computers.
 - v.) If there are people working in the computer, be courteous and take your conversation to another room.
 - vi.) If you use the last of something or notice supplies getting low, replenish it.
 - vii.) Flush the toilet after use.
 - viii.) Clean up after yourself (wash your dishes, throw away your trash, etc. unfortunately we can't afford a maid service).
 - ix.) Even if you didn't make the mess.... take pride in the building and clean it up.
2. When leaving a fire station:
- i.) Turn off the lights and copier.
 - ii.) Turn the thermostat up or down (according to the season)- auto thermostats are not to be adjusted

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iii.) Make sure the door shuts completely behind you

R. Proper use of Conover Fire Department Phones:

1. It is sometimes hard to remember that we are a business that provides service to customers.
 - i.) So we need to be professional when answering the phone.
 - a.) Even if you think you know who may be calling, answer each phone call professionally.
 - ii.) An example would be "Conover Fire Department, (name) speaking" or even include your rank with your name (Chief, Asst. Chief, Captain, Firefighter, etc.).
 - a.) Be proud of yourself and the department that you represent!
 - b.) The phone calls that we answer are our links to the public... we do not want a bad public image!
2. If you take a message, be thorough.
 - i.) Get their name, their phone number, what they want and make sure the message is relayed to the proper person.
3. Do not use the telephone for excessive use for personal reasons.
4. Do not make long distance calls.
5. Always use a phone directory versus 4-1-1.

V. **SOMETHING TO THINK ABOUT**

A. PLEASE HELP ME

1. To accept others as they are --- Not wish for perfection always;
2. To recognize ability --- And encourage it;
3. To understand shortcomings --- And make allowances for them;
4. To work patiently for improvement --- And not expect too much too quickly;
5. To appreciate what people do right --- Not just criticize what they do wrong;
6. To be slow to anger --- And hard to discourage;
7. To have the hide of an elephant --- And the patience of Job;
8. In short --- Help me to be a better firefighter

B. A FIREFIGHTERS FIVE LEVELS OF SELF-MOTIVATION:

1. Level One : Physiological- The basic human needs like hunger and thirst
2. Level Two : Safety and Security- Proper training and procedures
3. Level Three: Acceptance and Appreciation- The desire to be accepted and appreciated
4. Level Four : Self-Esteem- Being looked-up to by your peers
5. Level Five : Self Actualization- Self-development including Doing everything you're capable of doing, Self-control, Voluntary compliance, State of readiness, Meeting and achieving goals, Judgment, Internal values, and Self-sacrifice

C. PROCEDURES TO FOLLOW:

1. If firefighters live with criticism, they learn to condemn
 - i.) CONDEMNATION DISCOURAGES
2. If firefighters live with hostility, they learn to fight
 - i.) FIGHTING SLOWS THE TASK
3. If firefighters live with tolerance, they learn to be patient
 - i.) PATIENCE PROMOTES COOPERATION

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4. If firefighters live with encouragement, they learn confidence
 - i.) CONFIDENCE LEADS TO PERFECTION
5. If firefighters live with praise, they learn to appreciate
 - i.) APPRECIATION NURTURES TEAMWORK
6. If firefighters live with acceptance and friendship,
 - i.) THEY TAKE PRIDE IN THEIR WORK!

VI. STATEMENT OF HEALTH, SAFETY, AND ENVIRONMENT

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- A. The Conover Fire Department will provide a safe and healthy environment for every member and employee, and to abide by the accident prevention regulations set forth by Federal, State and Local Governments.
- B. We are sincerely interested in the safety and welfare of our members and believe that accident prevention is essential in maintaining an efficient operation.
- C. It is this organization's requirement that all safety rules be strictly observed at all times, although it is impossible to publish a rule to cover every circumstance.
- D. If a safety rule has been omitted or overlooked, it does not excuse carelessness or lack of common sense in the performance of job duties.
- E. You are urged to cooperate fully.
- F. Abuse of, or a disregard for rules is a violation of the Conover Fire Department and will be treated accordingly.
- G. Your help in preventing accidents benefits not only yourself, but also your fellow members and the public, and we should all strive to make this organization accident free.

VII. CONOVER FIRE DEPARTMENT RULES AND REGULATIONS

A. Organization:

1. Fire departments are organized under a paramilitary type organization.
 - i.) There is a hierarchy of rank using the paramilitary style of organization.
 - ii.) This department is organized similarly.
 - iii.) A new member starts out as a Probationary Firefighter candidate, and then can progress through the ranks to Firefighter, Lieutenant, Captain, Assistant Chief, Deputy Chief and the Fire Chief.
 - iv.) With each succeeding rank additional responsibility and authority are advanced.
 - v.) If a fire department is to be successful a system of ranking along with the proper authority and responsibility delegated to those with rank must be established and maintained.
2. Disciplined fire fighters and officers are important to the success of our organization.
3. Discipline is a system of standards and rules that set parameters for operations.

B. Rules:

1. Rules are established to determine acceptable actions, and provide guidance and direction to all members.
2. Rules are not established to punish, restrict or stop someone from doing something that is a benefit to the department or to the entire membership but are general guidelines for behavior.
3. When confronted with a situation or action that you must take where you believe the rules provide no guidance the member should ask "what if everybody did it?"
 - i.) If the answer to the question gives the member an uneasy feeling, then don't do it.
 - ii.) When supervision is not available and a member is confronted with a situation where no supervisor can be confronted ask the question to yourself.

- iii.) When all else fails, common sense prevails.
- C. ALL PERSONNEL - These rules and regulations apply to all members unless otherwise stated.
- D. **IMAGE IS EVERYTHING – WE ARE WHAT WE ARE PERCEIVED- PERCEPTION IS REALITY!**
- E. DEPARTMENT EQUIPMENT - No member shall remove any apparatus or equipment from the facilities, nor use the facilities for any outside activity without the permission of the Fire Chief, or senior officer present.
- F. DEPARTMENT NAME - A member of the Department shall not utilize any portion of the City, or Fire Department property, equipment, name, or good will for personal gain.
 - 1. Any utilization of the City, or Fire Department's property, name or good will must be for the sake of fire prevention and / or firefighting activities.
- G. DEPARTMENT OUTERWEAR - Any use of the City, or Fire Department property, equipment or name for outerwear or uniforms shall be approved by the Fire Chief.
- H. STANDARD OF CONDUCT - Members and officers shall conduct their personal and professional lives in such a manner as to avoid bringing discredit to the department or its members.
 - 1. Any lewd and / or lascivious behavior is not acceptable
- I. DISCIPLINE - The Fire Chief is empowered to relieve or suspend from active status any firefighter for disobedience, insubordination, violation of any rules, regulations, guidelines, by-laws of the Fire Department or Organizational Guidelines of the department, or if the firefighter is deemed incapable of performing the required duties.
- J. GENERAL RESPONSIBILITIES - At all times, fire fighters shall take appropriate action to protect the life and property of our citizens and seek compliance with laws and ordinances within the jurisdiction of the department.
- K. DUTY RESPONSIBILITIES – Fire Officers and firefighters shall perform all duties delegated to them in the manner prescribed by their superiors.
 - 1. Fire Officers and firefighters under the direction of their superior officer shall maintain apparatus, tools, and equipment (in their care or possession) in a clean condition and in readiness for operation at all times.

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- i.) Fire Officers and firefighters shall observe and study the principles of modern fire fighting, fire prevention, emergency medical, fire, rescue, ventilation and salvage operations.
- L. PERFORMANCE OF DUTY - All fire officers and firefighters shall perform their duties as required or directed by law, department rules, policy or order, or by order of a superior officer.
 - i.) All duties required by competent authority shall be performed promptly as directed.
- M. HAIRSTYLES - Hairstyles shall be of a nature, which can be readily protected by standard issue protective equipment.
 - 1. The hairstyle shall not interfere with the equipment's function.
 - 2. No suppression firefighter of the Conover Fire Department shall participate in emergency operations when the presence of facial hair and/or the length of hair may impair the effectiveness of protective equipment.
 - 3. The hairstyle shall not interfere with the equipment's function.
 - 4. The presence of excess facial (beard or sideburns) is considered by the Conover Fire Department as having the potential to preclude the possibility of an adequate face-mask seal during emergency operations where use of SCBA is deemed mandatory.
- N. OBEDIENCE TO LAWS AND REGULATIONS – Fire officers and firefighters shall observe and obey all laws, standard operating procedures, rules and regulations and general or special order of the department.
- O. ADDRESS AND TELEPHONE NUMBERS - Immediately upon being accepted by the department firefighters shall inform the department of their correct address and telephone number.
 - 1. Changes in address or telephone number shall be reported within seven (7) days to the Fire Chief.
- P. COOPERATION - Cooperation between fire officers and firefighters is essential for effective fire department organization and operations.
 - 1. Therefore, every member is expected to cooperate with fire officers and fellow firefighters in accomplishing the goals and objectives of the organization.

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- Q. ASSISTANCE - All members are required to aid a fellow firefighter exposed to danger.
- R. INSUBORDINATION - Failure or deliberate refusal of any fire officer, fire fighter or member to obey a reasonable request/order given by a superior shall be grounds for insubordination.
- S. QUESTIONS REGARDING ASSIGNMENTS - Members in doubt as to the nature or detail of their assignment shall seek such information from their superior officers by going through the chain of command.
- T. COMMUNICATIONS EQUIPMENT - All department members issued personal radio receivers shall maintain the radio in operating condition.
 - 1. Any problem with the operation of the radio shall be reported immediately to the Fire Chief.
- U. KNOWLEDGE OF LAWS AND REGULATIONS - Every fire officer and member is required to establish and maintain a working knowledge of laws and ordinances in force within the State and County, the rules, regulations and guidelines of the department.
 - 1. In the event of improper action or breach of discipline, it will be presumed that the officer or member was familiar with the law, rule, regulation or guideline in question.
- V. CONDUCT TOWARD SUPERIOR AND SUBORDINATE OFFICERS AND ASSOCIATES – Fire officers and fire fighters shall treat superior officers and subordinates and associates with respect.
 - 1. They shall be courteous and civil at all times in their relationship with one another.
- W. CRITICISM OF ORDERS – Fire officers and fire fighters shall not publicly criticize instructions or orders they have received.
- X. MANNER OF ISSUING ORDERS - Orders from a superior to a subordinate shall be in clear and understandable language civil in tone, and issued in pursuit of departmental business.
- Y. CHAIN OF COMMAND - If a fire department is to operate effectively a method of determining responsibility is established.
 - 1. The Chain of Command for this department starts with the Fire Chief, Deputy Chief, Assistant Chief(s), Captain(s), Lieutenant(s) and ends with the fire fighter.

- i.) Each member has a responsibility to insure that as situations arise the proper person responsible for the situation is informed immediately upon notification.
- Z. OBEDIENCE TO UNJUST OR IMPROPER ORDERS – Fire officers and firefighters who are given orders they feel to be unjust or contrary to rules and regulations, must first obey the order to the best of their ability and then may proceed to appeal through the proper channels.
- AA. REPORTS AND APPEALS - A fire officer or member receiving an order he/she feels unjust or improper, shall at first opportunity, report in writing to the Fire Chief.
1. This report shall contain the facts of the incident and the action taken.
 2. Decision of the Fire Chief's shall be final.
- BB. EMERGENCY RESPONSE CONDUCT - all members when performing emergency response work must realize that the department provides a service and that the customer is the person who receives that service.
1. The customer has the right to expect prompt, courteous and professional service.
 2. All firefighters shall conduct themselves in such a manner that instills public confidence in the fire fighter and the fire department.
- CC. SEATBELTS - All passengers must be seated and belted whenever the vehicle is in motion.
1. The only exception to this rule is during slow speeds (less than 10mph) such as parades and the annual Santa Claus events.
 2. Seat belts may be removed after setting the parking brake or by direct order of the apparatus Engineer and / or right seat fire officer upon arrival of an emergency scene.
 3. This specifically refers to arrival at an emergency where one or more personnel are ordered to depart the vehicle for a specific assignment and the vehicle is being positioned elsewhere.
 4. Failure to adhere to this rule will result in the Engineer and / or right seat fire officer's suspension from active duty for a minimum of seven (7) days, and may be increased by the Fire Chief.

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- i.) In addition, the non-complying individual will receive the same reprimand as the right seat fire officer.
 - ii.) The Fire Chief reserves the right to provide one (1) written reprimand that will be placed in the respective personal file.

- DD. SECURITY - Members of the Conover Fire Department are to maintain strict control over entrance to the premises; access to work locations and records; computer information; and cash or other items of monetary value.
 - 1. Members who are assigned keys, given special access, or assigned job responsibilities in connection with the safety, security, or confidentiality of records, material, equipment, or items of monetary or business value, shall use sound judgment and discretion in carrying out their duties.
 - 2. Members will be held accountable for any wrongdoing or acts of indiscretion.

- EE. CONFIDENTIALITY - Of particular concern is the subject of personal right to privacy.
 - 1. Documentation of incident reports and computer system access must be of a confidential nature to prevent invasion of privacy.
 - 2. We also consider the personal privacy of members.
 - 3. Information about the Conover Fire Department, its victims / patients, suppliers, or members must not be divulged to anyone other than persons who have a right to know, or are authorized to receive information.
 - 4. If you are in doubt as to whether certain information is or is not confidential, you should not disclose any information without clearing through the Fire Chief, or designate.

- FF. MEDIA RELEASE - There shall be no news releases made, nor letters written, concerning any aspects of Departmental activities without prior notification to the Fire Chief.
 - 1. The Fire Chief or senior officer present shall be the only person to discuss the events leading to, possible causes of, or any other matters regarding a fire or other emergency situation with members of the news media or any other person not a member of the Conover Fire Department.
 - i.) The only exception to this shall be a person designated by the Fire Chief.

- GG. INCIDENT INFORMATION - While at the scene of an emergency, or in the company of non-Conover firefighters, Conover Fire Department personnel are not to discuss the events leading to, possible causes of, or any other matters regarding the fire or other emergency.
1. It is highly recommended that NO discussions occur between members regarding an emergency until return to the respective stations.
- HH. FIRE REPORTS – Anyone requesting an “NFIRS” fire report can obtain a copy from the on-duty Engineer, Fire Inspector, Deputy Chief, or Fire Chief of Conover Fire Department.
1. The Conover Fire Department "Truck Report" is considered confidential information of the department is not to be released to the public under most conditions.
 2. Items of a confidential nature recorded on a truck report with the understanding this information is the confidential information of Conover Fire Department and is not to be released without the consent of the Fire Chief, or designate.
 3. USE OF COMPUTERS - Personal software is not to be added to City of Conover computers.
 - i.) The Fire Chief must approve all computer system individual access and/or modifications.
 - ii.) Conover Fire Department computer use for illicit and/or illegal purposes is strictly prohibited.
- II. JUNIOR MEMBERS - It is the intent of this department to sponsor junior members between the ages of 14 and 18 (inclusive) in a Junior Membership Program.
1. These junior members shall be governed by these and all other regularly established guidelines and any others as may be established from time to time to regulate this specific activity.
 2. Student Firefighter Participation:
 - i.) A student firefighter shall carry passing grades in all academic subjects.
 - ii.) If a student firefighter receives an "F" in an academic subject as a six-week grade, he / she will begin a restricted activity level as determined by their Lieutenant.

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- iii.) He/She may resume normal activities when no "F" grades are issued on his/her next grade period.
- iv.) A student firefighter not adhering to this policy shall be suspended for not less than three months for each occurrence.

JJ. Uniform Regulations:

1. Class A or Dress Uniform
 - i.) Non issued long-sleeve dress shirt (Neatly pressed)
 - ii.) Blue pants (not blue jeans)
 - iii.) Non issued black tie
 - iv.) Black belt
 - v.) Black polishable shoes or patent leather
 - vi.) Collar brass, determined by your rank
 - vii.) Conover Fire Department provided name tag
 - viii.) Conover Fire Department provided badge (worn above the left breast pocket)
 - ix.) White T-shirt under dress shirt
 - x.) The chief officer positions use white shirts with optional dress coats and hats to be determined.

KK. Class B Uniform:

1. Conover Fire Department provided short-sleeve dress shirt (Neatly pressed)
2. Blue pants (not blue jeans)
3. Black belt
4. Black polishable shoes
5. Collar brass, determined by your rank
6. Conover Fire Department provided name tag

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7. Conover Fire Department provided badge (worn above the left breast pocket)
8. White, Blue or Grey T-shirt under dress shirt
9. Ties are optional on the Class B uniform.
 - i.) It will be at the discretion of the Fire Chief or determined by the event if ties are needed.
 - ii.) If at that time it is deemed necessary a blue tie will be loaned to the member for the event and returned upon completion.

LL. Class C Uniform:

1. Grey or Blue Conover Fire Department T-shirt (2 issued per year)
2. Blue pants (not blue jeans)
3. Black belt
4. Black polishable shoes

MM. The following items are to be provided by the Conover Fire Department to the member upon completion of their probationary period:

1. One short-sleeve dress shirt, color depending on rank
2. One long-sleeve dress shirt, color depending on rank
3. Badge
4. Name tag

NN. Note: Uniform items may be purchased by the individual upon approval from the Fire Chief.

OO. Conover Fire Department provided collar brass & provided shirts:

- | | | | | |
|----|-----------------|------|------------------|-------------|
| 1. | Chief | Gold | 5 crossed bugles | White shirt |
| 2. | Deputy Chief | Gold | 4 crossed bugles | White shirt |
| 3. | Assistant Chief | Gold | 3 crossed bugles | White shirt |

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4.	Captains	Silver	2 parallel bugles	Blue shirt
5.	Lieutenants	Silver	1 bugle	Blue shirt
6.	Firefighters	Silver	“FD” insignia	Blue shirt

PP. Other Uniform Guidelines:

1. Uniforms will always be neatly pressed and clean.
2. Additional objects such as, cell phones, wallets, keys, knives, jewelry shall not interfere with the uniform, be attached, or be exposed.
3. In addition to the above mentioned, when in a quiet setting or when directed by the senior officer, all electronic devices shall be placed in the vibrate position or turned off. (ie. Funerals, special ceremonies, etc.)
4. The cuffs will be buttoned when wearing the long sleeve department shirt.
5. Only the department patch is to be worn on the left and right sleeve of the shirt.
 - i.) No other patches will be displayed on the uniform, either department issued or purchased by the member.

QQ. Uniform Accessories:

1. Nametag: The nametag shall be centered on the right shirt pocket. The bottom of the nametag shall be even with the top of the shirt pocket.
2. Collar Brass: The Department collar brass will be divided into two classifications:
 - i.) Rank Insignia: Rank insignia is gold or silver in color, and is issued to the department officers only.
 - ii.) When wearing the rank insignia on the shirt collar, the widest part of the bugle(s) shall be centered to the point of the collar ¼” from the edge.
3. FD Insignia: The FD insignia will be issued to all members and will be silver in color.
 - i.) The insignia shall be worn with the top of the letters parallel to the top of the collar so the insignia is ¼” from both the front edge and bottom of the collar.

RR. Probationary members:

1. Members attending events prior to the end of their probationary period will have the needed items loaned to them during the event.
2. The items will be returned to the senior officer or the Fire Chief at the end of the event to be returned to stock.

SS. Resignation or termination from Conover Fire Department:

1. All issued items must be returned if the member decides to resign or is terminated from the Conover Fire Department, immediately.

TT. Promotion to a rank or demotion from a rank:

1. All issued items must be returned if the member obtains a new rank or is removed from their current rank.
2. At the time items are returned, new items will be issued to the member.
3. If the member wishes to keep their items at that time, they can be purchased for the amount the department paid for the items.

UU. Helmet Regulations

- | | | |
|----|---------------|---|
| 1. | Black helmet | Firefighter |
| 2. | Yellow helmet | Probationary firefighter |
| 3. | Orange helmet | Junior member |
| 4. | Red helmet | Lieutenant and Captain |
| 5. | White helmet | Chaplain, Assistant Chief, Deputy Chief, Fire Chief |

VV. Traditional style helmets require the front panel to signify department and rank.

WW. Helmet manufacturer provided reflective patches are to be used.

1. The may have to be relocated slightly.
2. All helmets shall be kept clean to prevent a build-up of tar and smoke stains.
3. No other decals of any type will be allowed.

4. Members may purchase their own helmet providing they meet the following criteria:
 - i.) Must meet current NFPA standards (latest revision)
 - ii.) Color shall be that of rank in the department (eg. Chief: white, Capt: Red, Lt.: yellow, FF: black)
5. Front pieces on Traditional Style helmets are to be the same color as the helmet with panels as follows:
 - i.) White front – red panels – white letters
 - ii.) Black front – white panels – black letters
 - iii.) Orange front – white panels – orange letters
 - iv.) Red front – white panels – red letters
6. Department Officer panel – shall have rank on the bottom panel, “Conover” on the top panel, the center raised numbers will be “15” in accordance to department standard.

XX. What is Going On?

1. There are several methods the department uses to keep members informed.
 - i.) The first priority is your department issued Motorola pager.
 - a.) This pager will inform you of emergency calls and other department information.
 - b.) All members with Email accounts will have pertinent information sent to them via email.
 - c.) Talking with other members is another method of keeping abreast of activities.
 - d.) Attending weekly training sessions is a regular method of explaining activities about the department.
2. Announcements are posted on the bulletin boards located at various locations throughout Fire Station 1.

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3. All communications is relative and is usually given and received through filters.
 - i.) Each of us has biases that may not really allow us to hear what is actually being said.
 - ii.) In any case members should ASK questions about activities or actions.

YY. Department Membership Privileges

1. All members are allowed to:
 - i.) Wash your vehicle at your fire station - members shall clean up after using the outside driveway apron.
 - a.) Water restrictions shall apply when enforced through the City of Conover Water Department.
 - ii.) View videotapes - video tapes may be taken home for viewing as long as they are signed out by the training officer or the designee.
 - iii.) Use computers - courtesy shall be extended to other members who are at HQ's to accomplish FD business.
 - iv.) Personal software is not to be added to FD computers.
2. Attend any general membership and/or officer's meetings- an exception is when an executive session is called.
3. Respond to emergency calls within their level of training or certification.
4. Fire fighters who are not medically certified (OEMS Emergency Medical Technician and OEMS Medical Responder) to respond to medical incidents shall not respond.

ZZ. Members are not allowed to:

1. Remove any property owned by the fire department for personal use.
2. Use fire department gasoline or diesel fuel for personal use.
3. Use fire department tax-exempt number for personal purchases.
4. Take apparatus or equipment home with the intention of using for personal use.

5. Bring items on fire department property for fire department use without prior approval of a Chief Officer.
6. Discuss with the news media fire department business without prior discussion with the senior officer present.
7. Take something that does not belong to them.
8. Gossip, berate or bring discredit to the fire department or its members.
9. Bring X-rated videos, movies or pornographic paraphernalia on fire department property, including Internet related issues.

VIII. HERE'S WHAT THE CONOVER FIRE DEPARTMENT DOES

- A. Firefighting today is a complicated, multi-faceted profession, requiring continuous training and physical stamina.

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1. Today's fire departments must be ready to respond to many different situations such as technical rescue incidents, medical emergencies, hazardous material incidents, natural disasters, wildfires and the possibility of terrorist attacks.
 2. As demands for our services increase, we continue to face serious challenges to provide an adequate level of service with limited and many times inadequate staffing resources.
- B. Today's fire service is very much into the information age, with many more services offered than just responding to fires.
1. Besides fire suppression, we now do rescue, fire prevention, inspections, and have our own policing system - better known as arson investigators; also included are Medical First Response services and hazardous materials response.
- C. Since September 11, 2001 the fire service has taken an active roll in homeland security.
1. The firefighter's responsibilities are wide, varied, and continue to expand at a rapid rate. .
 2. Today's fire service professional is not just a firefighter; he/she is an Emergency Medical Technician, educator, public speaker, scientist, fire prevention expert, arson investigator, policeman, communications expert, clown, hazardous materials expert, and now, since 9-11-01, terrorist experts as well.
 3. Gone are the days of just riding in the big red trucks and hauling hoses into the fire to put "put out the fires."
 4. Now, more than ever, there are many things that the firefighter has to know.
- D. The Conover Fire Department provides a service that is unique to any other city department.
1. The Fire Department reaches every citizen, every visitor, every residence, and every business that is served by the City of Conover whether directly or indirectly affected.
- E. The Fire Department primarily provides fire protection for the City; however, the fire department also provides services to the communities surrounding the City of Conover that include:
1. Fire Suppression

2. Rescue
 3. Extrication
 4. Disentanglement
 5. Hazardous Materials Response and Mitigation
 6. Code Enforcement
 7. Fire Prevention and Fire Education
 8. Technical Rescue
 9. Arson investigation
 10. Operate and Manage Man-Made Disasters
 11. Operate and Manage Natural and Environmental Disasters
- F. Since the terrorist attacks of September 11, 2001, America has learned that local emergency responders are the community's FIRST line of response, regardless of the event.
1. Community protection and well-being depends on the experience, expertise and tenure of local emergency service providers.
 2. The fire service faces significant challenges in overcoming a basic lack of resources—both financial and in human capital.
 3. Only by aggressively confronting both of these issues will we create the necessary atmosphere of stability that will allow the fire service to meet the new expectations and challenges of the 21st century.
- G. America's fire and emergency service reaches every community across the nation, covering urban, suburban and rural neighborhoods.
1. In 2006, an estimated 1,140,900 million men and women make up the fire service, 316,950 career fire fighters and 823,950 volunteer fire fighters serve in over 30,000 career, volunteer and combination fire departments across the United States.
- H. The fire service is the only entity that is locally situated, staffed, trained and equipped to respond to all types of emergencies.

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1. The fire department responds to natural disasters such as earthquakes, floods, tornadoes and hurricanes as well as to man-made catastrophes such as hazardous materials spills, arson and terrorism.
- I. Fire Department personnel are front-line responders that are directly and immediately involved in every aspect of providing both emergency and non-emergency aid to the citizens of Conover and the surrounding communities we serve.
 1. Whether the emergency is natural or a man-made disaster, the Fire Department is the first line of protection and defense.
 - J. The Fire Department currently has a staff that consists of both volunteers / part-time firefighters and a staff of career members, and junior members.
 1. It takes a lot of energy and hard work for the active members to get every job done.
 2. The Conover Fire Department is trained and equipped to respond to all types of emergencies as needed by our citizens.
 3. **As such, the City of Conover Fire Department is an all-hazard, all-risk, and all response entity.**

IX. **NON-DISCRIMINATION POLICY REGARDING EMPLOYEE VOLUNTEER ACTIVITIES**

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- A. The Conover Fire Department will not tolerate nor accept discriminatory actions against any employee who chooses to volunteer in other volunteer emergency service organizations.
- B. The Conover Fire Department encourages employees to participate in their community's volunteer emergency service organizations and also understands that employees may not volunteer for the Conover Fire Department.
- C. The Conover Fire Department will take all allegations of discrimination as above seriously and determines what constitutes discrimination based on a review of the facts and circumstances of each situation.
- D. The Conover Fire Department will make every effort to ensure that those named in the report, or are too closely associated with those involved in the report; will not be part of the investigative team.
- E. The Conover Fire Department reserves the right and provides notice that third parties may be used to investigate discriminatory claims.

X. COMPASSION COMMITTEE

- A. Purpose

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1. To establish and provide procedures for a Compassion Committee that will review, research and make charitable giving recommendations to the membership.
2. The goal of the Committee is to provide a methodical and fair-minded approach to each request for individual donations on a case-by-case basis.
3. The Committee is not to limit or control the conscience of the membership; rather, it will provide a means of practical stewardship of available funds.

B. Scope

1. This Standard Operating Guideline authorizes the establishment of the Compassion Committee and details the procedure for charitable giving not specifically authorized to the Department Treasurer.

C. Policy

1. The Compassion Committee will be composed of the Department Chaplain who will serve as Chairperson, and two members at large.
 - i.) Department members will elect at the January Business Meeting the two at large members to the committee.
2. Funding for charitable donations will be set in the amount of 10% of the annual membership dues collected at the beginning of each calendar year.
 - i.) This amount will be set aside from the total treasury and will be held specifically for donations as the Compassion Committee recommends and is approved by the membership.
3. In the event that the charitable giving fund is exhausted prior to the end of the calendar year the Committee will make a recommendation to the membership for additional funding.
4. In the event that excess funds are available at the end of the calendar year those funds may either be carried over to the next calendar year or used as an “in kind” donation as recommended by the Committee and approved by the membership.
5. In the event of catastrophic events, when the need of an individual is great, the committee may recommend to the membership increasing the charitable giving fund to match the need.

D. Committee Procedure

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1. Requests for individual donations may be made to any member of the Committee.
 - i.) The member will forward the request to the committee for review and determination of recommended amount.
2. The committee will make every reasonable effort to approve the requested amount.
 - i.) However, the committee will also be fiscally responsible by balancing the need of an individual request against available funds.
3. When determining an appropriate charitable amount the committee will consider other sources available to members and their families such as the Fireman's relief fund, etc.
4. During the next available business meeting the Department Chaplin will present to the membership a summary of the request and a recommended amount.
 - i.) Also, any additional requests for donations made on the behalf of the member to City, County or State organizations that provide relief to Firefighters.
 - ii.) The membership will then vote to either approve or deny the request.

E. Treasurer Procedure

1. The Department Treasurer will include in the monthly Treasurers report funds that are currently available for charitable giving.
 - i.) Additionally, the Treasurer will review donations from the previous month in the monthly report.

XI. TREASURER GUIDELINES FOR MEMORIALS, FLOWERS, ETC.

A. Purpose

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1. To establish Fire Department guidelines to the Treasurer authorizing expenditure of funds in the event of Births, Deaths or Hospitalizations of members and their immediate families.

B. Scope

1. This Standard Operating Guideline authorizes the Fire Department Treasurer to expend limited funds for memorials, fire service flags, flowers, etc. to families of deceased members, those hospitalized or births within the Department.

C. Policy

1. Treasurer Guidelines

- i.) The Fire Department Treasurer is authorized to expend funds in the event of deaths, hospitalizations, or births of members or their immediate families in the following manner:
- ii.) The families of deceased members or deceased former members in good standing will receive flowers and a fire service flag. This expenditure shall not exceed \$100.00.
- iii.) Memorials may be donated in the name of deceased members not to exceed \$250.00.
- iv.) An active member will receive flowers or a memorial in the event of the death of a spouse or fiancé. This expenditure shall not exceed \$50.00.
- v.) Active members and their spouses who are hospitalized for medical care or day surgery will receive flowers not to exceed \$35.00.
- vi.) Active member's minor children who are hospitalized for medical care or day surgery will receive an age appropriate gift or flowers not to exceed \$35.00.
- vii.) Active members who are becoming parents will be donated a book devoted to becoming an excellent parent.
 - a.) The book will be selected by the Department Chaplin and shall not exceed \$25.00.
- viii.) The Treasurer is authorized to maintain a stock of greeting cards such as sympathy cards, congratulation cards, and thank-you cards, get well and other appropriate cards for different occasions.

- ix.) The cards will be available at Station 1 for the use of the membership when the need arises.
 - a.) The membership is highly encouraged to take the initiative to use the cards when occasions arise that require the involvement of the Department recognizing special events.
- 2. These guidelines are not all-inclusive and cannot cover all circumstances that the Department may encounter.
 - i.) Situations may occur that clearly require the Department to recognize an event not described above.
 - ii.) In the event of special circumstances the Compassion Committee will make a determination of appropriate memorial or recognition.

XII. NORTH CAROLINA STATE FIEMENS AND RESCUE SQUAD WORKERS PENSION FUND

- A. Upon acceptance as a probationary member of the City of Conover Fire Department, the City will make the ten-dollar (\$10.00) monthly contribution to the North Carolina State Firemen's and Rescue Squad Workers Pension Fund.

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- B. The member must meet all requirements for membership in the Fund as set forth in the remain in good standing, meeting the thirty-six (36) hour annual training requirement, as well as the other requirements as established in the City of Conover Fire Department By-Laws.
- C. Any member who fails to meet the thirty-six (36) hour annual training requirement will be informed of
- D. Any member who wishes to leave the Department after five (5) or more years of service may exercise one of the following options:
 - 1. Request a refund of the contributions made by the city on his / her behalf.
 - 2. Transfer the fund to another fire department or rescue squad where he / she is a member.
 - 3. Freeze the account for a maximum of three (3) years.
 - i.) After the maximum time of freeze is reached, the Fire Chief will request a refund of contributions to be returned to the City of Conover.
- E. Any member who leaves the Department after any length of service prior to five years will not be eligible for a refund of contributions.

VIII.KEY SAFETY BEHAVIORS

- A. Think
- B. Drive Defensively
- C. Drive Slower Rather Than Faster

- D. Intersections: If You Can't See, Stop
- E. Always Wear Your Seat Belt
- F. Wear Full Gear And SCBA
- G. Don't Ever Breathe Smoke
- H. Attack With A Sensible Level Of Aggression
- I. Always Work Under Sector Command-No Freelancing
- J. Keep Your Crew Intact
- K. Maintain A Communications Link With Command
- L. Always Have An Escape Route (Hose Line/Life Line)
- M. Never Go Beyond Your Air Supply
- N. Use A Big Enough And Long Enough Line
- O. Evaluate The Hazard—Know The Risk You're Taking
- P. Follow Standard Fireground Procedures
- Q. Know And Be Part Of The Plan
- R. Vent Early And Vent Often
- S. Provide Lights For The Work Area
- T. If It's Heavy, Get Help
- U. Always Watch Your Fireground Position
- V. Look And Listen For Signs Of Collapse
- W. Rehab Fatigued Firefighters
- X. Pay Attention All The Time
- Y. Everybody Takes Care of Everybody Else

IX. GENERAL SAFETY RULES

- A. Whenever you are involved in any accident that results in personal injury or damage to property, no matter how minor, the accident must be reported immediately.
 - 1. First aid treatment must be sought promptly.

- B. Report immediately any condition or practice you believe has the potential to cause injury or damage to personnel or equipment.
- C. Do not operate any equipment, which, in your opinion, is not safe.
- D. All prescribed safety and personal protective equipment must be used, when appropriate.
 - 1. All personal protective equipment must be maintained in safe working condition.
- E. Obey all department rules, governmental regulations, signs, markings and instructions.
 - 1. Be particularly familiar with those that apply directly to you.
- F. When involved in any lifting procedures, use the approved lifting technique, i.e., bend your knees, grasp the load firmly, and then raise the load, keeping your back as straight as possible.
 - 1. Obtain help from another member when lifting heavy loads.
- G. Do not engage in horseplay.
 - 1. Do not distract others from performing their tasks.
- H. Always use the right tools and equipment for the job.
 - 1. Use only those tools with which you are thoroughly familiar and have been trained to use.
- I. Good housekeeping should always be practiced.
 - 1. Return all tools, equipment, materials, etc., to their proper places.

X. STATEMENT OF POLICY

- A. It is Conover Fire Department's policy to provide a safe and healthy environment for every member and employee, and to abide by the accident prevention regulations set forth by Federal, State and Local Governments.

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1. We are sincerely interested in the safety and welfare of our members and believe that accident prevention is essential in maintaining an efficient operation.
2. It is this organization's requirement that all safety rules be strictly observed at all times, although it is impossible to publish a rule to cover every circumstance.
 - a. If a safety rule has been omitted or overlooked, it does not excuse carelessness or lack of common sense in the performance of job duties.
 - b. You are urged to cooperate fully.
3. Abuse of, or a disregard for, rules is a violation of Conover Fire Department's policy and will be treated accordingly.
4. Your help in preventing accidents benefits not only yourself, but also your fellow members and the public, and we should all strive to make this organization accident free.

XI. SUBSTANCE ABUSE POLICY

- A. The organization intends to ensure a safe and productive environment.
- B. Accordingly, policy prohibits being under the influence, use, possession, transportation, promotion, or sale of illegal drugs or drug paraphernalia, or

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otherwise legal but illicitly used substance, by anyone while on organization business or premises.

1. This includes prescribed or over-the-counter drugs not being used for their intended or authorized purpose and abusive use of alcohol.
- C. Testing by urinalysis may be required of a member.
- D. Immediate medical attention will be requested and testing may occur when factors such as physical appearance, behavior, or other circumstances give good faith reason to question whether the member may be impaired and whether substance abuse may be a factor.
1. A member to be tested will be requested to agree to the test procedure and to the restricted release of test results.
 - a. Failure to conform will result in immediate suspension.
 2. Use, possession, transportation, promotion, or sale of illegal drugs or drug paraphernalia, or otherwise legal but illicitly used substances will result in immediate suspension.
- E. If a member's test result is confirmed to be positive, it will be given consideration by the officers in determining any discipline for the event or circumstances which led to the test.
1. If continued in membership, the member will be required to cooperate with Department approved medical evaluation and prescribed treatment.
 2. The member may also be required to participate in follow-up activities which may include further evaluation, treatment and/or counseling.
 3. Additionally, the member will be subject to unannounced substance abuse testing during the twelve-month period following the positive test.
- F. A member who fails to follow the requirements of this policy or whose suspension is upheld, will be subject to disciplinary action up to and including termination of membership.
- G. Additionally, as part of any contract for services by the organization, the contractor may be required to certify in writing that it will take whatever steps it deems necessary to insure that involvement in substance abuse on the part of the contractor's employees does not create the presence of substance abuse related problems to the organization.

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- a. This section of the policy is to be implemented at the discretion of the Fire Chief.