

Blackwood Fire Company



Duty Officer Handbook
Book

**Blackwood Fire Company
Duty Officer Handbook**

<u>Subject</u>	<u>Page</u>
Responsibilities	3
Response Resources	4
Alarm Assignments	
All Hands	
Extra Alarms	
Command Post Operations	5
Structure Fire	5
Rescue Assignment	9
Investigations / Odors	10
Alarm Investigations	11
Utility Incidents	12
Hazardous Materials	14
Public Assists	15
Protocol / Notifications	16
Civilian Fire Injury or Death	
Firefighter Fire Injury or Death	
Major Equipment Damage	
Apparatus Accident	
Station Accidents	
Alarm Room Issues	
Personnel / Discipline Issues	
Allied Agency Notifications	18
Fire Code Violations	
Fire Investigations	
Hazardous Materials Incidents	
Gloucester Township OEM	
Construction Official	
Health Department	
Duty Officer Communications	See Separate File Tab
Apparatus Telephone Directory	
Agency Telephone Directory	
Company Telephone Directory	
Local Mutual Aid Plan	19
Task Force “F” SOP	23

General Responsibilities

The Duty Officer is expected to utilize the framework provided by the Operating Guidelines to manage incidents and other issues that are within the scope of the OGs. Although the OGs provide a preferred, consistent method for operation, the nature of emergency response activities precludes applying a blanket approach to every incident. The fire officer is expected to deviate from the OGs only within acceptable firefighting and emergency practices when necessary.

You must reference OG 4.10 Staff Vehicles prior to utilizing a vehicle for duty use.

While you have the Duty Vehicle you are expected to make all dispatched runs.

You may use the vehicle for LIMITED personal use. Use common sense. If you have a family member in the vehicle ensure they can be left alone wherever you may have to respond to.

Be smart where and how you drive it. Always consider public perception and the perceived personal use of taxpayer vehicles.

Monitor the battery condition; keep it plugged in whenever you can.

The vehicle should be maintained locked and secure. Try to park it where it can be readily observed.

The Duty Officer should answer all pages from County directed to the Duty Officer.

The Duty Vehicle will be fueled prior to ½ tank.

The Duty Vehicle should be washed and maintained by the Duty Officers.

Coordinate with the oncoming Duty Officer if the vehicle will not be returned in the early morning hours.

Response Resources

Structure Fires

1st Alarm – 2 engines, 1 ladder (additional ladder on commercial / apartments) and 1 Chief expected.

- Confirming report of a fire will get 2 additional Engines and a Rescue
- Commercial / Apartment All Hands gets another Engine and Truck
- Extra alarms 3 Engines / 1 Ladder / 1 Rescue

All Hands also brings

- Local and County FM
- Utilities
- Cascade 81
- ISAT

GT FIRE Chiefs

- Staging o Safety
- Water Supply
- Command Post Aide
- Communications Officer

See Local Mutual Aid Plan Tab

Command Post Operations- Structure Fire

- Park the vehicle where you can watch the scene, if you will be there a while; make sure you can see from the tailgate area.
- Use the Duty Officer Worksheet to immediately track resources and assignments.
- Communicate with Alarm Room via mobile radio.

Initial On Scene Report (IOSR) o Number of floors o Type of Building – School, House, Apartment, Factory o What is showing? o From what side?

- o What actions will be taken? o Announce fire ground Radio Ops

Example - “Battalion 84 on location, 2 story dwelling, fire showing, floor 1, side Charlie, **Battalion 84 is establishing command as 840.**”

Provide direction - **FOLLOW SOPS** – Use the charts

Find an occupant, witness or investigating police officer. Find out what happened, where the occupants are, what their status is, what is on fire and where. ASK even if you think you know.

Make sure that the Police and EMS come to the ICP

Start logging resources that are on location or responding and what they are doing. Get someone to do this for you.

Always keep track of uncommitted resources, if you are running out of people and the fire isn't **OUT**, call help.

Go for the extra alarm and use staging to your advantage; avoid special calls on structure fires.

Priorities for other arriving command officers.

1. Division C – Cover your blind spot, at least initially.
2. Division A – You will be commanding Division A as well as the overall incident if you don't fill this position.
3. ICP – Ops Chief or Aide to run the FG channel.
4. Rescue Chief – Command the tactical reserve of the extra engine, rescue and truck assigned to the Commercial or Apartment All Hands.

WATCH and Listen – Reports need to coincide with what you can SEE or you need clarification. Use your Divisions to paint a picture. If you do not have those Divisions covered, you need help.

Accountability – Maintain through the tag system and by designating an Access Control Officer, real accountability is maintained by assigning crews to specific tasks, assigning Divisions to track them and checking in with all crews periodically (just after 10 minute report).

Safety Officer – Appoint a safety officer to monitor progress or lack of, structural conditions, personnel assignments or actions which may negatively affect members safety.

Staging

1st Alarm – Level I staging should be automatic, reinforce it. Make sure engines get on hydrants. Keep streets open as much as possible to move equipment up.

2nd and Greater - Level II – Put someone from ISAT in charge and keep away from immediate fire area (within 3 minutes of scene)

20 Minute Progress Report Format

_____ (address) is a _____ story, _____ x _____ (dimensions)

_____ (construction) _____ (occupancy).

Exposure A is _____ a _____ and is/is not in danger

Exposure B is _____ a _____ and is/is not in danger

Exposure C is _____ a _____ and is/is not in danger

Exposure D is _____ a _____ and is/is not in danger

With _____ (fire conditions / location) Companies are (strategy), prognosis (probable / doubtful)

Or what it might sound like:

"Camden County **840**, 14 Pennsylvania Ave is a 2 story 25 x 50 frame dwelling. Exposure Alpha is a street, Exposure Bravo is a similar dwelling, Exposure Charlie is a rear yard, Exposure Delta is similar dwelling. No exposures are in danger. We continue to have heavy fire in Division Charlie. Companies are operating in an offensive mode, primary search all clear, doubtful will hold."

Review Structure Fire OG as required.

Important Considerations for Structure Fires

Fire Under Control – Property loss is stopped and no additional resources are required. Always get a second opinion from someone with eyes on the fire.

Utilities –

- **Electrical** - Unless damage is extensive (uninhabitable) it is normally sufficient to secure power at breakers (coordinate with fire marshal). Have the utility pull meters or clip the service lines if required due to damage to the service panel or multiple room damage.
- **Gas** - The Gas Company may choose to remove the meter, we should have secured the gas early on at the meter..
- **Water** - The Water Company will respond on the all hands, any issues with water supply need to be given to them. If we require the water service to the building shut off due to extensive damage they will locate the meter or turn off in street.

Rehab / Canteen – Water and Gatorade is OK for an hour or two. When incidents will go longer OR if weather plays an extreme role, provide a rehab unit. Also consider requesting a bus for FF rehab in extreme weather conditions.

Information When No Fire Marshal is Responding – If the fire marshal is not responding, record the name, address and telephone number of the owner and/or primary or involved occupant. Record as much detail about the incident as possible. This is generally only in a “no fire” situation. Almost all fires, except for cooking require FM response.

Incident Termination – What do you have to do before you leave?

Provide Ability for Property Owner to Follow Up – The fire marshal is usually the next point of contact, but we should always give the property owner or occupant the ability to contact us if they have questions or concerns. Fully explain all actions taken by the FD and what their next actions may need to be. Business cards in the duty officer vehicle provide a professional means to do this.

Victim Services – Appoint someone to ensure occupants / victims are cared for. If not on scene, ensure that family or friends are notified for support. This may be coordinated through Police, OEM or the Fire Marshal. Notify the Red Cross (need number / sex / age of those displaced). Provide follow up information to contact the FD. Provide a FD cell phone and a private place to make calls in the apparatus if necessary.

Licensed Public Adjusters – Act on behalf of the property owner to secure a better insurance claim. They have a right to talk with the property owner but do not have a right to be inside barrier tape or interfere with operations. Always discuss the importance of immediate notification of the insurance company to the property owner. The FD takes no official position on the work of adjusters and we do not recommend any course of action to the property owners beyond securing their property and contacting the insurance company.

Debrief with Auto Aid Companies – Get a quick turnover to ensure no injuries were sustained or no major issues exist with automatic and mutual aid companies. Ensure you know what equipment they may have left on scene and what operations they handled.

Scene Security – Discuss turning structure back over to owner with Police and Fire Marshal if present. This will require extensive coordination with the Police for apartments and large commercial structures.

When is it Overhauled Enough to Leave? – When you can clearly tell where the burned materials start and stop. Expose enough to make sure you have no hidden fire. Remove all loose burned material from the structure. Time is better spent the first time making sure it is out than coming back to a rekindle.

Board Up - Consult with the property owner on board up services. Work with the FM to ensure that the structure will be secured. The property must be secured prior to the FD turning it back over. We can offer a list of available contractors if one is not on scene; the owner must decide on whom you should call, the County does not maintain a list. If outside hazards still exist (piles of debris, etc.) ensure that barrier tape remains in place around the property.

Rescue Assignment Considerations

- Establish Command
- Ensure PD and EMS are at the ICP.
- Type of Rescue (vehicle / machine, ice/water, confined space, etc..)
- How many trapped and how?
- Do I have the right resources on scene?
- Right number?
- Right qualifications?
- Right equipment?

Implement Rescue Operations following these phases in order:

- Scene Safety
- Incident Stabilization o Immediate Access for EMS o Disentanglement o Patient Packaging o Extrication
- Demobilization

Ensure all resources are requested and tracked through Command

Coordinate scene access and traffic controls with PD

Review appropriate Rescue OG as required.

“Technical” Rescue Companies in the Area.

Rescue 13, 5, 23 – Confined Space, Collapse, Trench, High Angle

Rescue 82 – Confined Space

Gloucester County Rescue 93/103 (Gloucester Co Task Force) – Confined space, collapse, trench, high angle.

Investigations / Odor Calls Considerations

Check outside first.

- Smoldering mulch
- Gas leaks
- Fire place / chiminea
- General odors from industry or Vehicle exhaust

If the odor is throughout the building or house consider checking the heater / air conditioner.

If the odor is localized, check appliances, electrical equipment, light ballasts in that area only. Ask what they had on or were using? Is there anything not working? Try to turn everything on and check it.

For CO calls place our monitor near to the alarming detector.

Danger Tags – Required if you don't want something turned back on. Log the county run number and ask the resident or occupant to sign that they have been advised NOT to operate this device without having it serviced. They do not need to call the FM to remove the tag unless it is a commercial building and a code issue may be present.

Information Required – General

Consider owner name, address and contact number AND occupant – name and contact number

Review Specific OG

Alarm Investigations

Common Situations

Private dwelling – No one home - Nothing showing - Exterior check via windows and leave a door hanger.

Occupied, Unable to reset - Provide temporary smoke detector when possible.

Apartment – Notify maintenance, utilize Knox Box if necessary, and investigate. If unable to clear alarm ensure that the building maintenance or security is designated as fire watch. If no responsible party is on location, notify the FM immediately and the FD will provide fire watch.

Commercial Building with no access – Knox Box, Try key holder, exterior check.

Forcible entry justified for sprinkler system activation or any indication or suspicion of a potential fire.

Inoperable / activated suppression system – Notify FM

Utility Incidents

Electrical –

Wires down – Establish a safety zone of 2 pole lengths in each direction. Be alert to damage being caused by constant electrical power going to ground or arcing. Underground utilities such as gas mains could become involved and significantly worsen the incident.

Wires burning in trees – Use caution - wire or tree may fall.

Wire intermittently arcing – Notify utility with nearest pole number and address.

Transformer or pole burning – Use caution with oil - Notify utility and do not attempt to extinguish.

Apparatus should await electric utility only when a fire hazard exists or public safety is endangered by condition. Police may also be used to keep an area safe.

Gas -

Inside Gas Leaks - Should be treated like structure fires until determined safe.

- Consider a water supply
- Prepare ventilation
- Take initial readings
- Determine leak location
- Secure gas at the meter.
- Notify gas utility

Outside leaks

Major Leak – consider a water supply and evacuations.

- Take initial readings
- Determine leak location
- Attempt to secure gas at meter only

- Check surrounding buildings for gas accumulation.
- Notify gas utility.

Review Appropriate OG

Hazardous Materials Incidents

- Establish Command
- Ensure Police and EMS are at Command Post
- Attempt to identify material involved and situation at OPERATIONAL LEVEL
- Consult DOT Guide Books
- Mitigation approved if it can be done at Operational Level
- Request appropriate level of assistance
- Most importantly defer to a Hazmat Command Level Officer during incident.

Available Local Resources

CC Health

GT SOG Haz Mat

Cherry Hill HM13

Gloucester City HM 5

Reference Appropriate OG

Public Assists

Use caution in committing FD resources for non emergency incidents. If a public assist can be made for a resident, we should try to help without overextending our resources. Public assists are less likely for commercial enterprises who are more likely able to secure a contractor for assistance.

Cats in Trees – Advise caller rescue attempts are usually unsuccessful (cats will jump/fall). Suggest waiting a day or two, cat will usually come down on its' own. If caller still wants rescue attempted, use tower ladder if possible, ground ladder as last resort. Use extreme caution.

Lock Out – Obtain ID, request Police before making entry. Ensure requesting party fully understands that entry by us will equate to damage. Ensure the homeowner stays fully engaged before something gets broken.

Downed Trees – Use extreme caution and look for wires. Use the Tac Stick. We may assist with trees to clear an immediate traffic issue, to allow for access in and out of a dwelling or similar. Where the tree has contacted the structure, evaluate for stability and notify construction official if necessary.

Animal Rescue – We should use our training, abilities and equipment to rescue endangered lives of whatever form. We should ensure that we appropriately adjust our risk management practices when approaching an animal rescue vs. a human life.

Reference Appropriate OG

Specific Issue Protocols / Required Notifications

Command Officers will notify the Board of Fire Commissioners of any incidents of significant nature, civilian injury or death, firefighter injury or death, apparatus crashes, major equipment failures or accidents.

Injured Civilian – Fire Victim

- Provide immediate medical attention
- Notify Local and County FM for all burn victims and fire injuries.
- Notify Police
- If severe or fatal, notify Command Officers

Injured Firefighter

If medical care requires more than first aid:

- Remove from incident scene
- Provide immediate medical attention
- Request Ambulance if necessary or transport to a **JEFFERSON HEALTHCARE FACILITY** in staff vehicle unless serious (then to closest appropriate facility)
- BLS / ALS have final determination on destination hospital
- The Injured members should be transported or accompanied by an officer when feasible. The officer is responsible to remain with the injured member to ensure that billing and responsible party details are worked through and a FD representative is with the injured member when their family arrives.
- Notify Command Officers for any firefighter injury.
- Make preparations to notify family as required.
 - GTPD
 - Command Officers

Out of Service Apparatus

- Notify Command Officers
- Notify Alarm Room
- If required, see communications directory for emergency service contractors.

Major Equipment Damage

Assess injuries

Provide medical attention if required

Secure accident area for investigation.

Notify Command Officers

Place equipment out of service

Apparatus Accident

Assess injuries
Get medical attention if required
Secure accident area for investigation
Notify PD
Notify Command Officers

Station Accidents

Assess injuries
Get Medical Attention if Required Secure
accident area for investigation
Notify President
Notify Command Officers

Fire Department Personnel Conflicts

IF No contact or violence

Separate involved parties
Mediate the issue, let the parties cool off.
Reinforce expectations that personnel will get along and work together.
Ensure behavior **STOPS** or escalate the issue to Command Officers immediately.

WITH contact or violence

Separate the parties
Check for injuries / summon medical assistance
Notify Police if Necessary
Notify Command Officers immediately.
Operationally suspend involved parties. Remove from scene, station, etc.

Allied Agency Notifications

Fire Official Notification

Routine Violations – Follow up next day using Complaint Form

Significant Violations – Contact via Phone or Page

- Schools or places of assembly not evacuated for fire alarms.
- Inoperable alarms in apartment buildings

- Serious violations noted during responses

All burn victims require County and Local FM notification. We may get dispatched for a non-fire burn victim as an investigation only.

Imminent Hazards Violation – No alarm or suppression system, hazardous storage or condition (consider something that could have dire effects if a fire broke out before the next business day). Notify the FM immediately.

Do not leave occupied multi residential buildings with no fire alarms. Secure a responsible party and advise them of the fire watch. Notify the Fire Marshal if no RP is present, the FD will provide fire watch if an RP cannot be contacted.

Fire Investigations

- Request a fire investigation for any suspicious fire of any type.
- Request a fire investigation for any burn victim.
- Required for any building or dwelling fire with damage to structure or contents.
- Vehicle fires other than obvious mechanical failures. (Vehicles in use at time of fire)

Hazardous Materials Incidents

- Notify County Health for all but the most minor material spills or clean ups
- County Health has enforcement power of the State DEP.
- Notify Haz Mat Team if spill requires specialized monitoring, PPE, containment skills or decontamination.
- Track equipment, manpower and materials used for reimbursement.

Emergency Management

Consult with Police on emergency management assistance. Police dispatcher can usually verify through duty officer what is required or what assistance is available.

Notify for:

- Displaced occupants due to fire or other incident
- Potential need for evacuations
- Specialized equipment available through Public Works or Contractors o Haz Mat incidents requiring significant expenditure of personnel and equipment
- Serious fires involving mutual aid at the County Level.

Major weather events impacting the district should also be handled in conjunction with OEM. Events lasting greater than 3 hrs and involving multiple responses (>10) in a compressed time period or the deployment of all available FD resources may require assistance with coordination and resources such as traffic control and tree removal.

Gloucester Township Building Official

Notify the Gloucester Township Construction Official for all incidents where structural integrity of a building may be compromised, the structure may be uninhabitable or for any imminent, non-fire code hazards. For non-imminent conditions follow up may be made through GTPD or through the Fire Official.

Camden County Health Department

In addition to Hazmat responses, notify the Health Department of any fire, significant smoke condition or discharge of a chemical suppression system in a store that sells or prepares food.

Blackwood Fire Company Gloucester Township Fire District 4 Local Mutual Aid Plan

The following document details requested automatic and mutual aid resources for emergency incidents in Gloucester Township Fire District 4.

Appropriate Blackwood Fire Company Standard Operating Guidelines have been provided to the Chief of each listed Fire Department to promote safe and efficient fire scene operations. The Standard Operating Guidelines will be the basis for operations and should be implemented regardless of the department affiliation of the IC.

Maps of Gloucester Township streets and hydrants will be provided upon request to any Company that requires them.

Companies will be dispatched by resource type. The dispatched resource in each category indicates both the minimum and the first fully staffed apparatus to respond from each station. In this example, the dispatch for a single family dwelling with one call received would be: "Engine 84, Engine 82, Ladder 84, BLS 806....." However all apparatus from Stations 84 and 82 may respond.

Responding Quint or Squad companies should operate as their designated resource type (Engine, Ladder or Rescue) unless directed by the IC or unless arriving first where immediate action is required.

With the exception of those marked "*" for "Single Resource Only", companies may continue to respond staffed apparatus after the requested first apparatus has responded. In most cases companies have only been designated to provide

one apparatus. With the exception of Gloucester Township companies, Chiefs may elect to hold their response to only the requested apparatus or continue to send staffed companies (minimum 4 personnel). Additional responding resources will require early use of Level II staging, depending on the number of additional responding resources, the need for greater alarms may be avoided and/or those resources may be used from staging to cover the fire district. The first arriving officer in staging will become Staging Manager until relieved by an ISAT member.

Companies will be relocated at the dispatcher discretion (incident magnitude, escalating, stable, etc..) Relocations will be made by next due companies on alarm card.

The Rescue Company on the first alarm will generally operate as the FAST Company. The extra engine and ladder on the all hands will act as a "Safety Assignment" and will be available to operate with the FAST Company or to back up any critical fire ground function required.

Single Family Dwelling

1st Alarm				
Engine	88	84	82	
Ladder	84			
BLS	80			
Dispatcher Notes: Second Source Report Upon the report of a 2 nd telephone caller OR Police, Fire or EMS on location confirming a fire OR with dispatcher discretion that a working fire may be in progress add the following:				
Engine	83	85/86		
Rescue	93*			
On IC Notification of All Hands Operating – Second Source resources plus: <ul style="list-style-type: none"> • ISAT • Local and County FM • Cascade 81* • BLS Supervisor • Gas, Electric and Water Utilities 				
2nd Alarm				
Engine	81	93		
Ladder	101*			
Rescue	Squad 62			
3rd Alarm				

Engine	75*	102*		
Ladder	63*			
Rescue	32*			
4th Alarm and Greater				
Structural Firefighting Taskforce at Mutual Aid Coordinator or Dispatcher Discretion				

Commercial Buildings and Apartments

1st Alarm				
Engine	88	82	84	
Ladder	84	62		
BLS	80			
Dispatcher Notes: Second Source Report Upon the report of a 2 nd telephone caller OR Police, Fire or EMS on location confirming a fire add the following:				
Engine	83	85/86		
Rescue/Squad	93*			
<ul style="list-style-type: none"> • On IC Notification of All Hands Operating – Second Source resources plus • ISAT • Local and County FM • Cascade 81* • Ladder 101 • Engine 93 • BLS Supervisor • Gas, Electric and Water Utilities 				
2nd Alarm				
Engine	81	75	102	
Ladder	63			
Rescue/Squad	62			
3rd Alarm				
Engine	64	60	33	
Ladder	61			
Rescue	32			
4th Alarm and Greater				

Structural Firefighting Task Force or Equivalent Resources at Dispatcher / Coordinator discretion

Miscellaneous Incidents

Response Type	1 st Alarm	2 nd Alarm	3 rd Alarm
Vehicle, Brush, Trash, Wires, Alarm System, Investigations	Engine 84/88	Engine 82	Engine 85
MVA/Rescue	Engine 88 Rescue 84	Rescue 82	Rescue 93
Water / Ice Rescue	Rescue 84, E88 Rescue 82 Rescue 103	Rescue 85 62,93, 81	
Haz Mat Incident	Engine 88 Engine 84 Haz Mat 8	Haz Mat 5 Haz Mat 13	Haz Mat 23
Domestic Rescue (People trapped in, on or by anything whether injured or not. Rescues not otherwise classified but requiring specialized resources)	Rescue 84 Ladder 84 Engine 88	Rescue 82	Rescue 93
Confined Space / Trench / High Angle Rescue	Engine 88 Rescue 84 Rescue 82 RUST Team	Rescue 13	Rescue 5 Rescue 23