

# Norfolk Volunteer Fire Department SOPs

DATE: 2025

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### **Introduction:**

These SOPs do not detail everything that needs to 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 complete the task at hand. 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 injury to ourselves and the people we serve.

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## General Requirements:

- All members will know and understand the Standard Operating Procedures and Standard Operating Guidelines (SOP & SOG) set forth by this department
- No members will speak to television, radio or newspaper Reporters at the scene of an emergency, fire or accident. All Questions will be handled by the Chief/Officer in Charge (OIC) or PIO, unless authorized by the OIC
- The privacy of the citizens we serve will be respected at all times
- No comments about any alarm we receive will be discussed outside of the fire department
- All interior firefighters shall not have any hair or facial adornment or head adornment that undermines facepiece seal. No hard eye contacts
- No member shall respond to any call while under the influence of drugs and/or alcohol
- All members are expected to conduct themselves as professionals on all calls and while at the station.
- Any personal verbally abusing, attempting to strike or harm another member will be suspended immediately and/or banned or not allowed to participate with the department. The NVFD Discipline policy will be followed. These situations include any function of the department.
- The computer and files in the office are for authorized personnel only
- Freelancing will not be tolerated
- Given orders to members are to be carried out, unless safety officer deems unnecessary
- Critical incident stress programs will be put into effect after a casualty situation or at any members request
- Assistance, mutual aid and secondary responses will be determined by the OIC or senior firefighter

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## **Orientation Program:**

All new members shall undergo an orientation program. This program shall cover at a minimum the following topics:

- Hierarchy of Authority & Chain of Command
- NVFD Department Policies
- Anti-Discrimination Policy
- NVFD Standard Operating Guidelines (SOGs)
- TireTek response app.
- Distracted Driving policy
- Seat Belt Policy
- OSHA Requirements
- Respiratory Protection Program
- MayDay Policy
- HazMat Response Plan
- HazCom plan
- Mass Casualty Operations
- Safety Equipment
- Driver Training Program
- Infection/Exposure Control Plan
- Paperwork/Recordkeeping
- Town Geography
- Apparatus Operations
- Firefighter Training
- NW Interior Frequency Policy
- R.I.T. Policy
- Fund Raising
- Community Involvement
- ATV/UTV Policy
- Tick Injury plan
- Lock out/Tag out policy

## **Protective Clothing:**

The purpose of this procedure is to assure that all personnel are prepared for fire suppression or rescue operations immediately upon arrival at an emergency scene, while maintaining the highest degree of personnel safety for all personnel.

- Shall apply to all personnel operating at the scene of any emergency incident or training exercise.
- Primary responsibility for adherence to this procedure rests with the individual.

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- Officers are responsible for enforcement of this procedure within the department. Authority to deviate rests solely with the Company Officer who bears full responsibility for the results of any deviation.
- Full protective equipment shall consist of a helmet with face shield or goggles, Nomex hood, Turnout coat, Bunker pants, Boots, and Gloves. All equipment is to be properly fastened and closed with nomex hood on, coat collar turned pp and helmet ear flaps turned down.
- All equipment issued or used shall be manufactured in accordance with current NFPA standards
- Alterations to any equipment, such as the removal of coat or pant liners, sewing on of any patch or fabric piece is strictly prohibited. If the need for alterations is needed; it must first be approved by a chief officer and performed to manufactures and NFPA specifications.
- All damaged equipment shall be brought to the attention of a line officer.
- Protective equipment shall be worn by all personnel during fire or rescue calls.

**SCBA Units:** *(See Respiratory Protection Document for OSHA requirements for operating in an IDLH atmosphere)*

## **Engine Operations:**

The driver of the engine shall be in charge of the pump operations for the vehicle he/she is driving and knowledgeable of all fire hose appliances, gauges and valves on the apparatus, and the location and types of hydrants/water sources in the town.

## **Responding**

- Emergency response will be determined by the urgency of the call reported by LCD or by the OIC.
- The first officer to arrive at the scene of an emergency shall evaluate the priority for the responding apparatus
- If at all possible, a minimum of three people will respond in the apparatus, unless deemed otherwise by the OIC
- Under no condition shall any member place himself, members of the department or the public in danger due to excessive speed or reckless operation of fire department vehicles or personal vehicles while responding to an incident.
- Members responding to the emergency scene in their private vehicles shall exercise caution and proceed in an orderly and safe manner.

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- Members shall make every effort to ride the apparatus to the scene as to reduce the congestion 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 a line officer for assignment.
- Under no condition shall any member be allowed to operate any fire department vehicle or respond to an emergency scene while under the influence of alcohol or drugs.
- No member shall mount or dismount the apparatus, unless the vehicle is at a full stop.
- 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.
- All members reporting to the scene in their personal vehicles shall report directly to the officer.
- 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 work or any other reason must notify the ranking officer in charge.

## **Scene Preservation:**

All arson suspected fires shall be reported to the Chief./Incident commander ASAP and in the event of a death or excessive injuries or loss, the State Fire Marshal shall be notified immediately.

- 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 found until the arrival of the State Fire Marshal and 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.

## **2-in/2-out Rule** *(also see Mayday Policy)*

A minimum of two in, two out shall be maintained when operations occur inside the structure or on the roof in an IDLH atmosphere.

- When one of the two Firefighters has to leave, both members must exit.

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- 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 the first team went into and will have the same equipment as the initial crew until a R.I.T. team arrives Example: SCBA, hand tools, hose line, radio, etc.
- When inside a structure and you hear 2 long blasts on the air horns, or instructions on the radio by the operations office, members are to exit the structure immediately.
- When in need of rehab, notify operations for replacement and accountability.

### **Officer Duties:**

The Chief, Assistant Chiefs, Captain, Lieutenants shall inspect members for compliance with safety standards.

When deficiencies are detected, the member violating the standards shall be asked to correct the deficiency. If necessary the Officer shall report this to the Chief or Assistant Chief who can relieve the member from active duty in the firefighting unit until the deficiency is corrected.

Any and all reprimandable violations will be dealt with by the NVFD Discipline policy.

### **Officers shall:**

- Maintain alarm and alarm attendance records.
- Maintain Turn-Out Gear assignments and records.
- Maintain inventory records
- Maintain all maintenance and apparatus records.
- Supervise necessary work details.
- Interior officers shall not have facial hair that obstructs with a proper mask seal
- Interior officers shall pass an interior physical including Spirometry.
- Interior officers shall be expected to conduct operations in an IDLH atmosphere using provided SCBAs.

### **Training:**

- Officers that are responsible for organizing Training for the other members
- Trainings conducted will meet OSHA yearly requirements at a minimum

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## **Member Duties:**

- Firefighters will familiarize themselves with the station, grounds, equipment and apparatus.
- Firefighters shall be responsible for the care and notifying the proper officer regarding cleaning of their protective equipment.
- Firefighters shall report in full turn-out gear for all incidents.
- Firefighters shall attend, when possible, drills, training sessions and work details.
- Firefighters shall respond, when available, to all calls in which he or she is qualified.
- Firefighters will not transfer or remove equipment from the department vehicles without the permission of the Chief or designated officer.
- Firefighters shall comply with all mandatory training Requirements. (IE. F.I.T. Testing, Blood Borne Pathogens, Sexual Harassment, Eversource Safety)
- Firefighters who are injured while responding, at an incident or returning from an incident shall notify the Officer in Charge and complete an accident/injury form within 6 hours of the injury.
- Firefighters involved in an accident with a Fire Department Vehicle shall notify the Chief or Assistant Chief immediately
- Firefighters at times may be required to act as the Officer in Charge. They should be knowledgeable of the officer's duties.

## **Cadet Firefighters**

- Cadets are considered personnel age 14 to 17
- Cadets should attend all drills, training sessions and work details.
- Cadets skipping a day from school and staying at the firehouse will be subject to disciplinary action.
- Cadets will comply with all fire department rules and regulations.
- Cadets will not participate in hazardous duties.
- Cadets will not respond on the main attack truck to fire or emergency calls unless otherwise directed by an officer or driver.
- Cadets shall report in full turn-out gear (if Available to them) for all incidents. Their duties will be assigned on an as needed basis.

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- Cadets shall report to the officer in Charge when responding to alarms and check with the Officer in charge before Leaving the scene of a fire or the clean up detail after the fire or training session.
- Cadets will be responsible for the care of department issued clothing.
- Cadets will not enter the fire ground or fire building until after the incident has been declared under Control and then only after obtaining permission from the Officer in Charge.
- Cadets will adhere to the Department of Labor guidelines when performing and duty for the fire department

## **General Radio Procedures**

Before transmitting, know what you intend to say. Push the Transmitting button and hold for approximately 2 seconds and speak Using a normal tone of voice. Do not transmit with the siren sounding, and keep background noise down when members are transmitting On the radio. Use Proper codes established by LCD. Do not use "10" codes. If you don't know what you are doing, stay off of the radio.

Members having any problems with radio communications should direct their questions to officers of the department.

## **Recording Incidents:**

The incident log book is located next to the radio. When alarms are received, the following information should be logged:

- Date
- Location
- Nature of call
- What was found & What mitigation was done
- Apparatus responding and drivers
- Member attendance
- Officer in charge

Officers will be responsible for entering work performed on scene

## **Drivers:**

- All Drivers must be at least 18 years of age.
- Drivers are to be classified as Drivers or Drivers-in-Training.
- Drivers will have and maintain a valid license for the vehicle being driven.



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- Drivers will maintain a valid DOT medical card for any vehicle requiring air brakes or towing of the EM Trailer behind S20 or B50.
- Drivers of the apparatus shall have a working knowledge of the pump and hose operations and all equipment carried on the apparatus.
- Drivers will pump & drive each truck annually to stay fluent with apparatus operations.
- All new drivers will successfully complete the NVFD Driver-in-Training program.

### **Driving Regulations:**

- Under no circumstances are members permitted to drive any department vehicle under the influence of drugs and/or alcohol.
- All drivers will maintain a valid medical card to be obtained and renewed at the yearly fire department physical.
- The driver shall make a safety check around the vehicle. This will ensure that all equipment is secured, that all compartment doors are properly closed, and any physical obstructions are moved out of the vehicle's path.
- Drivers shall monitor the FireTek app to see the ETAs for other members responding to the station in an effort to not leave members at the station or the station's general area for a quick response to an alarm. This will ensure full crews on the apparatus and avoid the congestion of personal vehicles on scene.
- Up to 2 minutes is an appropriate time to wait for members.
- The driver shall not move the apparatus until all personnel have their seat belts fastened. (See seat belt policy)
- All audible and visual devices shall be in operation when making an emergency (HOT) response.
- When running "Lights & Sirens", under NO circumstances are drivers permitted to run stop signs and red traffic signals without slowing to a stop to safely proceed. Once other traffic in the intersection has yielded and granted the right-of-way, the apparatus may proceed. Drivers will use Due Regard.
- The driver shall always maintain a speed consistent with safe operation of the vehicle under the prevailing conditions of the road and weather. Under NO circumstances shall any aspect of safety be sacrificed in order to increase the speed of the response.
- Under no condition shall any member place members of the fire department or the public in danger due to excessive speed or reckless operation of fire department or personal vehicles while responding to an incident or firehouse.

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- While responding to an incident, drivers will watch for other emergency vehicles approaching from other directions to avoid a collision.
- If/When the commanding officer downgrades a response to “Cold” the driver shall turn off the lights and sirens. Upon arrival on-scene the Emergency lights may be turned back on for traffic warning.
- Any mechanical problem found in any apparatus while in use shall be reported to the officer in charge ASAP. If in doubt as to any harm being done to the apparatus, drivers are to stop the vehicle at once and call for assistance.
- When defects/malfunctions/nonworking items are found, the driver will fill out the mechanics log back at the station.
- All drivers are responsible for refueling the apparatus that they drive. Any amount below  $\frac{3}{4}$  of a tank must be refueled prior to parking.
- All drivers with the assistance of the officer and members on the apparatus are responsible for ensuring that the vehicle and equipment on it has been returned to service. I.e. Water tank refilled, Speedi-Dri refilled, Equipment secured, Etc.
- From December 15 thru March 15 all apparatus pumps will be run “DRY” to prevent freezing. Drivers are responsible for checking and emptying pumps/manifolds/front suction lines after every run.
- Whenever possible, assistance shall be used while backing any department vehicle.
- If an apparatus is involved in an accident of any size the member must notify the Fire Chief and the senior officer on scene ASAP so it may be documented accordingly with the fire chief.
- Only personnel who have successfully completed and passed the departmental driver training program are permitted to operate department vehicles, unless the vehicle is being operated under the supervision of a qualified member as part of the driver training program.

### **Towing of Department Trailers:**

- Towing of the EM trailer with S20 or B50 requires a valid medical certificate.
- Every trailer is required to be attached by a hitch and shall be coupled to the frame of the towing vehicle by means of a safety chain, chains, cables, or equivalent device which shall be of sufficient strength to control the trailer in event of failure of the regular hitch or coupling.
- Trailer lighting will be initiated by plugging the electrical harness into the towing vehicle.
- Electric trailer brakes on the EM Trailer will be utilized
- Securing of cargo, equipment

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All equipment will be properly secured to the deck of the trailer and doors will be closed and latched (if applicable).

## **Drivers in Training:**

- The Chief, Assistant Chiefs, or Captain shall first approve all members before beginning the driver-in-training program.
- All drivers of apparatus in excess of 12,000lbs will possess a valid CDL or Q endorsement license from the state of Connecticut and a valid medical certificate.
- All drivers in training shall be at least 18 years of age.
- Drivers are encouraged to attend an emergency vehicle-driving course. (C.E.V.O. or E.V.O.C.)
- All drivers in training must complete at least 5 hours of physical driving time on each piece of apparatus.
- All driving time shall be completed under the supervision of a current driver with 3 or more year's driving experience and possesses a license for the vehicle being driven.
- After completing the driving time, all drivers in training must complete a department driving and pumping competency evaluation.
- If the driver-in-training fails to perform any part of the evaluation, operational time must be performed before the member can retest.
- Any member not meeting the above criteria will not be cleared to respond with the apparatus.

## **Driver/Operator JPR**

- Correctly identify features of the apparatus
- Identify basic specifications of apparatus: GPM, tank size, Hose lengths, truck length & height, weight
- Locate features and equipment on apparatus; Jake Brake, knox box, On-Spots, Generator, High Idle, and other equipment, Etc.
- Operate selected pieces of equipment

## **Norfolk Fire Driver Training and Approval Plan - October 2024**

### **E40, E30, E90, T100:**

- **Must have CDL A, B or Q endorsement and DOT Medical (Excluding B50 & S20, unless towing EM Trailer)**
- 5 hours total drive time behind the wheel with experienced driver (previous experience taken into account towards total drive time)

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- 5 hours pump time (drafting, pumping, supplying all required)
- Must show that operator knows what equipment is on truck and where it is located on truck

## **1. E-40 & E-30 equipment check:**

- Red book
- Meters
- Generator switch and Light Tower controls
- Hose couplers
- Rescue tools
- Cribbing
- Med bag
- Stop/Slow paddles
- Hydrant kit
- Extinguishers
- Vent fan
- Wheel chocks
- Pump switch
- Speedy dry
- sump pumps (E30 only)

## **2. E-90 Equipment check:**

- Wheel chocks
- Chain saw
- Air packs
- Vent fan
- Portable pump
- 5" DEMHS valve
- Meters
- Red book

## **3. T-100 Equipment check:**

- Hoses
- Wheel chocks
- Portable pump
- Dump tanks
- Holley tubes
- Hydrant kit
- Dump tank hose clamp.

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## Squad 20, Brush 50:

### 3 hours total drive time

#### 1. Squad 20 Equipment check:

- Narcan
- Med bag
- Stop/Slow paddles
- Stokes Basket
- Air packs
- Combi-tool
- Meters
- Cold water gear
- Chainsaw

#### 2. B50 Equipment check:

- Trail bag
- Forestry nozzle
- Chain saws
- Hand tools
- Pump fuel tank
- Foam tank
- Forestry line
- Fire extinguisher

#### 3. U70

- An off-road driving test will be required to be signed off to operate during calls

### Operator Sign off:

In order to be signed off to operate the 4 large pieces of apparatus there will be a skills test to show proficiency in drafting from a portable pond, supplying an engine from the drafting apparatus, and pumping from the engine to the tanker and a portable pond to simulate supplying handlines and a monitor or deck gun for firefighting operations. Engine 40 will be required to show proficiency in CAFS operations at the town farm.

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## **Accident and retraining:**

Any accident that involves the apparatus or members while in or around the truck must be reported immediately to a line officer. If an accident is not reported, the operator will have their driver privileges revoked immediately and will not be able to operate any department vehicles until a meeting of the NVFD Council.

Any operator who gets into an accident or damages a truck will be required to meet with a driver trainer officer and it will be decided whether the operator will require driver retraining.

At any time an officer can deem an operator to not be proficient and require that the specific operator will go through retraining on that particular apparatus or all apparatus depending on the deficiency.

## **Apparatus JPR setup:**

### **T100:**

- Will fill portable pond via dump chute
- Will receive water from E30 via 4" LDH

### **E30:**

- Receive water via 4" LDH from E90
- Fill tanker via 4" LDH
- Flow water via 2.5" throttled down to 1.75" into portable pond

### **E90:**

- Draft water from portable pond via hard suction hose
- Supply E30 via 4" LDH

Portable pond setup in the middle of all trucks

## Practical Evolutions:

A. Arrive and position the apparatus.

- Set up for Traffic blocker, Vehicle fires, 1st due, 2nd due

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- Laying LDH

B. Place the apparatus in neutral with the parking brake engaged.

- If pumping: Make the shift to pump gear

C. Chock the wheels

## Tank water competency:

- Begin circulating water. (Tank to pump/Tank fill, Prime)
- Idle engine up until 100psi is achieved.

## Drafting competency:

- Set up for drafting with proper strainer and flow water

## Relay competency:

- Feed another engine while being fed by another engine or hydrant

Upon completion ensure the apparatus is pre-trip inspected for the next driver

## **Training:**

All new Firefighters should attend and complete the following training requirements:

- Weekly NVFD Drills
- SCBA donning and Doffing methods
- Basic First Aid with CPR, AED
- Hazardous Materials Awareness and Operational Class
- Blood Borne/Air Borne Pathogens
- Advanced Vehicle Extrication
- Fire Streams and hoselines

## **EMS 1<sup>st</sup> Responders:**

When dispatched simultaneously or requested by Norfolk Ambulance, Members shall respond to offer medical assistance to Norfolk ambulance. Non medical personnel shall never be first on scene before a medically trained member.

## **Officer in Charge:**

The highest ranking officer or senior firefighter shall take lead as the OIC at all incidents until relieved by another qualified member able to take command.