

NORFOLK VOLUNTEER FIRE DEPARTMENT

STANDARD OPERATING GUIDELINES

DATE: DECEMBER 15, 2004

Note: These guidelines do not detail everything that will be done on a fire/rescue scene. They are basic rules and concepts adopted by the officers for the members of the Norfolk Fire Department to reference to be able to conduct themselves in the safest, professional manner possible and still get the job done. Trainings and practices must still be attended by everyone to be able to keep up to date with the new technology and procedures to provide an efficient service to the town of Norfolk and lessen the risk of injury to ourselves and the people we serve.

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RESPONSE GUIDE

- The response guide for responding apparatus is located in the back of this manual. It prioritizes the response of all equipment to a wide variety of incidents. Units are to be manned and respond in the order they are listed unless the OIC determines differently.

APPARATUS OPERATIONS

- The driver of any fire dept. vehicle or apparatus shall have working knowledge of all the equipment it carries, the pump operations (if applicable) for the vehicle they are driving and knowledgeable of all fire hose appliances, operating pressures for hand lines, gauges and valves on the apparatus, and the location and types of hydrants in the town.

ALARMS

Quadrant System

- The quadrant system assigns a specific letter to each side of the structure and exposure. This system shall be used on all emergencies and all members shall be thoroughly knowledgeable with this system and its use. The Officer in Charge shall take up a position on the front or side A of the incident. This position is to ensure ease of access to the Officer In Charge and allow subordinate officers and/or personnel to easily direct others to him. The left side will be side B the right side will be side C and the rear of the building will be side D. Automatic alarms will be delt with case by case by the OIC due to the many factors that can activate an alarm and appropriate investigations/notifications will be made.
- When an alarm is canceled by dispatch, at least one officer or senior firefighter will continue to the scene to verify the false alarm and make contact with the key holder or owner/occupant.

Responding

Emergency response will be determined by the urgency of the call or by the officer in charge (OIC).

- If at all possible, a driver and a minimum of three firefighters will respond in the attack truck, unless instructed otherwise by an officer
- Members should make every effort to ride the apparatus to the scene as to reduce the congestion of vehicles at the emergency scene.
- Members who do respond to the scene in their personal vehicles shall park as to not interfere with the access or egress of other emergency vehicles.
- Once members reach the emergency scene they are to report directly to the incident commander for assignment.
- No member shall mount or dismount the apparatus, unless the vehicle is at a full stop.

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- No member shall mount the apparatus in a position where they cannot carry out the duties assigned to it unless specifically told to do so by an officer.

Size Up

The first officer to arrive at the scene of an emergency shall evaluate the priority for the remaining responding apparatus.

- Rescue is the top priority when you arrive at the scene, followed by exposure protection, confinement of the fire, followed by extinguishment and overhaul. With ventilation and salvage being performed as needed.

Building Rescue

The first officer on scene shall attempt to ascertain whether there are any occupants in the structure and try to pinpoint where they are.

- The first search and rescue team will make a quick primary search of the structure focusing on hallways and rooms within the building, ventilating as needed. This rescue team shall consist of a minimum of two firefighters and if available to them the thermal imager.
- Any searches taking place on the second floor or higher of any building will have appropriate ladders set up to the windows for additional means of egress for the search crews.
- Secondary searches will commence as soon as personnel are available, performing a more detailed search of all rooms, with or without a hand line.
- While any search is in effect a rapid intervention team (RIT) will be formed and staged near command with appropriate tools and equipment.

Vehicle fires

In the event of a vehicle fire Engine 30 and Tanker 100 shall respond before any other apparatus.

- Upon arrival at the scene of a vehicle fire the attack truck should be placed no closer than 75 feet away from the vehicle on fire adjacent to the front and rear bumpers with the tanker parking right behind the engine in case a pump off is needed.
- In the event a pick-up truck is involved the distance shall be increased to 100 feet.
- In the event a tractor-trailer is involved, units will first check for placards or indications that hazardous materials are involved.
- If no hazardous materials are present, then the Apparatus should be placed no closer than 120 feet.
- If hazardous Materials are present or suspected, all units will stay up hill, up-wind and refer to the NFPA Guide to Hazardous Materials carried in each vehicle for proper apparatus staging.
- Do not position the apparatus near the fuel tanks of the vehicle involved.
- Full protective clothing including SCBA is required for the suppression team and any member operating near the burning vehicle.

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- Attack of the fire shall be made from the side of the vehicle involved avoiding the vehicles bumper area.

Auto Accident with Injuries

When an incident occurs involving any motor vehicle Utility 50 and Engine 30 are to respond.

- During any auto accident involving injuries, the fire officer in charge shall take charge of the scene and coordinate efforts with the scene EMS person in charge of patient care to ascertain if any additional help will be needed, i.e. mutual aid ambulances, life star, activation of the mass casualty plan
- If the ranking officer is taking part in patient care, then the next ranking line officer shall assume the responsibilities of the Officer in Charge.
- The Officer in Charge shall decide when the scene is safe for the EMS Persons to operate near or in the vehicles involved.
- There is a mass casualty plan on file with LCD and is located in the back of this manual.

AUTO ACCIDENTS WITH ENTRAPMENT

When an incident occurs involving extrication Utility 50 & Engine 30 are to respond.

- The first fire unit arriving at scene shall make a quick assessment to LCD to include number and types of vehicles involved and the number and severity of patients.
- Full protective clothing must be worn by all members working at or around the scene.
- An 1 3/4" hand line is to be pulled off and charged for protection of the extrication crew
- Stabilization of the vehicle with cribbing blocks or an equivalent method will be preformed prior to extrication.
- EMS providers should try and gain access to the patient being careful of broken glass, jagged metal, blood, etc. to provide and maintain manual cervical stabilization, check ABC's and do a primary assessment.
- Fire units will extricate the patient(s) assisting EMS where needed and allow the ambulance to transport to the hospital or landing zone if applicable.

Chimney Fires

When an incident occurs involving a chimney fire Utility 50 & Engine 30 are to respond along with tanker 100.

- A through search of the building will be done to check for any extension out of the chimney, thermal imagers or heat sensors are to be used if available.
- The building will be metered for Carbon monoxide (CO) and properly vented if needed.

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- To minimize damage inside the building all other firefighters shall remain outside the structure (except Officers), unless instructed by an officer. Ladders, tarps, hand lines, tools, and the chimney fire kit will most likely be needed and firefighters should get these items ready unless otherwise instructed.

PUBLIC INFORMATION OFFICER (PIO)

Only the highest-ranking officer of the department shall comment to the media with regard to any incident unless the OIC appoints a PIO.

Structure Fires

When an alarm is received for any kind of structure fire a full response will be dispatched to the incident.

- The acronym RECEO-VS will be utilized for all building fires as previously discussed in the size up portion of this manual.

Rescue

Exposures

Confinement

Extinguishment

Overhaul

Ventilation (as needed)

Salvage (as needed)

- All operations shall be a team effort and no person shall ever work as an individual and disregard the SOP/SOG's established by this department. It is the duty of all members to report unsafe operations, unnecessary destruction of property, and to report violations of the departmental rules and regulations.
- When inside a structure, if crews hear any radio traffic concerning a building collapse with 2 long blasts on the air horns, all teams will exit the structure immediately.
- A minimum of two firefighters shall be maintained when operations occur inside any structure or on the roof. At no time will one member will be allowed or left in any involved structure alone. There will be NO exceptions to this rule.
- No firefighter shall exit or leave their team without reporting to the team Leader (usually the lieutenant).
For every team operating in an involved structure there will be a back up team consisting of two firefighters at the same door or window the first team went into and will have the same equipment as the initial crew.
Example: donned scba, hand tools, hose line, radio, etc.
- When a saw or other gas equipment is to be used, firefighters are to check fluid levels prior to using and have appropriate refueling capabilities near the implement.
- In the event of a suspected arson fire, death, excessive injuries or loss, the Fire Chief and the State and local Fire Marshal shall be notified immediately.

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- When a fatality has occurred as a result of fire, all efforts shall be made to preserve the scene. If the victim is obviously deceased, then the body shall be covered by salvage covers and left where it was found until the arrival of the State Fire Marshall.
- The fire scene should be viewed as a crime scene until proven otherwise.
- When arson is suspected all gas powered equipment shall remain outside the crime scene unless approved by the OIC or state fire inspector as to not contaminate the scene for possible K-9 investigators.
- When released from the scene all members shall return to the station to assist in the cleaning and reloading of hose and other tasks required to return the apparatus to an "IN SERVICE" condition.
- Any person who wishes to leave for any reason must notify the ranking officer.
- Firefighters needing rehab must notify their team leader or OIC for replacement and accountability.

"MAY-DAY" Transmissions

Purpose

The purpose of this section is to identify the roles and responsibilities of all the parties involved at an incident where a "May-Day" has been transmitted.

"MAY-DAY" Radio Message

Fire fighters to report their status as being lost trapped, or injured and needing rescue will use the radio message "May-Day". Any member may use "May-Day" to report a lost fire fighter. Any report of "May-Day" will receive priority radio traffic followed by the emergency traffic tone. The term "May-Day" will be reserved ONLY to report a lost, trapped, or injured fire fighter(s). The term "emergency traffic" will be used to report all other emergencies.

Command Responsibilities

Command will maintain an awareness of the location of fire fighters on the fire ground primarily through assignments and the accountability system. In the event that a fire fighter cannot be located through a PAR, or any other time a fire fighter is missing, the team leader or any member should announce a "May Day." The term "May Day" will indicate a lost, trapped, or injured fire fighter. Command shall respond to a "May Day" by implementing a rescue plan for the fire fighter(s).

Missing firefighter?

Company officers and individual fire fighters who suspect a fire fighter is missing must notify the incident commander immediately. The incident commander MUST ALWAYS assume that the missing fire fighter is lost in the building until the member is accounted for. The system must include the ability to identify when a fire fighter is going to be delayed beyond his/her SCBA air time. The plan should include: **"CHANGE THE STRATEGY AND PLAN TO A HIGH PRIORITY RESCUE EFFORT"**

The Incident Commander must restructure his/her strategy and action plan to include a fire fighter rescue effort. This may seem obvious to most. However, incident commanders can become overwhelmed by the emotion related to the crisis at hand and may become hooked on reacting to tasks rather than looking

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at the global picture. This can lead to disorganization and delays that can be fatal to the missing fire fighter.

Accurate information must be quickly obtained and acted upon. Additional resources must be immediately obtained. Rapid commitment of the RIT/Rescue Team must occur. These resources must be organized and controlled. The Command organization must expand. The strategy, plan, and objectives must be quickly communicated to Command staff and Operation officers. The plan and rescue activities must be continually monitored and revised as necessary. Conditions and updated information causes changes in the plan and objectives. The Incident Commander must communicate any changes to the Command staff and Operation officers.

Ventilation

When ventilation needs to be preformed on any structure members will coordinate with the attack team as to provide safe and effective ventilation.

- All members operating on the roof will wear full PPE & A donned SCBA.
- Ideally venting should be performed simultaneously or just prior to the attack team making entry into an involved building.
- Proper ladders will be raised and a roof ladder will be utilized on any roof that is to be vented.
- Members will use any available tools to perform the ventilation
- A charged hose line will be brought up to the roof as a safety, but at no time are firefighters to spray water down the hole as this interferes with the ventilation process.
- After ventilation is complete firefighters are to remove the roof ladder and all tools from the roof area.

Traffic Control

When an incident occurs where traffic control is needed Utility 50 will respond. All other pieces of apparatus are to remain in quarters unless requested by the OIC.

- All members shall wear turnout gear or fire police vests & helmets for reflection to lights for easier visibility.
- Traffic 13 will be utilized for all radio communications between roadblocks unless changed by the OIC.
- When operating in a roadway, traffic cones will be used and apparatus positioned as a shield for emergency personal, all emergency lights will be on.
- Traffic cones or equivalent will be set up around the hazard to allow the free flow of traffic thru the scene unless a detour has been set up.
- Members shall use extreme caution when working around incidents and be mindful of moving traffic.

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Brush Fires

When an alarm is received for a brush or grass fire the response of apparatus will be Brush 80 & Engine 60 followed by Tanker 100 unless otherwise directed by the OIC.

- Exposures shall be protected upon arrival followed by confinement then extinguishment of the fire.
- Drivers shall not park any apparatus in an area where fire may possibly effect pumping operations or egress of the truck.
- All equipment will be accounted for prior to leaving the scene.
- Members who take equipment off a truck are responsible for making sure it is returned in the correct location in working order.

Landing Zones

When an incident occurs that requires a medivac helicopter or any flying craft to make a landing, a Landing Zone (LZ) will be established.

- The location will be at the discretion of the OIC.
- The Incident Commander will advise the engine crew and the ambulance personal the location of the LZ.
- An engine will be dispatched to the LZ, upon arrival, the apparatus will park no closer than 200' from the LZ. This engine will assume LZ command.
- As soon as possible the LZ Commander will update LCD on command 3 of any hazards in the area. (IE. power lines, trees, buildings, etc.)
- Four (4) traffic cones will be placed in an appropriate sized square that is free from all hazards.
- In the event of a night time or low light landing, hand lights will be placed under the cones to illuminate the landing zone. Under no circumstances are members to shine lights at the approaching aircraft or be in the LZ when the aircraft is on approach.
- All emergency (flashing) lights will be turned off on the apparatus and personal vehicles as to not distract the incoming aircraft.
- LZ Command will communicate with the helicopter using the Airtac 14 channel to coordinate the landing and possibly update the pilot of hazards etc.
- LCD will be notified by LZ Command when the helicopter has landed, taken off, and the destination hospital, on Command 3.

HAZARDOUS MATERIALS

When an alarm is received for a hazardous materials incident a full response will be dispatched to the incident.

- The Officer in Charge should immediately establish a command post up-hill and up-wind of the incident and a hazard zone should be established.
- Once the hazardous materials incident has been confirmed, additional agencies will be notified as needed by the OIC.
- The Officer in Charge may notify Law Enforcement Agencies to stop traffic in both directions of the incident if needed.

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- Command shall work with officials of the plant/carrier/etc. and determine the procedures necessary to handle the incident.
- Only members who have proper training will be allowed to work in any part of the incident.

WATER RESCUE

When a call is received requiring any water rescue utility 50 and engine 30 will respond.

- Rescue attempts will be initiated with the Reach, Throw, Row and Go theory.
- Personal safety will always take precedence before any rescue takes place.
- Any member assisting or operating on or near water will have on and properly secured a USCG approved flotation device.
- No member will put himself or others at risk by disregarding this guideline
- The cold water rescue suits will be used by any rescuer entering the water
- Any rescuer not on land will have attached and secured to them a life rope that is properly manned from ashore at all times.

RADIO CODES

The following is list of the established codes to be used by responders and there meaning.

Signal 1 – LCD has declared an emergency and can no longer dispatch or talk to field units. Members will man the firehouse until situation is resolved

Signal 2 – LCD is inundated with calls from storms or other disasters. The firehouse will be manned until released by LCD.

Signal 23 - Emergency

Signal 50 – Fire involved

Signal 33 – Medical call

Signal 43 – In route to the station

Signal 45- Apparatus awaiting a crew

Signal 53 – Apparatus responding

Signal 30- On scene

Signal 54 – Incident under control

Signal 71 - Return to station

Signal 52 – Back in service

Signal 80 – Incident closed & completed

Signal 100 – Drill

Signal 200 – non-emergency

Omega, Alpha – cold response (no lights or siren)

Bravo, Charlie, Delta, Echo- emergency response (full lights and siren)

COMMUNICATIONS

With this portion and any other section in this manual, if there are any questions regarding the use of these guidelines feel free to contact an officer for clarification.

DISPATCH 1 - Is used for dispatching departments and for units to sign on the air and give an arrival. No other traffic should be on this frequency as to keep it open for other dispatches.

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FIREGROUND - Is a frequency licensed to the Norfolk Fire Dept. Only Norfolk Fire Dept. radios have this frequency. **Note:** Colebrook and North Canaan Fire department have the ability to talk on this frequency to ease communication with us on scene.

COMMAND 2 – Is a talk around channel for command for on-scene communications with mutual aid officers. **LCD does not monitor this channel.**

COMMAND 3 - - Is a repeterized frequency that will be used by command only for transmissions to LCD and other incoming chiefs for incident updates. I.e. Request for mutual aid or to give a 54,71,52,80. LCD will be monitoring this channel at all times of day.

SCENES 4-12 - Are on scene channels assigned to each department by LCD to be used during calls to keep DISPATCH 1 open. **LCD does not monitor these channels and cannot be reached on them.** The Norfolk fire Departments scene channel is SCENE 7 (North Canaan's is scene 5, Colebrook's is scene 8).

TRAFFIC 13 - Will be used by any member/officer dealing with traffic control at an incident. This channel is the same for every department throughout Litchfield County to ease mutual aid communications regarding traffic control.

AIR-TAC 14 - Will be used by members/officers dealing with incoming airships for direct communication to the aircraft. I.e. life star landings, trooper 1, airdrops & smoke jumpers.

INTEROPS 15 - Is a channel designed that in the case of terrorism, natural disaster, a plane crash or a major haz-mat, fire units will be able to talk directly to the proper resources i.e. FBI, CIA, DEP, CSP or National Guard.

INTRA COUNTY - Exists only in utility 50 & next to the base. This channel was designed for when LCD declares a signal 1 or signal 2 and can no longer dispatch depts. **All** fire and EMS calls for Norfolk will be broadcast over this channel. It is necessary that this channel be monitored constantly during the signal 1 or 2.

C-MED CHANNELS - On the same radio as Intra County. Ambulances for communications to the hospital use these channels.

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LCD & Norfolk monitor **MED 7**, in the event that utility 50 is used as a 1st responder vehicle, **MED 7** can be used to update the incoming ambulance or LCD of the patients condition where there is a degree of privacy but still, no names are to be broadcast over the airways.

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Trucks are in order for response

Structure Fire (hydrant)	E30 E90 U50 T100 E60
Structure Fire (no hydrant)	E30 T100 E90 U50 E60
Auto Alarm (hydrant)	E30 U50 E90 T100 E60
Auto Alarm (no hydrant)	E30 U50 T100 E90 E60
Brush Fire	B80 E60 T100 E90
Chimney Fire	E30 U50 T100 E90 E60
Car Fire	E30 T100 U50 E60
Smoke Investigation (indoor)	E30 U50 E90 T100 E60
Smoke Investigation (outdoor)	B80 E60 T100 E90 U50

Mutual Aid

Depending on what is requested:

Rescue- U50 E30

Brush- B80 E60

Tanker- T100 E60

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Motor Vehicle Accident	U50 E30 E60
Trees & Wires down	U50 B80 E60
Cellar Pump	B80 E90
Lifestar Landing	E60 U50
Haz-Mat	U50 E30 E60 B80 E90
Cold Water Rescue	U50 E30 B80 E90
Missing Person	U50 B80 E30 E60
Co Emergency	E30 U50 E60
Stand-By	E60

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