

**I. ACCIDENT AND INJURY INVESTIGATION**

- A. The purpose of this guideline is to provide a process for investigating accidents / incidents.
- B. It is the guideline of the Conover Fire Department to investigate accidents and or incidents of the following nature:
  - 1. Most apparatus and or Personal Owned Vehicles (POV) crashes and or accidents (POV's while on CFD business).
  - 2. The Fire Chief or their designee will determine the necessity of a full or condensed incident investigation.
  - 3. This decision is somewhat subjective but must error toward the conservative of a full investigation process.
    - i.) A condensed investigation is considered an exception to the rule.
- C. Guidelines that will be considered in the decision process requiring a full investigation are:
  - 1. Estimated damage greater than \$750. (Insurance deductible is \$1,000)
  - 2. A damaged vehicle that cannot be transported under its own power
  - 3. The member and or apparatus operator receives a traffic citation
  - 4. Other extenuating circumstances
  - 5. Injuries that require medical treatment
  - 6. Incidents that result in significant property damage
  - 7. Any other accident at the discretion of the senior officer present
- D. An investigation will begin within 48 hours of the incident and will be concluded within seven days of the incident.
  - 1. The investigation report will detail the root causes of the accident, a corrective action plan that will help prevent similar occurrences in the future, and recommendations for disciplinary action if necessary.
- E. Procedures
  - 1. Vehicular Accidents

- i.) The driver of the vehicle must provide a verbal report to the Fire Chief or their designee available as soon as feasible.
    - ii.) Failure to notify will result in an immediate 30-day suspension from the department.
  2. If the incident occurs during a response, consideration must be given to completing the response, but it is not a requirement.
  3. Normal information exchange must occur between Conover Fire Department personnel and the affected public.
  4. Immediately after the incident with a City of Conover Fire Department Apparatus, and as soon as feasible, the Fire Chief will make a determination based on the information at hand as to the status of the apparatus operator being suspended from driving any Conover Fire Department apparatus.
  5. In addition, the Fire Chief will immediately after the incident with a POV, and as soon as feasible, the Fire Chief will make a determination based on the information at hand as to the status of the member being suspended from the use of POV emergency equipment until such time as the accident receives a preliminary investigation and a decision is made to allow or disallow driving.
    - i.) The Fire Chief will perform this as long as he / she are not directly involved in the incident.
  6. The driver of the vehicle involved in the incident must complete a written report within six hours of the incident and submit to the Fire Chief or their designee.
- F. Injury Incidents:
1. The immediate priority after an injury incident will be the appropriate treatment of the injured person(s).
  2. All fire ground injuries must be reported the Incident Commander and the Fire Chief as soon as possible.
    - i.) Other injuries while on Conover Fire Department business or on Conover Fire Department premises are to be reported to the Fire Chief or their designee.
- G. Investigation:

1. The Fire Chief may decide to appoint an ad hoc investigative committee within two days of the incident.
  - i.) The committee will consist of a Fire Officer (unless that officer was involved or is a direct witness), the Incident Commander on scene, the departmental Safety Officer(s) if available, and a representative group of two additional personnel and the Fire Chief or designee.
  - ii.) If the Incident Commander was involved, then the next most senior fire officer on scene will assume that role.
2. The investigation committee will gather any and all information necessary to determine the cause(s) of the incident and to determine what measures are necessary to prevent similar occurrences in the future.
  - i.) If the incident is deemed preventable, the committee will also determine appropriate suspension, termination, and or training attendance that may be necessary for those involved.
3. A preliminary report of the investigation findings will be prepared.
  - i.) The report will include a description of the incident, the immediate and root cause(s), and the corrective actions determined appropriate.
  - ii.) A diagram of the incident should be included if it would add clarity to the investigation.
4. The Fire Chief will assign primary ownership for completion of the corrective actions.
  - i.) Closure of the corrective actions and supporting documentation (if any) will be included in the final report.
  - ii.) Final accident reports will be maintained in an accident file and if appropriate, in the individual personnel files of those involved.

## II. FACILITY MAINTENANCE AND SAFETY INSPECTIONS

- A. In an attempt to address firefighter Health and Safety, and to allow for timely facility problem identification and resolution, the on-duty Engineer of each station shall assure a formal maintenance and safety inspection of their respective facilities and grounds a minimum of once per month.
- B. These guidelines are to assure a thorough inspection is performed on a regular basis at each of the station facilities, as well as mechanical and grounds.
  - i.) Mechanical is defined as HVAC, plumbing, electrical, etc.
  - ii.) On-duty Engineer(s) are to provide a verbal or written report the Fire Chief or designee.
    - a.) This report consists of problems that have been identified as well as the corrective actions taken or will be taken.
    - b.) This report may also include discussions of methods to correct identified deficiencies.
- 2. On-duty Engineer(s) are responsible to assure that resolutions to identified problems are performed in a timely manner.
- 3. On-duty Engineer(s) should keep in mind that repairs that can be accomplished with a minimum of dollars and time should be completed or should be in a process of completion on a daily basis.
- 4. On-duty Engineer(s) are encouraged to delegate specific tasks, utilizing the talents and abilities of fire department personnel.
  - i.) Regardless of who is delegated a specific task, the On-duty Engineer(s) will be held accountable to the Fire Chief or designee for the completion of each task.
- 5. On-duty Engineer(s) are encouraged to develop an inspection protocol that will identify existing problems as well as potential problems that could arise.
  - i.) The following is a list of minimal considerations:
    - a.) HVAC
    - b.) Lawn Maintenance
    - c.) Trip Hazards
    - d.) General Safety Equipment

- e.) Kitchen Paper Goods
- f.) Electrical
- g.) Plumbing
- h.) General Cleanliness incl. Carpets
- i.) Paint
- j.) Community Service Worker assignments
- k.) Cleaning Supplies
- l.) Trash Service
- m.) Lighting
- n.) Building Condition
- o.) Orderly Storage
- p.) Building Accessories

### III. USE OF FACILITIES

- A. The City of Conover Fire Department will permit the meeting room to be used for certain functions and events.
- B. Usage will be limited to:
  - 1. Other fire organizations, law enforcement agencies, and other emergency service organizations and quasi-governmental agencies.
  - 2. Certain civic organizations from within the district at the discretion of the Fire Chief.
  - 3. Commercial entities upon individual review for function that can be denied for any reason.
  - 4. The Conover Fire Department reserves the right to terminate the function at any time if the rules are violated or a nuisance is committed.
  - 5. Use of the facility may convene at 8:00 a.m. and users must vacate the facility not later than 10:00 p.m.
- C. Location
  - 1. The Fire Station is located at 1225 Conover Blvd East, Conover, North Carolina 29613, within the City of Conover.
    - i.) Cross Street is Thronburg Drive Blvd NE and Conover Blvd East
- D. Reservations
  - 1. Reservations are on a first come first serve basis.
    - i.) Reservations are made with either the Fire Chief and or the Deputy Fire Chief.
      - a.) Confirmation will made with the Departmental Training Room Calendar for availability.
    - ii.) Conover Fire Department activities have priority over all events.
    - iii.) Reservations are to be made through the Conover Fire Department during regular business hours, (828)-464-1295.
    - iv.) The Conover Fire Department will NOT post notices of the users' meetings; that is the responsibility of the user.
    - v.) Do not post notices on the walls or to any other part of the building without express permission

vi.) Reservations may be made up to two calendar months in advance.

E. User's Responsibilities

1. Informing attendees
2. A contact person must be established with all users. .
  - i.) The contact person is the only individual to discuss activities and is responsible for coordinating the group using the facility.

F. Parking

1. DO NOT park in front of the doors on the fire station.
  - i.) Vehicles parked there will be subject to tow with the responsible party paying any fees.
2. Handicapped parking is available directly in the front of the building.

G. Courtesies and Conditions

1. The facility is a smoke free building.
2. No alcohol will be permitted at any function.
3. Telephones in the meeting room will be available for local calls.
4. Cellular phones should be used outside the building so as not to interfere with others.
5. Trash must be placed in proper receptacles.
6. All trash receptacles must be emptied, cleaned appropriately, new trash bags installed, and the trash deposited in the dumpster on the south end of the property
7. Walk on the sidewalks, not the grass.
8. Remember that this is a fire station and guests are not to wander around unescorted.
9. No posters, signs, or any other objects may be attached to the walls of the facility in any manner unless permission is specifically granted from the Conover Fire Department.

10. Do not sit on the tables or other areas not designed for sitting on.

H. Kitchen Usage

1. The kitchen may be utilized if required.
2. Users are to bring all of their own plates, cups, silverware, and condiments.
3. Clean up is the users' responsibility.
4. A maximum of 75 people per event will be allowed in the building.

I. Insurance (if required)

1. All users of the facility will be required to show proof of liability insurance before they will be allowed to use the facility.
2. The minimum amount of acceptable liability insurance is \$1 million.

**IV. CITY OF CONOVER REQUESTS TO FILL SWIMMING POOLS**

A. Requests to Fill Swimming Pools (Commercial and Residential)

Administrative Standard Operating Guideline  
Conover Fire Department

1. There are currently several options for the filling of swimming pools to City of Conover Water System customers and / or non-customers.
2. Options include, however not limited to the following:
  - i.) City of Conover Water System customers can fill their swimming pool from household faucet which will be metered.
    - a.) This is the preferred method to fill a swimming pool.
  - ii.) City of Conover Water System customers and / or non-customers whose residence is within close proximity to fire hydrant(s) can request assistance from the fire department to assist with filling of a swimming pool.
  - iii.) City of Conover Water System customers and / or non-customers whose residence is not in close proximity to a fire hydrant can contract for water to be trucked in by private operator / company.
    - a.) All private operator(s) and / or company(s) shall be approved by the City of Conover Water Utilities Department.
  - iv.) Water Utilities / Billing Department will work with the customer to determine the best option for all parties involved.
3. Bulk Water Permit
  - i.) Any customer requesting to fill a swimming pool can attain a Bulk Water Permit from the Water Utilities / Billing Department located at City Hall.
4. Filling of Swimming Pool
  - i.) City of Conover Water System customers can fill their swimming pool from household faucet which will be metered.
  - ii.) This is the preferred method to fill a swimming pool and should be encouraged by the Water Utilities / Billing Department.
  - iii.) The City of Conover Water Department should be contacted by the Billing Department to schedule meter readings prior to and immediately following a water customer filling a swimming pool from a metered household faucet in order to adjust water / sewer charges (if applicable).

5. If the City of Conover Water System customers and / or non-customers strongly objects to this option, the customer can:
- i.) City of Conover Water System customers and / or non-customers whose residence is not in close proximity to a fire hydrant can contract for water to be trucked in by private operator / company.
    - a.) All private operator(s) and / or company(s) shall be approved by the City of Conover Water Utilities Department.
  - ii.) City of Conover Water System customers and / or non-customers whose residence is within one hundred fifty feet (150 feet) of a fire hydrant may purchase bulk water from the city.
    - a.) If city fire department staff is available, the fire department will connect a backflow prevention device to the hydrant, place the fill hose to the pool, and operate the hydrant.
      - 1.) The City of Conover Water System customer(s) and / or non-customer(s) will be responsible for any and all handling of the fill at the swimming pool location.
    - b.) The City of Conover nor the Fire Department will not provide for the use of Fire Apparatus to be used for direct swimming pool filling.
    - c.) There shall be at **NO** time fill hose(s) that will be placed across a street and / or highway.
    - d.) Scheduling will be at the discretion of the Fire Chief and as fire department resources are available.
    - e.) The City of Conover Fire Department will not accept responsibility for nor will the City of Conover be held liable for any and all damage to swimming pools and associated items of pool operation, hot tubs and associated items of hot tub operation, wading pools and associated items of operation, pool liners, lawns, landscaping or any other property of the pool owner and / or neighbors, etc. nor will the City of Conover or the Fire Department be responsible for the quality of water placed in the pool.
  - iii.) If assistance is provided by the City of Conover Fire Department, it will be discretion of the Fire Chief and / or Fire Department personnel to cease filling operations at any time during same.

6. Procedure for fire department assistance:
  - i.) Contact the Fire Chief or designee during normal business hours at 464-1295 with the following information:
    - a.) Name
    - b.) Address
    - c.) Phone number
    - d.) Estimated distance to the closest fire hydrant, on the same side of the street and / or roadway.
  - ii.) The Fire Chief or designee will consider all requests, and schedule or advise the caller of options.
7. Purchase the water from the Utilities Department at City Hall.
  - i.) City of Conover Water System customers and / or non-customers must provide information on amount of water needed to fill swimming pool.
8. The swimming pool owner or their representative must be present at all times during pool filling operation.
9. City of Conover Water System customers and / or non-customers wishes to make a donation to the Fire Department, it will be used for the departments fire education programs.
10. If the City of Conover Water System customer(s) and / or non-customer(s) swimming pool is located more than one-hundred-fifty feet (150 feet) from a fire hydrant and / or located on the opposite side of a street and / or highway, or the swimming pool cannot be filled from a fire hydrant for any reason as determined by the Fire Chief, the pool owner shall make other arrangement or has the option to contact a private water hauling contractor.
  - i.) The two companies providing this service in our immediate area are:
    - a.) Balls Creek Oil Company (828-241-2242)
    - b.) Superior Petroleum Company (828-464-0472).
11. Swimming Pool Filling during Water Restrictions
  - i.) Any and all swimming pool filling requests will be approved by

City of Conover Water Utilities Department during Water  
Restrictions.

- B. Policy effective June 12, 2008.

**V. VOLUNTEER PAY-PER-CALL**

A. Purpose

1. The Volunteer Pay-Per-Call Program has been established to reimburse volunteer firefighters for expenses incurred while responding to and participating in Fire Department emergency incidents.

B. Eligibility

1. To be eligible for Volunteer Pay-Per-Call reimbursement under this plan, all personnel will be on active member status and a member in good standing with the City of Conover Fire Department.
  - i.) Eligible active firefighter(s) will be reimbursed \$12.00 per call.
2. Junior member(s) are eligible for the Volunteer Pay-Per-Call Program.
  - i.) Eligible active Junior Firefighters will be reimbursed \$6.00 per call.
3. All members must complete and maintain at least thirty-six (36) hours of yearly training to be eligible to participate in the Volunteer Pay-Per-Call Program.
  - i.) All City of Conover Fire Department members are required to complete and maintain thirty-six (36) hours per year.
  - ii.) Personnel failing to meet the training hour requirement will forfeit reimbursement while on probation for delinquent training hours.
4. All personnel will return to the station after each call.
  - i.) This will insure that there are sufficient personnel to clean and replace any and all equipment used during the incident.
    - a.) This will be at the incident commander's discretion. Some incidents may not require personnel to return to the station for detail.
  - ii.) All apparatus and equipment will be made 10-8(in-service) and ready for the next incident before personnel depart from the scene or either Fire Station.
  - iii.) The incident command system will remain intact until **all** apparatus and equipment are placed in service and ready for the next incident.
5. ALL PERSONNEL will sign and or initial his/her name on the City of Conover Fire Department Incident Report in the space(s) provided.

C. Incident Report

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1. The Incident Commander will verify that all information is gathered and all report(s) are correctly filled out before leaving the scene and or station.
2. All incident reports are to be secured by the On-Duty Engineer prior to the Incident Commander and or personnel leaving the station.
  - i.) Incident report(s) will be signed and or initialed by responding members as soon as possible.
    - a.) It will be each City of Conover Fire Department member's responsibility to sign the incident report(s) for all alarms answered.
    - b.) Any member failing to do so takes full responsibility upon their self for any and all repercussions associated with not receiving reimbursement for the incident.

D. Non Use of Equipment

1. If no equipment is used and all apparatus has cleared from the incident scene by checking 10-24 assignment(s) complete, and there is no need or requirement for personnel to remain at either station, all personnel may leave after signing their name to the incident report either at the scene or at either Fire Station.
  - i.) Example: Department apparatus is clearing from an incident that was false and or no equipment from any apparatus was used or will not need replacement or cleaning.
2. The ranking officer or senior member at Fire Station 2 or Fire Station 3 will attempt to notify Fire Station 1 of the personnel standing-by at either Station 2 or Station 3.

E. Cancelled Apparatus and or Personnel

1. All personnel cancelled while en-route to an incident will stop their response and report to either Fire Station to sign the incident report for reimbursement purposes.
  - i.) En-route is defined by this policy as actually being on the road / highway and progressing toward the incident.

F. Performance of Duties

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1. Any member(s) that is not able to perform the duties required by City of Conover Fire Department should not respond to the incident.
  - i.) Any member(s) who answers an alarm just to sign his/her name will not be eligible to receive reimbursement for the incident.
  - ii.) If personnel arrive and do not have his / her proper PPE or has limited time constraints, will not be eligible for reimbursement for the incident.

G. Reimbursement

1. Reimbursement funds will be disbursed at the first of each month or as close to the first of the month as possible.
  - i.) Reimbursement checks will be put in the member(s) mailbox located at Fire Station 1.
2. The sum of \$12.00 dollars per incident will be paid to each eligible member for each incident that the member responded to within the month.
  - i.) The sum of \$6.00 dollars per incident will be paid to each eligible City of Conover Junior Firefighter member for each incident that the Junior Firefighter member responded to within the month.
3. City of Conover Fire Department members also will be eligible for reimbursement for one (1) business meeting and two (2) training sessions per month.
  - i.) To be eligible, the member(s) must be present at the meeting and or attend the training session.
    - a.) The sum of \$12.00 per each eligible meeting and each eligible training session will be paid for reimbursement.
      - 1.) The sum of \$6.00 dollars per each eligible meeting and each eligible training session will be paid to each eligible City of Conover Junior Firefighter member for each incident that the Junior Firefighter member responded to within the month.
      - 2.) Member(s) will sign and or initial his / her name on the training roster.

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- 3.) Member(s) arriving late will be responsible to ensure that their name is signed and or initialed on the roster.
  - (i.) Business meetings, the secretary will have the roster.
  - (ii.) Training session, the instructor will have the roster.
4. The reimbursement program is based on the honor system.
  - i.) If personnel are found to be abusing the system, prompt action(s) will be taken up to and including termination.

H. Eligible Incidents

1. Eligible incidents for reimbursement will be incidents dispatched by Catawba County Emergency Operations Center (Fire Central).
2. Dispatched incidents that are dispatched and cancelled prior to apparatus leaving quarters will not be eligible for reimbursement.
  - i.) City of Conover Fire Department apparatus has to be en-route.
3. Service calls received by either Fire Station will not be eligible for reimbursement, however:
  - i.) If on-duty engineer(s) requests additional assistance, the incident will be eligible for reimbursement.
  - ii.) If City of Conover Fire Department personnel are present at the respective station answering a service call, and respond on the apparatus with the on-duty engineer, then the member will be eligible for reimbursement.
    - a.) Personnel wishing to remain at the station(s) will not be eligible for reimbursement.
4. Each member will sign his / her own name.
  - i.) No member will sign for another member, with the exception being the incident commander or his/ her designee in the process of gathering incident information, or members standing by at either station.

5. Special Circumstance

i.) Strom related incidents

a.) In the event of a severe storm that results in numerous incidents, reimbursement to personnel will be based on two incidents.

1.) Personnel have to be present at either station to be eligible for reimbursement.

b.) Personnel are responsible for signing and or initialing the respective incident reports that he or she answered.

ii.) Example:

a.) A severe thunderstorm occurs at 1900 hrs in the evening. The severe thunderstorm results in six (6) dispatched incidents within a time frame of one-hour or less.

b.) Personnel present during the duration of the storm will be eligible for reimbursement at a minimum of two incidents. If such a severe storm lasted for more than one-hour or other un-eventful circumstances arise, such as an event either man-made or natural lasting for a day or longer, then reimbursement to personnel will be at the discretion of the Fire Chief.

iii.) Final decision for reimbursement will be the responsibility of the Fire Chief.

iv.) Stand-by related incidents

a.) City of Conover Fire Department personnel standing-by at either City of Conover Fire Station 1 or Fire Station 2 will be eligible for reimbursement for the incident(s).

b.) City of Conover Fire Department personnel providing mutual aid stand-by for another Fire Department at their respective station(s) and responds to an incident outside the City of Conover Fire Department response district will be eligible for reimbursement for the incident(s).

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- 1.) Only personnel on the engine and / or ladder company assignment will be reimbursed for the incident.

**VI. POLICY AND PROCEDURE FULL TIME FIRE DEPARTMENT PERSONNEL**

A. Scope of Policy

1. The occupation of a full-time firefighter / fire engineer is a unique, challenging, and potentially rewarding profession. The position of a Fire

Engineer requires a high degree of technical knowledge and problem-solving skills. Due to the nature of the work and the great responsibilities involved, the individual must work in a highly structured and often stressful environment.

B. Purpose of Policy

1. The purpose of this policy and procedure is to provide rules, regulations, and guidelines for employees in the position of driver/engineer. All employees are expected to be familiar with the information contained herein and adhere to it. Any questions or exceptions will be directed to the Fire Chief.

C. Work Period

1. The work period will be 28 days, beginning with the first day of every other 14-day pay period. The Fair Labor Standards Act (FLSA) establishes a 212-hour limit for the work period before any overtime compensation is due.
2. Employee Log
  - i.) Each employee will be responsible for maintaining an accurate and legible record of hours worked.
  - ii.) This will be submitted to the Fire Chief and / or Deputy Fire Chief / Fire Marshal by 8:00 am on the Monday immediately following the end each work period.
3. Regularly Assigned Shifts
  - i.) Full-Time Fire Department personnel assigned to permanent shifts will work a rotating shift schedule of one shift on and two shifts off.
  - ii.) The work period will be 28 days, beginning with the first day of every other 14-day pay period.
  - iii.) Duty Shifts will be 24 hours and 15 minutes in length (24.25 hours).
  - iv.) Personnel will report to their assigned station by 7:45 a.m. on the date you are scheduled for duty.
  - v.) The off-going personnel will remain at the station until 8:00 a.m.

- vi.) During shift change, each engineer will discuss any information relevant to the department or of importance to the on coming personnel

D. Non-Scheduled Work

- i.) In addition to the regularly scheduled shifts, personnel may be required to work additional hours as requested.
- ii.) This may include fill-in work, special assignments, or other required duties as determined by the Fire Chief.

E. Sleep Period

1. The period from 12:00 p.m. until 6:00 a.m. is designated as a sleep period.
2. This time will not be counted as hours worked except under the following circumstances.
3. Time spent on a dispatched incident(s) during the designated sleep period of 12:00 p.m. until 6:00 a.m. will be counted as hours worked.
  - i.) Thus, time shown will be 24.25 hours on your timesheet.
4. Other circumstances deemed as interrupted sleep period will be public service calls during the night for assistance, or any other public assistance that may arise during the night time hours.
5. Otherwise, time shown on your timesheets will be 16.25 hours for normal work days.
6. As it is with the nature of the fire service, it is necessary for fire personnel to monitor radio traffic during the night.
7. Monitoring for such occurrences as severe weather out break(s), COMM Center calling the station(s), etc may be necessary for time to time.
  - i.) This is one of those “givens” in our job descriptions and this time will not be counted as hours worked.
8. Fire Department Personnel will set their on time they go to bed on the day they are assigned on-duty.
  - i.) However, this time will be after at least 10:00 p.m. of the evening.

F. Compensatory Time

1. Compensatory (comp) time will be awarded in lieu of overtime pay whenever possible.
2. Compensatory time will be awarded on an hour-for-hour basis if possible during the work period.
3. If it is not possible to take comp time within the work period, the employee will be awarded overtime pay using the *one-half* time rate, as specified by FLSA.
  - i.) This applies to non-exempt employees only.
4. Per the City of Conover Personnel Policy, “Department heads and other exempt personnel shall work those hours necessary to assure satisfactory performance of their departments or offices.”
  - i.) The Fire Chief may grant compensatory time where the convenience of the department allows.
  - ii.) Compensatory time will be limited to twenty-four (24) hours and must be taken within three (3) months of the time it is earned.
  - iii.) Compensatory time will be figured on an hour for hour basis. Compensatory time is a privilege and should be treated as such.
  - iv.) Abuse of this privilege will result in no compensatory time being allowed.
  - v.) Compensatory time for Department Heads is approved by the City Manager, per the Personnel Policy.

G. Emergency Callback

1. All non-exempt employees called back to work or assigned special assignments while off-duty will receive overtime pay equivalent to one and one-half times your normal hourly rate.
2. Emergency “Call Back” time will be reported on your time sheet with the Incident Number indicated and / or the assignment indicated.
  - i.) You are responsible for completing your timesheet correctly.
3. All off-duty personnel are expected to carry a fire department pager when off-duty, and to respond to all structural calls and second-alarm incidents as possible (this applies to all fire department personnel).

4. All off-duty personnel reporting back to work should report to the station and ensure that the initial apparatus assignment(s) are en route.
5. The Incident Commander should then be contacted for assignment.
6. Assignments may include manning the station and reserve apparatus for additional calls, responding additional apparatus to the scene, or responding to the scene as a firefighter.

H. Overtime

1. Overtime, which is defined as a continuation of an assigned work day or assigned training, will be figured using 212 hours as a base rate and all time worked over 212 hours within the 28 day work cycle will be figured at one and one-half times the employees' hourly rate of pay.
2. Sick Leave time will not be calculated when determining if overtime pay is due.

I. Trading Shifts

1. Full-time fire personnel assigned to shift work may trade shifts when desirable. Such arrangements must be voluntarily agreed to by both individuals and approved by the Fire Chief.
2. Personnel involved are responsible for keeping up with shift trades.

J. Meetings and Training

1. Employees are expected to attend all departmental meetings and departmental training exercises unless otherwise excused in advance by the Fire Chief.
2. Attendance at monthly staff meetings, regular and special training and other departmental events is required.
3. As a staff member, the employee may be required and assigned to assist with any meeting and / or departmental training.

K. Outside Interests

1. Outside interests, particularly secondary employment will not interfere with your ability to perform the duties for which the City of Conover employs you as Fire Personnel.

- i.) All personnel are expected to perform and carry out their regular and assigned duties as usual and as per your respective job description.
  2. All personnel will report to the Fire Chief any and all outside employment interests.
  3. The work of the city takes precedence over any outside employment interests. Employees are expected to report for duty when requested for fill-in work, and to respond to all structural and second-alarms if at all possible.
  4. Fire Personnel who refuse or are repeatedly unable to report to fill-in shifts or second-alarm assignments when called or dispatched to will be subject to review by the Fire Chief and will be considered for possible disciplinary action up to termination.
- L. Leave Time
  1. Leave time includes vacation, educational/training, and sick leave.
    - i.) Planned leave time, such as vacation leave, must be requested thirty days prior to the beginning of the month in which the date is requested in order to facilitate scheduling.
    - ii.) Leave time may be denied if the operations of the department would be adversely affected by the leave.
    - iii.) Leave time is not included in calculating hours worked for overtime purposes.
  2. Unexcused or unapproved absences will be deducted from the employee's available leave time as well as from the hours worked.
    - i.) In the case of multiple requests for the same date, senior employees will be granted the leave.
- M. Holiday Leave
  1. Fire Department Personnel who are assigned and work on a Holiday will receive additional pay equivalent to 11.5 hours of normal work time.
    - i.) Your time sheet will need to indicate 11.5 hours for the Holiday pay.

2. Fire Department Personnel not working on a Holiday will receive additional pay equivalent to 8 hours of work time.
  - i.) Time sheets will indicate 8 hours Holiday pay.
3. Only those personnel “on-duty” for the shift will receive the 11.5 hours.
4. The Fire Chief, Deputy Chief/Fire Marshal and Fire Inspector will be assigned the Holiday off and will not receive any additional pay.
5. Our current staffing situation may necessitate a “Call Back” of these “exempt” positions during a Holiday.
6. The Deputy Chief/Fire Marshal and / or Fire Inspector/Engineer will receive time compensated to 8 hours of work time if they respond to a “Call Back” on a Holiday. Indicate time worked on your timesheets.

N. Vacation Leave

1. Vacation leave is awarded to employees based on their length of service. Vacation leave will be based on actual hours.
2. There is no maximum accumulation during the year; however, only 10 days (80 hours) may be carried over from one calendar year to the next.
  - i.) For each 24-hour shift taken off, 16 hours of vacation leave time will be deducted. Employees should avoid allowing vacation leave hours to build to a high number.
3. Due to our limited personnel and the nature of the work performed, it may not be possible to approve all requests during the last three months of the calendar year.
4. Vacation leave may not be taken by 24/48 shift personnel on Thanksgiving, Christmas Eve, or Christmas Day.
  - i.) Individuals wishing to take off on these dates are encouraged to trade shifts with others who may be willing.

O. Sick Leave

1. Sick leave is awarded at the rate of one-day (8 hours) per month.
2. Sick leave is to be used only when the employee is unable to report for duty due to illness or injury.

3. Sick leave over 16 hours (one shift) in a 30-day period must be supported by a physician's certificate.
4. Sick leave may accumulate unlimited during employment.
5. Any suspected abuse of sick leave will be subject to review.
6. Any shifts taken for the death of a family member or close personal friend will be deducted from the employee's available sick leave.

P. Educational/Training Leave

1. The Fire Chief may require and/or approve requested educational/training leave when possible without compromising staffing levels.
2. If employees are required to attend training, the hours actually spent in training will be counted as hours worked.
3. If the employee voluntarily attends training, even if the training is job-related, it will not be counted as hours worked.
4. The department will normally bear the cost of registration, travel, lodging, meals, and other items related to employee training, regardless of whether the training is counted as hours worked.
5. Training / educational opportunities for career advancement are at the expense of the employee.
  - i.) Tasks or educational goals may be set for the employee during an employee evaluation.
  - ii.) These are considered goals and to allow the Fire Chief to determine if you can meet assigned tasks and how well you complete them.

Q. Shift Assignment

1. Driver/Engineers will be assigned to one of three rotating shifts known as "A", "B", or "C" shift.

R. Station Assignment

1. Station assignments will be at the discretion of the Fire Chief.

S. Shift Change

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1. A 15-minute overlap period (7:45am – 8:00am) is scheduled for shift change.
2. During this time the off-going personnel will relate to the on-coming personnel any and all information of importance that has arisen during the previous two shifts (48 hours) and review the station log.
3. Personal effects of individuals including linens, clothing, food, etc., will be properly put away at the station or taken with the employee before the end of the shift.

T. Reporting in Uniform and Prepared

1. All Fire Department Personnel will report to the assigned station for duty on time and in the appropriate uniform, and will wear only approved uniform clothing at all times while on-duty.
2. Uniforms, with the exception of underclothes and socks, are provided.
3. Fire Department Personnel are expected to appear clean and neat, regardless of uniform.
4. All shirts must be worn tucked in.
5. Dress (Blue) Shirt:
  - i.) Reporting to duty, Open House(s), Funeral(s), Station Visits, City Hall appearances, training classes / exercises (while on-duty) and other fire department business or official functions
6. Knit Shirt: Routine station duty (can be worn out for fire department business)
7. T-Shirt: Routine station duty, building and grounds maintenance, apparatus and Equipment Maintenance; training requiring hands on outside work
8. Long Pant: At all times except below
9. Short Pant: After 5:00pm, Weekends, Training, and Physical Fitness
10. Coveralls: Apparatus Maintenance, incidents during sleep period

U. Personal Protective Clothing

1. During shift change, fire personnel reporting for duty will place his / her protective clothing (turn-out gear) on the assigned Engine.
2. All Fire personnel will be prepared to don full-protective equipment including SCBA and perform firefighting or other duties as required by the Incident Commander on the scene.
3. The off-going personnel will remove his / her gear from the Engine and place it in the designated location at the station or in his / her personal vehicle.

V. Inter-Station Communication

1. Immediately following shift change, on-duty fire personnel assigned at Station 1 are encouraged to contact and should contact the out stations and discuss plans for the day.
  - i.) Example of this would be to plan hydrant maintenance for the day or special assignments such as hose testing.
2. A reasonable amount of personal calls are allowed; however, these should not be excessive in length or frequency, or cause any disruption in your daily work schedule.

W. Housekeeping

1. All Fire Department Personnel are responsible for the cleanliness and appearance of the assigned station.
2. Necessary cleaning, straightening, etc. will be performed daily as necessary and needed.
3. Duties should not be left for the on-coming shift.
  - i.) This includes checking the outside grounds daily for trash, papers, etc.
4. A thorough and complete cleaning of the building and grounds will be performed on Friday and Saturday of each week.
5. Each morning prior to Shift Change, on-duty fire department personnel will check all restrooms / bathrooms for cleanliness and clean if needed.
6. Due to the high volume of visitors, especially at Fire Station 1, it may be required to conduct cleaning exercises other than the day listed.
7. All trash cans will be emptied and trash taken out prior to shift change.

8. All non-carpeted floor area(s) will be swept prior to shift change.
9. All apparatus will be clean prior to shift change.
10. Additional duties including however limited to fire prevention and / or fire education tours may be conducted on Friday and Saturday by the on-duty engineer(s), these activities does not excuse the on-duty fire department personnel from performing the required daily maintenance of the station(s) and apparatus.

X. Guests

1. Staff members are normally expected to welcome visitors to the fire station and assist them in any way possible.
2. With the exception of training, meetings, or other activities approved by the Chief, only the following visitors will be allowed in the station after 6:00pm and/or on weekends.

Y. Members of the Conover Fire Department

1. On-duty members of the Conover Police Department, or other law enforcement agencies
2. On-duty members of Catawba County EMS or stand-by members of Newton-Conover Rescue Squad
3. Members of other county fire departments
4. Immediate family members or invited guests of the Driver/Engineer on-duty
5. No guest (including members of the Conover Fire Department) will be allowed to visit after 10:30 p.m., unless staying overnight with the approval of the Driver Operators / Fire Engineers on duty.

Z. Apparatus and Equipment Maintenance

1. Following shift change, fire department personnel will ensure by use of the daily inspection sheet that all apparatus and equipment is in response-ready condition or is placed out of service with a repair order issued.
2. Personnel will conduct a weekly inspection of the apparatus and equipment scheduled for the day. This will be scheduled around the other assigned activities of the day.

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<u>Station 1</u>		<u>Station 2</u>	<u>Station 3</u>
Monday	Engine 1	Engine 2	Engine 3
Tuesday	Truck 5	Truck 2	Engine 4
Wednesday	Ladder 1	Air 2	
Thursday	Truck 1		
Friday	Squad 15 / Fire Chief Vehicle		

3. Minor repairs are to be made when discovered if possible.
4. When a problem that cannot be remedied is discovered, it should be reported to the Apparatus/Equipment Officer and / or personnel assigned to either A-Shift or B-Shift as soon as possible, with a full explanation of the problem.
5. Major problems that compromise safety or require that the vehicle be placed out of service should be reported to the Fire Chief immediately.

AA. Radio Checks

1. The radio check will be conducted between apparatus on the Conover Fire ground channel (channel 6), and should be arranged by a phone call or face-to-face.
2. Do not “key-up” the mike on Fire Channel One or use Channel One to notify one another of the check.
3. Mikes should not be ‘keyed-up” to check pagers or radios before retiring for the night.

BB. Assigned First-Due Districts

1. Station One, Station Two and Station Three have designated first-due assignments.
  - i.) Please refer to each station map for the respective first due assignments.
2. On single-engine responses, personnel will respond in their first-due district. On full responses, the first-due will typically be the first arriving unit.
3. When responding to a call from any location other than the station, fire department personnel will check en route from that location.
4. This is necessary to give others an indication of your response time and route in order to avoid accidents and properly set-up or stage apparatus.

CC. Meals

1. Due to the nature of the work performed, meal times are flexible.
2. Personnel are encouraged to arrange meal times when coming on duty.
3. A phone call to the other stations will be made when leaving from and returning to the station.
4. Apparatus may be taken out in good weather (not raining and temperatures above freezing) for meals, but will not leave the assigned first-due district.
5. Flexibility of meal time(s) is a privilege and should not be taken for granted by fire department personnel.
6. You are expected to use discretion and good judgment planning and during meal times.
7. If shifts decide to conduct meals together, it should be limited to only one per shift to allow for maximum time in your station and / or first due response district.

DD. Commercial/Industrial Inspections

1. When directed, fire department personnel will accompany and assist the Fire Inspector on commercial and industrial inspections within their first-due district.
2. Particular attention will be paid to the locations of apparatus access, aerial access, personnel access, hydrants, Fire Department Connections, fire protection system control valves, hazardous materials storage and control measures, and other important features of the building and operations conducted within.
3. Fire Department personnel may be responsible for recording such information on an incident pre-plan form.

EE. Hydrant Maintenance

1. Fire Department personnel will perform hydrant inspections, maintenance, flow/pressure testing, marking, and other duties as directed and will be responsible for recording all pertinent information.

FF. Other Required Duties

1. Fire Department personnel will assist in all routine testing of apparatus and equipment, including but not limited too, engine service testing, hose testing, ground and aerial ladder testing, SCBA testing, and other such activities.

GG. Incident Response

1. The primary responsibility of the Fire Engineer position is to immediately respond an apparatus to all emergency calls.
  - i.) Therefore, the individual should never be more that one-minute from the apparatus unless approved by the Fire Chief.
2. Engine 1, Engine 2 and Engine 3 are designated as first due attack engines; due to their pump and tank capacities, selection of pre-connects, and pre-piped master streams.
3. Ladder 1 should respond to all structure fire calls, and is normally operated by the Fire Chief, Deputy Chief, Fire Inspector, Fire Engineer or a Volunteer/Part-time Driver / Operator.
4. Engine 4 is designated as a reserve engine.
5. Compared to the first-out engines, the reserve engine have reduced pump and tank capacities and do not have the same pre-connects and pre-piped master streams.

HH. Mutual Aid

1. When a call for mutual aid is received, the on duty fire department personnel will determine which station personnel should respond to, and announce this on Channel One immediately following the dispatch.
2. Fire Station 1 is a good central location, however depending on the location and nature of an incident, another station may be better. Other times, response directly to the scene of the incident may be required.
3. If an apparatus is requested, the on-duty engineer will respond the appropriate apparatus from the appropriate station.
4. They may want for additional personnel to arrive prior to departing or respond on to the incident.
5. This will be dictated by the type of incident dispatched.

- i.) (Example, “Structure Fire with occupants trapped” would be an example that the engineer respond without waiting for additional personnel to arrive at the station.)
6. On occasion, Ladder 1 may be requested on mutual aid calls.
7. Personnel that are assigned to Fire Station 1 can respond the apparatus or wait for a qualified apparatus operator to arrive at the station to respond Ladder 1.
8. During the weekdays, Ladder 1 response can and should be handled by additional fire department staff.
9. During the evenings and weekends, designated volunteer driver/operators may be available to respond Ladder 1.
10. Waiting to respond Ladder 1 should be no longer than four minutes.
11. Fire Station 3, if available, will report to Fire Station 1 for coverage.
  - i.) Use discretion and judgment when making decisions on response.
12. The only exception to this is the automatic aid agreement with St. Stephens for the Heritage Care Nursing facility.
13. Our apparatus responds directly to the incident and directly on initial dispatch without waiting for additional personnel to arrive.

## II. Establishing of Command / Switching of Radio Traffic

1. In accordance with departmental SOP, the first arriving member (on-duty, off-duty, or volunteer) will check on the scene, provide a brief size-up report, and establish Command.
2. Radio traffic should be switched over to the Conover Fire Channel 6 only after the initial apparatus assignment has arrived on scene.
3. Command will provide instructions to responding personnel and apparatus concerning personnel staging and apparatus positioning, changing to routine traffic, or canceling.
4. Instructions should be transmitted directly to responding members, not to Fire Central for rebroadcast.
5. Command may be transferred to an arriving officer if so desired, and must be done as described in SOP.

JJ. Report Completion

1. The Incident Commander and the first-due Fire Engineers are jointly responsible for the completion of all incident reports.
2. In the absence of an Incident Commander or the failure of the Incident Commander to assist, the Fire Engineers will be responsible for completing the report.
3. All applicable information will be filled out completely and legibly.
4. Inaccurate and/or incomplete reports will be returned for correction and/or completion. Completed reports will be brought to Station 1.

**VII. HAZARD COMMUNICATIONS**

- A. All members are to be made aware of the physical and toxic characteristics of materials and chemicals in the workplace.
- B. The Fire Department regularly discusses these hazards prior to members utilizing any dangerous and/or other substances that may be harmful to their health.

- C. Material safety data sheets (MSDS) are available for personnel access at each fire station and on board each department apparatus.
- D. These MSDS describe the physical and toxicological characteristics of certain products that may be utilized in the course of Conover Fire Department activities.
- E. It is the responsibility of each member to understand these properties after proper instruction.

### **VIII. PRIVATELY OWNED VEHICLES**

- A. Purpose
  - 1. To establish Fire Department guidelines covering the parking and maintenance of private owned vehicles at all City of Conover Fire Departments by all fire department personnel.
- B. Scope

1. This Standard Operating Guideline is concerning parking and maintenance of privately owned vehicles (POV's) and is designed to allow department personnel (those with permission) the opportunity to perform minor maintenance or repairs on their privately owned vehicles. It is not intended as a means for providing Fire Department facilities and/or equipment to be used for major or extensive repairs or maintenance on privately owned vehicles.

C. Policy

1. Privately owned vehicles of all departmental personnel will be parked in the designated parking spaces located at the City of Conover Fire Stations.
2. No privately owned vehicle(s) will be parked in front of the apparatus bay doors and/or apparatus apron at any time.
3. Members responding to the station for apparatus response to an alarm and/or incident are not to block or delay apparatus response.
  - a. All fire department personnel that are either riding or operating apparatus will have their privately owned vehicle(s) parked in the designated parking areas prior to leaving the fire station.
4. No private vehicles, including motorcycles; are to be in the station unless they are being washed or maintenance is being performed on the vehicle.
  - a. All departmental personnel are to inform the on-duty engineer prior to any activity being performed.
5. No privately owned vehicles, including motorcycles are to be in the station unless they are actually being worked on with the permission of a chief officer or the on-duty engineer.
6. The fire department will not assume liability for damage to any privately owned vehicles brought into the station.
7. Department personnel cannot store broken vehicles or abandoned vehicles on department property.
  - a. If this situation occurs, such vehicles are subject to towing at the owners expense.
8. Department personnel wishing to wash their own privately owned vehicles can do so on department property.

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- a. It is recommended that the on-duty engineer be made aware prior to doing so.
9. Private vehicles may be washed inside the station.
    - a. The responsibility of insuring that that fire station(s) are left in neat and orderly appearance is the responsibility of the member.
    - b. Repairing and/or washing private vehicles shall be done in authorized areas only.
    - c. In the event of City water shortage, the washing of private vehicles at the Fire Stations will be suspended.
  10. Injuries incurred while washing privately owned vehicles or performing maintenance and/or repairs on private vehicles while on duty will not be considered a compensational injury, and, as such, any maintenance and/or repairs performed are at the individual's own risk.
    - a. Washing private vehicles while on duty shall be considered as maintenance.
  11. Due to limited parking facilities, employees are not to leave private vehicles parked at any City of Conover Fire Station for any extended period unless involved in business directly related to the department.
  12. Any and all maintenance to privately owned vehicles is to be performed after normal working hours.
  13. The maintenance and/or repairs are to be of a minor nature that will not interfere with the fire department's response to alarms/incidents or with the security of the Fire Station property and/or Fire Station equipment and apparatus.
  14. Department personnel must use their own equipment to perform maintenance on their privately owned vehicle(s).
  15. Certain situations will be reviewed on a case-by-case incident (i.e., annual City of Conover luncheon at Fire Station One, large gatherings, department socials).