



STANDARD OPERATING POLICIES



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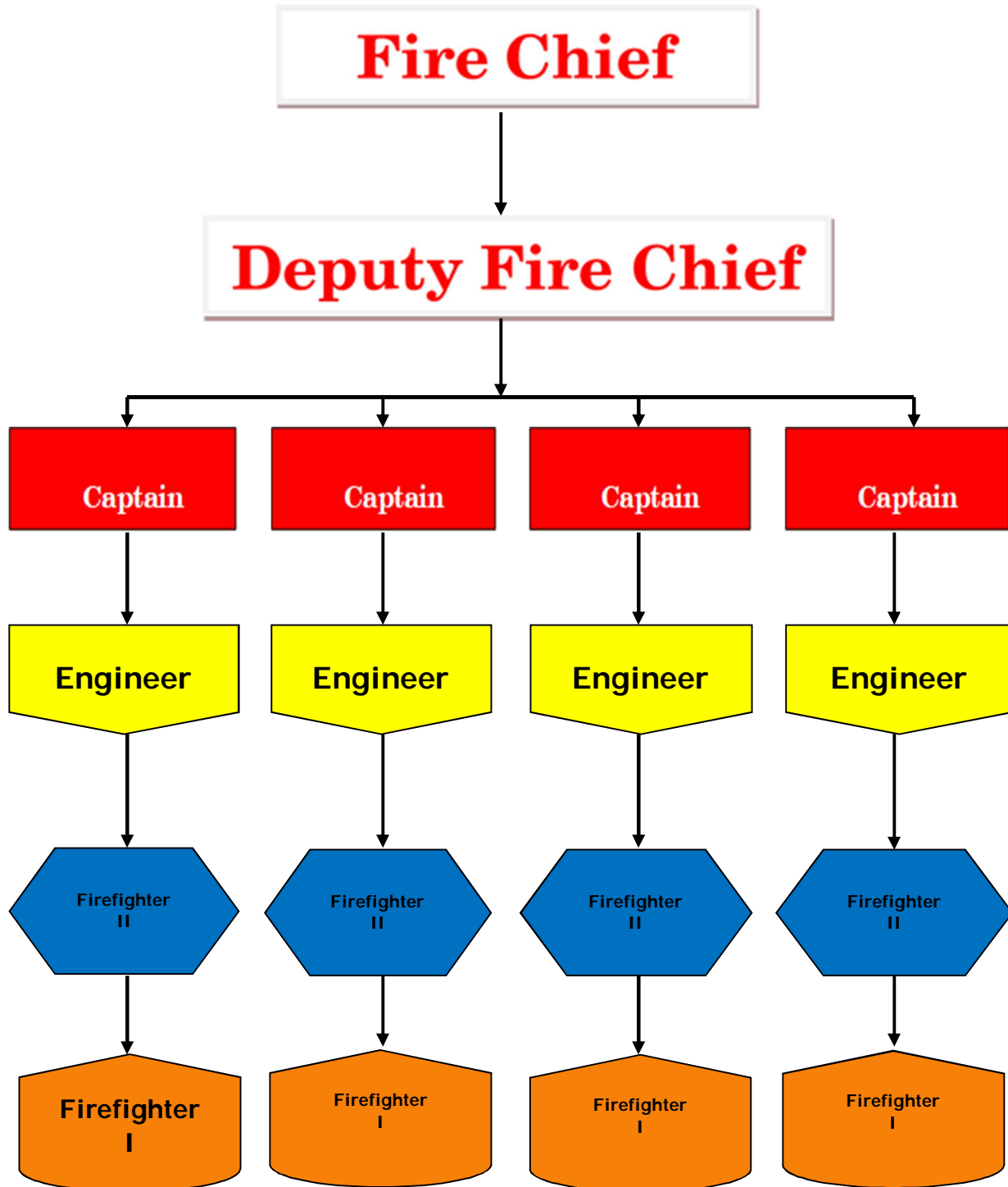
City of Louisville Fire Department Mission Statement

The mission of the City of Louisville Fire Department is to maintain a highly trained, professional organization providing excellent service to our community, residents, visitors, and each other through:

Duty • Honor • Trust • Commitment to Serve our Community



City of Louisville Fire Department Organizational Chart





General Rules and Regulations



City of Louisville Fire Department



Standard Operating Policies

Section 100 – General Rules and Regulations

PURPOSE

The rules and regulations of The City of Louisville Fire Department are designed to promote efficiency and discipline in the fire department and preserve the integrity of the department and the public confidence in that integrity. The Rules and Regulations establish the guidelines that shall govern the conduct of members of the fire department both on and off duty.

POLICY

All employees of the City of Louisville are hired at the will and pleasure of the governing authorities of the city and can be terminated at the will and pleasure of the governing body with or without cause. All new employees will be hired on a six-month trial basis. Nothing in this policy manual gives an employee a property right in his or her employment with the City of Louisville.

GENERAL GUIDELINES

1. The conduct of all members of the fire department shall be governed by the provisions of the Rules and Regulations, Guidelines of the Fire Department: Personnel Policies and Procedures, City of Louisville, State of Mississippi, and/or Federal Laws. All rules and regulations apply to volunteer and career staff equally.
2. Violations of the Rules and Regulations and Guidelines of the fire department, Policies and Procedures, City of Louisville, State of Mississippi, and/or Federal Laws shall be considered an offense and will subject the offender to disciplinary action defined in the Progressive Discipline Procedures.
3. Disciplinary action under the Rules and Regulations shall be in accordance with all existing laws, precedents, and/or regulations of rules and regulations and Guidelines of the fire department, Policies and Procedures, City of Louisville, State of Louisville, and/or Federal Laws.
4. Should any member who has successfully completed his/her probation be discharged, suspended, demoted in rank, or reprimanded because of a violation of the Rules and Regulations and Guidelines of the fire department, Policies and Procedures, City of Louisville, State of Mississippi, and/or Federal Laws, they shall receive a letter that shall set forth the provision violated and the details of said violation. Should the member desire to appeal the action, the rules are outlined in the Progressive Discipline Procedures.



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MEMBERS SHALL:

1. Be familiar with and comply with the directives of The City of Louisville Fire Department Standard Operating Procedures/Guidelines and all Rules and Regulations.
2. Use their training and capabilities to protect the public at all times, both on and off duty if in one's ability to do so.
3. Perform competently in their assigned positions.
4. Always conduct his or herself so as to present themselves and the department in a positive manner.
5. Operate in a highly self-disciplined manner and be responsible to regulate his/her own conduct.
6. When in a supervisory position, manage in an effective manner; subordinates will follow instructions in a positive, cooperative manner.
7. Keep selves trained and informed to perform their jobs effectively and competently.
8. Be safety conscious.
9. Be physically fit.
10. Obey the law.
11. Pay their just debts and legal liabilities.
12. Maintain an accurate residential address and working telephone number on file with the department. Any change of address and/or telephone number shall be reported to the Chief on the first day the members report to their duty assignment after the change or at the first opportunity.
13. Be responsible and hold accountability for any department equipment assigned to them or entrusted into their care. Any lost, damaged, or malfunctioned equipment should be immediately reported to the member's supervisor. It is the supervisor's responsibility to see that information about equipment is passed on to the next shift.

MEMBERS SHALL NOT:

1. Engage in any activity that is detrimental to the department.
2. Engage in a conflict of interest to the department or use their position with the department for personal gain or influence.



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3. Use alcoholic beverages, debilitating drugs, or any substance, which could impair their physical or mental capacities while on duty or within nine (9) hours of reporting for duty.
4. Enter any tavern, lounge, liquor store, when on duty or in uniform, except in the performance of duty.
5. Abuse department equipment or property.
6. Abuse their sick leave, emergency leave, or any other benefits, provided by The City of Louisville Fire Department.
7. Lend, sell, give away, or appropriate for their own use any fire department equipment, supplies, and/or other department property.
8. Endorse or recommend any particular service, product or brand name while engaged in their official capacity or in any case which might involve the fire department. Members shall not engage in business contracts, whether directly or indirectly, with The City of Louisville Fire Department.
9. Become a member of any organization, association, movement, or group which advocates or approves the commission of acts of force or violence to deny others their rights under the Constitution of the United States, or which seeks to alter the form of Government of the United States or the State of Mississippi by unconstitutional means. This may result in disciplinary action.
10. Engage in any conduct that would constitute conduct unbecoming of a member of the fire department. Conduct unbecoming of a member of the fire department includes unethical or otherwise reprehensible acts, which law-abiding, self-respecting citizens would find repugnant and which would seriously damage the integrity of the individual and the department and would result in lessened confidence of the public in the department and/or its personnel.
11. Under no circumstances are employees allowed to place themselves or others in danger to fulfill non-emergency needs using any mobile device such as (cell phones, smart phones, tablets, etc.)

GENERAL RULES

1. Do not use loud, indecent, profane, abusive, or provocative language while in the performance of duty and/or in the presence of the public. Ethnic slurs or jokes will not be tolerated. If any language is offensive to any other member, the language should be discontinued.
2. No gambling activities while on duty.



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3. Accept neither directly nor indirectly any gift, gratuity, loan, or fee for services incidental to the performance of duty.
4. Exhibit courtesy and respect to the public at all times. All Visitors to fire station should be promptly and courteously greeted and assisted as appropriate.
5. Respond to the lawful orders of ranking officers and acting officers. Failure or deliberate refusal of any member to obey a lawful order given by a superior or acting supervisor should be considered insubordination.
6. Exhibit courtesy and respect to all officers and acting officers. While on duty, all officers shall be referred to by their appropriate rank.
7. Knowingly being untruthful with a superior officer or acting officer should constitute dishonesty and will be considered insubordination.
8. Supervisors and acting supervisors refrain from exceeding their authority in giving orders. The wrongful or injurious exercise of authority by any member is prohibited. A member acting in obedience to an improper order should be protected against penalty. Should a member receive an order that conflicts with a previous order, the member should notify the officer who issued the conflicting order and be governed by his/her instructions.
9. Answer all requests for assistance to which dispatched, and perform to maximum ability.
10. Exercise precautionary measures and good judgment to avoid injury to self and others while on duty and at all times exercise caution consistent with the performance of duty to avoid unnecessary damage or loss of department equipment. At all times on duty follow any order or memorandum pertaining to safety.
11. Participate in drills, training and other activities as directed and be thoroughly familiar with the equipment of the department and of the district streets and hydrants.
12. Entering the clothing, food, or personal lockers of other members without permission of the individual whose locker is being opened is forbidden unless so directed by a ranking officer who should be in attendance when the locker is opened.
13. Accept responsibilities for the performance of the duties of a higher rank when assigned to sit in such positions.
14. Adhere to the chain of command in the transaction of department business unless otherwise directed.



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15. Permission should be granted to converse with a supervisor, other than their immediate supervisor, when such request is made through the chain of command. In the event a member's request is turned down, the member is authorized to go directly to the supervisor with whom the audience was requested.
16. Promptly notify the immediate supervisor of all matters coming to attention that might affect the interest or welfare of the department or community.
17. Promptly notify immediate supervisor of any accident, sickness, or personal injury occurring while on duty.
18. Do not fraudulently report on-duty injuries when the injury occurred off-duty or is nonexistent.
19. Do not abuse the use of Paid Time Off.
20. Absence without leave is forbidden. (Absence without leave should be defined as either a failure to report to duty at the time and place of duty or the leaving of a place of duty or assignment without proper authorization).
21. Maintain beds, lockers, equipment, and work facilities in a neat and clean condition
22. Private business should not be conducted either at or away from fire department facilities while on duty.
23. Do not use any form of tobacco while making personal contact with the public in the performance of duty.
24. Put forth every effort to be compatible with other members of the department and the public. Do not resort to physical violence with other members at any time.
25. Members driving fire apparatus and or personally owned vehicles for department business will practice safe driving practices, and will show due regard for all motorist and pedestrians.
26. Show respect to the flag of our country and National Anthem under the appropriate circumstances by coming to attention, facing the flag and giving the civilian salute, removing the cap with the right hand and placing same over the left breast, or if not wearing a cap, placing right hand over the left breast at a minimum.

Equal Employment Policy

It is the policy of the City of Louisville to provide equal opportunity in the employment to all employees and applicants for employment. There will be no discrimination against any employee because of race, religion, national origin, sex, pregnancy, age, disability, or sexual preference.



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Sexual Harassment Policy

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature that constitutes sexual harassment when (1) submission to such conduct is made either explicitly or implicitly a term of condition of an individual's employment, (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment. It is the policy of the City of Louisville to maintain a work environment that is free from the hostile atmosphere created by sexual harassment or intimidation. Such conduct will not be tolerated. Any employee who is subjected to sexually harassing or intimidating conduct by an individual, including supervisory personnel employed by the city, should immediately report the incident to the Mayor or City Clerk. Such charges will be properly investigated and, if substantiated, the offending individual will be appropriately disciplined.



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Standard Operating Policies

100-01 Recruit Training and Probationary Members

PURPOSE

To establish procedures for new volunteer applicants and define probationary requirements for the new members.

POLICY

Applicants: Potential applicants that wish to join the ranks of The City of Louisville Fire Department must fulfill the following criteria:

- Must reside or work within reasonable proximity to The City of Louisville Fire Department District boundaries
- Be at least 18 years of age
- Complete a New Applicant application
- Complete and sign a criminal and background check application.
- Submit a valid driver's license to operate motor vehicles in the State of Mississippi.

Note: Applicants without a valid driver's license will not be considered.

Once the application has been completed and turned in to the department, the following steps will be followed to become a probationary member with The City of Louisville Fire Department in the following order:

- Receive clear background check and driving record.
- Applicants name and information will go before the City of Louisville Mayor, and Board of Alderman for approval.
- Receive new applicant packet from administration, including Standard Operating Procedures/Guidelines.
- Provide information for roster to administrative staff.



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100-01 Recruit Training and Probationary Members

- Obtain a unit number from administrative staff.
- Probationary member will be issued a minimum of radio, safety vest, and gloves. If full PPE is available more will be issued at the discretion of the Fire Chief.

Probationary Firefighters:

The probationary period shall be regarded as a working test period and an intrinsic part of becoming an active volunteer with The City of Louisville Fire Department. This period shall be utilized for close observation of the volunteer's work and to determine the most effective adjustments for any new volunteer to the position if necessary. Evaluation of the probationary volunteer during this period shall serve in separating any probationary volunteer whose performance does not meet required work standards.

This position has an indoctrination period of at least 180 days and may be extended. A large portion of the probationary period will be taken up in training, equipment familiarization, participating in department events, and maintaining equipment and facilities.

1. It shall be the first duty of all probationary firefighting members of The City of Louisville Fire Department to obey all orders and instructions from officers while conducting department operations, on LFD property, at emergency, training or while serving as a representative of LFD.
2. Participate cooperatively in all departmental activities including vehicle upkeep, report writing, miscellaneous paperwork, public contact, radio responses, and any other duties assigned.
3. Actively participate in as much training as possible as scheduling allows. **Probationary members shall attend training as defined in 'Section 100-02 Volunteer Participation'.**
4. Report for duty/training on time and in the appropriate attire.
5. Display a positive and professional attitude in all contact with the public and other agencies (ie, mutual aid companies, utilities, regulatory agencies, etc.).
6. Obey all departmental Standard Operating Procedures, Standard Operating Guidelines, Code of Conduct, and comply with all departmental expectations.



Standard Operating Policies

Section 100-01 Recruit Training and Probationary Members

7. Demonstrate continuous effort to become more proficient in general firefighter duties, improving operational skills with all firefighting, and rescue tools for which training has been received, decreasing response times, and working cooperatively and jointly to provide quality service to the protection district.

8. Under direct supervision of a firefighter, senior firefighter or officer, respond to incidents and perform emergency activities in line with received training.

9. Performs other duties and participates in special projects as assigned.

10. The probationary member is expected to embrace, support, and promote the department's values, beliefs, and culture, which include but are not limited to the following. These traits are not basic requirements but are expected behavior.

- a. High ethical standards
- b. Active participation in teamwork
- c. Strong safety principles and safety awareness
- d. Active participation in department and community activities
- e. Provide outstanding customer service to internal and external customers



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Standard Operating Policies

Section 100-02 Member Participation

PURPOSE

Minimum participation is required to assure the member is aware of the changes in the department, maintains proper training levels and is developing team interactions and relationships which are critical to safe and efficient operations within the department.

POLICY

The City of Louisville Fire Department holds at a minimum of 12 department wide training meetings per year. These twelve meetings will be scheduled typically on the second Tuesday of each month. However due to the training topic training maybe scheduled for other days. All training events will be scheduled well enough in advance that all members can schedule themselves to be present. The department takes part in several other functions such as festivals, parades, static displays, etc. throughout the year. Volunteers can achieve training hours by attending regularly scheduled department trainings, participating in events, taking part in regional schools, training with any on duty personnel, and by other means deemed acceptable by the Fire Chief and Deputy Chief. In order to assure member participation, the following minimum requirements have been established:

- **Training hours:** a minimum of six (6) training hours per quarter, twelve (12) for probationary members, and:
- **Response requirement:** a minimum of 20% of emergency incidents as determined by the Fire Chief and staff per quarter.

If a member does not meet the quarterly minimum requirement, a written warning will be issued. If the member fails to meet the minimum requirements for any two (2) consecutive quarters, the Fire Chief will consider revoking the individual's membership in the Department. Over any period of time, continued failures to meet the required minimum participation levels shall result in termination of membership.

Failure to meet the minimum participation requirements shows either a lack of dedication or too many conflicts with other activities and obligations.



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Section 100-02 Member Participation

Members who are under any disciplinary actions must attend all training, and other required functions unless excused in advance by the Fire Chief or designated officer. The member must respond to calls when available. If participation does not improve during these periods, membership shall be revoked and the member will return all assigned equipment to the Department.

Part Time Participation

Part time fire fighter/ Engineers are essential to the department and allows for relief in the event of overtime concerns. As Part time firefighters are fully trained to have a minimum of NFPA 1001 I-II, Haz-Mat Awareness & Operations, and NFPA 1002 Driver operator.

In order to maintain active membership as a Part time Fire fighter/ Engineer with the City of Louisville Fire Department each Part time member must work a minimum of one twenty four (24) hour Shift per quarter.

If a member fails to work a twenty four (24) hour shift within one quarter he/ she will receive a written warning. After two (2) consecutive quarters without working a twenty four (24) hour shift the fire chief will have the option to terminate the membership of said member.

In the event that no shifts or not enough shifts available for all part time employees the one shift requirement will not be required.

Extenuating Circumstances

Notification to the appropriate officer or member who is coordinating an event is required at least 24 hours in advance in the event a previously committed to activity cannot be attended. Excused absences shall include:

1. Personal or family illness.
2. Business or travel conflicts.
3. Personal and family responsibilities such as birthdays, anniversaries, etc.
4. Vacations.
5. Other civic responsibilities.
6. Emergency services training outside the department.



City of Louisville Fire Department

Standard Operating Policies

Section 100-02 Member Participation

Each member is responsible for advising the Fire Chief of impending periods of time when absences from responses and department activities will occur. In certain instances, such as illnesses, vacations, business commitments, there will be excused absences from responses during the time period a member was absent. These will be handled on an individual basis by the Fire Chief. When a member becomes unable to participate in an activity which the member has been assigned, the member is responsible for notifying the officer or member in charge of that activity.

Valid Driver's License

All personnel are required to maintain a valid Mississippi driver's license at all times. Personnel are required to report all traffic violations to the Fire Chief.

Use of Personally Owned Vehicles

All personnel that are required to use their personal vehicles for department business must maintain the state of Mississippi's minimum level of liability insurance coverage.



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100-03 Chain of Command

PURPOSE

It is important to utilize the proper chain of command in dealing with any type of situation. Breaking the Chain of Command creates communication, follow-up and other management problems. Therefore, department personnel are directed to utilize the chain of command in all applicable communications.

POLICY

PROCESS

Official communications both up and down the chain of command must not skip any rank. Any assignment given to any person, must pass through all the appropriate ranks. Any request, comment, suggestion, complaint etc. forwarded up the chain of command must start with the person's immediate supervisor. If the person issuing the request, comment, suggestion, he/she may insist that the communication be sent to the next rank. No communication from firefighter to fire chief or from fire chief to firefighter (through the appropriate ranks) may be stopped without the sender's permission.

ASSIGNMENTS / SPECIAL PROJECTS

From time to time special assignments or projects may arise on which people of more than one rank are working; communications pertinent to that project between these individuals will not constitute chain of command jumping.

Example: Firefighters working on the engine being coordinated by the Fire Chief.

Example: Committee members communicating project specific information to the Fire Chief or Shift Captain.

Not all conversations, planning, and ideas discussed in special projects need to be reported through the chain of command. However, anything that could possibly affect shift operations, supplies, equipment, scheduling of man-hours, etc., must be completely reported through the chain either up or down, depending on the situation at hand.

Example: A firefighter and a shift captain are working together to build a new training tool. The planning of just how to build it, what color to paint, etc., is a project specific discussion and should not cause a problem with station activity. This type of discussion does not need to be reported. But the scheduling of time on shift to build the tool, going to purchase supplies, materials, paint, etc., is an



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100-03 Chain of Command

Example of things that absolutely must be reported through the chain of command. In this example, it would be appropriate for the fire fighter to report to the Engineer and the Shift Captain to report to the appropriate chief that these activities need to be done. Any scheduling conflicts brought to light would need to be worked out by the appropriate people involved. The priority of the project vs. the priority of the conflict would have to be weighed by the appropriate supervisor, and accommodations made to accomplish both goals.

COMMON SENSE AND A LITTLE COOPERATION should easily settle which situations dictate chain of command communication, and what is necessary to accomplish the task at hand.

E-MAIL COMMUNICATIONS

When e-mail communications take place across the ranks, everyone in the proper chain of command between the sender and recipient of the e-mail must be copied (CC'd). This holds true for e-mail communication both up and down the chain of command.

Example: Firefighter e-mails the Fire Chief with a suggestion related to the department and CC's both the officer and chief.

Example: Return e-mails from the Fire Chief to the firefighter should also CC the proper officer.

MEETINGS

Request for meetings that cross ranks must be forwarded through the proper channels.

ACTING OFFICERS

Those individuals acting "out-of-capacity" or "stepping up" are considered of full rank for chain of command purposes. These individuals will have full authority and responsibility of the rank for the period of time they are assigned to "out-of-capacity" status

FIREFIGHTERS

Firefighters must at times assume the responsibilities of the officer. It is the responsibility of the officer to develop the assigned firefighter to be able to assume the station officer duties when necessary. Therefore, the officer is expected to utilize the firefighter in ways that provide the training necessary to be able to perform station officer duties.



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Standard Operating Policies

100-04 – Station Regulations

PURPOSE

The station is the total responsibility of the shift officer or acting shift officer. This includes security, economy, upkeep, aesthetic value, etc. All parts of the building are to be kept clean, whether or not it is the scheduled day to be cleaned. Cleanliness is kept up for two reasons: (1) Station appearance, (2) Personnel health. By realizing the responsibility of personnel health, we reduce sick time, which means more security to those in dangerous situations. It also means more efficiency and economic value to the district. Upkeep means safety where things are put back in place, so accidents do not occur. Lockers should be kept neat or kept closed in the event a tour should visit the station. No lewd pictures/magazines displayed at any time. All magazines of a personal nature will be kept in lockers. The neatness of lockers also applies to bunker gear lockers, and mail boxes located in foyer.

POLICY

GENERAL STATION REGULATIONS

1. Breakfast – Breakfast is permitted in the morning and should be eaten as early as possible. The kitchen should be cleaned after each use. Degrease grills, stoves, vent hoods as necessary, and on scheduled day.
2. Special Cleaning For Kitchen Utensils – Cleaning of the kitchen applies after each meal (includes cleaning the table and the floor underneath it).
3. Station Orderliness - Newspapers and furniture need to be arranged to keep the station appearance looking good. Burned out light bulbs are to be replaced immediately. After these as-needed duties are finished, there may be special duties; there may be special assigned duties for a particular day that need to be completed. If something needs cleaning, regardless of the assigned day to clean that area, clean it. Remember, the station is home to you and others.
4. Trash – Station trash should be taken to the appropriate Trash cans and the trash cans washed out as needed to keep down odors in the station. Accumulative trash for the entire day should be taken care of after the evening meal, or by the end of shift for health and odor reasons. Trash cans are to be put out to the road on Sunday evening for pickup on Monday morning.
5. Mops – Mops should be cleaned before and after each use and put in proper storage area. All cleaning supplies should be stored away properly.



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Standard Operating Policies

100-04 – Station Regulations

6. Bathrooms – Bathrooms could be health hazards if not kept clean. All toilets and sinks should be cleaned and disinfected before the end of each shift. This includes kitchen sinks.

7. Garden Hoses – Garden hoses should be wound neatly on their storage racks after each use. In the event of freezing weather, all outside hoses should be brought in and drained.

8. Station Lighting – Outside lighting should be monitored and security lighting should not be left on in the daytime. Interior station lighting should be shut off when the area is not being used and when the station is empty due to a non-emergency function.

9. Television – The viewing of television during shift duty hours is at the discretion of the shift officer. The shift officer shall insure recreational television viewing does not interfere with station duties, training sessions, or in any way hampers the mission of The City of Louisville Fire Department. The following guidelines are to be used by the shift officer in deciding whether or not to allow the viewing of television:

- a. The television should not be on during class time, training sessions, "round table" or "tailboard" reviews of runs, etc.
- b. It is not appropriate for a crew to watch television when regular duties remain undone. This includes not only assigned daily duties, but all reoccurring situations as well. For example, vehicles that need washing, trash in the yard, minor repairs or maintenance of equipment, etc.
- c. It is not appropriate for part of a crew to be watching television while the remaining members continue to work.
- d. If a visitor comes in while the TV is on, the sound should be turned off and full attention given to the needs of the visitor.
- e. The sound on the TV should not be allowed to be at a level that interferes with hearing the station speakers. When the tone sounds, the TV should be muted to insure all personnel are able to hear the station speaker.
- f. The TV should be turned off prior to leaving the station unmanned for non-emergency functions.
- g. The shift officer has full discretion on whether or not TV viewing is appropriate during the entire twenty-four (24) hour shift. Therefore, the station officer has full responsibility to insure that recreational TV viewing does not hamper crew performance, accomplishing assigned tasks, or accomplishing those unassigned tasks that need to be done.



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100-04 – Station Regulations

h. During special events or breaking news the station officer may allow TV viewing during daytime hours

10. Training – Each shift has some type of training. There should be no unnecessary interruptions during the training. Personnel should refrain from using abusive or offensive language; respect should be given to all instructors and the public.

11. Special Projects – If a special project is worked on during the day, clean all areas used before the end of the day. If a project extends beyond 1700 hours or to another shift, make every effort to clean the area so that accidents will not happen. Do not work near compressors or cascade systems.

12. Operational Readiness – Shift officers are to ensure that crews and equipment remain in a state of operational readiness at all times or are returned to a state of operational readiness as soon as possible after an emergency response. Daily activities are to be accomplished from an operationally ready position. The shift officer is to ensure that all daily duties, scheduled activities, training, etc., are accomplished during the twenty-four (24) hour shift whenever possible. This may require the assignment of activities after 1700 hours in some situations. Station recliners may only be used during leisure time. Leisure time is defined as the lunch period 11:30 – 13:00 and after 17:00. Leisure time may be extended after all duties have been completed, at the shift officers' discretion. Leisure time may include activities of TV viewing, reading, games, etc. Station security will occur at 22:00, at which time all station doors will be secured and minimal lighting will be required. Personnel staying up longer may do so with doors opened and lights on as long as the area is secured.

13. Telephone – During the day there may be numerous phone calls. These should be kept short to keep lines clear for the business of the department. The telephone should be answered: City of Louisville Fire Department, and your name. Messages should be taken for anyone not available. Courtesy should be exhibited at all times; we are here to serve the public.

14. Miscellaneous – Attempts should be made to repair items that are broken around that station. If service calls occur during the day where all personnel are taken away from the station, the overhead bay doors will be closed.

15. Firefighters will not go back to bed at night returning from a run until apparatus is back to emergency response condition.



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100-04 – Station Regulations

16. Wake-up – In the morning, wake-up time is 06:00. At shift change, all linen should be picked up and beds returned to their regular daytime stations. Turnout gear should be neatly returned to lockers. Information about the previous shift should be passed on to the oncoming shift.

17. Station Apparatus Room Heaters – The apparatus room heaters will be set at 50 degrees Fahrenheit. If there are prolonged periods of times with the doors open causes the heaters to run, the heaters should be turned off. Even during emergency runs, efforts should be made to shut the doors. Heaters should be cleaned during October before cool weathers hits.

18. Special Instruction – The Breathing Air Compressor needs to be run weekly for at least 30 minutes. This will dry up any moisture built up in the compressor's cylinder heads. A weekly check list will be made to insure this operation is completed.

- a. Turn compressor on
- b. Open the remote fill valve.
- c. Set the regulator valve where a small amount until air flow can be heard.
- d. After the thirty (30) minute run time, turn compressor off and return all valves back to normal operations.
- e. Date and record compressor run time on daily check off list.
- f. All bottle fills will also be recorded on a log sheet.
- g. The system will remain pressurized to keep contaminants from entering the system.

19. Yard Maintenance – Yards are kept as a matter of pride and good public relations for the department and the city. Trash that is noticed in the yard should be picked up.

20. Security – Security is a matter for everyone. Personal security applies to locking your vehicle, personal locker, etc. Leaving the building requires that lights be turned off. All doors should be secured. Emergency runs leave the station very vulnerable to theft or vandalism. Every attempt should be made to keep security at a maximum at all times, by keeping the public to designated areas, and to accompany the public when they are not in access areas. This may mean closing the apparatus doors during the summer unless fire department personnel are in the area. Personnel are to close apparatus doors while leaving on emergency calls. Station doors/bay doors will be locked no later than 22:00.



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100-04 – Station Regulations

21. Station Accidents – The first priority is to attend to the injured person. The second priority is to notify the Chiefs. The Fire Chief must be notified in all cases of injury to civilian personnel, regardless of how minor the injury. For fire rescue personnel, the standard worker's compensation forms should be filled out, regardless of how minor the injury is. If it is not written, it did not happen. For civilians, get their name, address, telephone number, and a brief description of what happened, in their words, along with their signature (use department computer, letter head in order to type the description). The shift officer should also submit, in writing, a description of what happened, what was seen by fire department personnel, and any statements made by the victim, whether these statements are derogatory towards the fire department or statements that would clear the department from fault.

22. Station Library – The station library; all material used for testing for promotion, any books donated to the fire department related to the fire service, any magazines related to the fire service, the station dictionary, map books, policy books and dictionary should be maintained in an orderly fashion. Any time something is found missing, a memo should be written immediately and turned in.

23. Station Repairs – Repairs of equipment should be handled at the level that they can be properly handled. On duty personnel should attempt repairs when possible. If repairs are not possible notify the Chief or his designee. Upon completion of the repair, the repair should be noted in the logbook as complete and notify the fire department personnel.

24. Pest Control – Pest control is a station concern due to the health safety for personnel. The shift officer may request the pest control visits. The shift officer may request the Fire Chief to have a pest control company to come between the regular visits as he deems necessary.

25. Station Tours – It is the responsibility of the shift officer to prepare for a station tour. The tour should be conducted in such a way as to: (1) educate, and (2) to present a positive public relations effort. All tours should be conducted during normal business hours, except where special arrangements are made. All requests for tours should be directed to the Fire and Life Safety Educator, and necessary information collected for his/her records.



City of Louisville Fire Department

Standard Operating Policies

100-04 – Station Regulations

DAILY DUTIES

SHIFT OFFICER OR ACTING OFFICER

In an effort to organize the required activities of the fire station and equipment maintenance, Daily Duty Lists have been developed for the fire station. It is the shift officers' responsibility to see that the station duties are accomplished in an effective manner. The Daily Duty List is not meant to exclude any particular duty that needs to be done on any one day. The basic rule of thumb that should guide the shift officer in directing station activities is to remember that his/her crew is responsible for everything that needs to be done regardless of the day of the week. The shift officer is expected to utilize common sense, cooperation with other shifts, and exercise his/her authority to maintain the fire station and equipment in the proper order. It is impossible to put into writing every example or every situation that will occur. Therefore, the following examples are meant to be used by the station officer as indications of the basic philosophy to be adopted when determining his/her crew's activities for the day.

1. Daily duties do not end at 1700 hours.
2. Shift Captains are responsible for ensuring that daily shift training takes place for a minimum of 1 hour per 24 hour shift, and it is properly documented. Shift training is primarily Monday through Friday, but may take place on weekends at the Captain, and Chief Officer's discretion.
3. Saturdays and Sundays are duty days.
4. If a duty has already been done once in a day but it needs to be done again, then it is necessary to redo the duty.

Example: If the floor was mopped earlier, but is muddy again, it is necessary to re-mop the floor.

5. If a duty is not assigned on a day but that duty needs to be done, then it is necessary to do the duty. Again, the officer is expected to utilize common sense, cooperation, and authority to maintain the station and equipment in proper order.
6. Shift officers, engineers, and firefighters are all expected to show initiative in maintaining the station and the apparatus.

Regular Station Duties - The firefighter is responsible for routine station cleaning and maintenance. When he/she has completed his apparatus duties, he/she should then help with general cleanup of station or training exercises.



City of Louisville Fire Department



Standard Operating Policies

100-04 – Station Regulations

Daily Schedule

The following tasks shall be performed during every shift, as work assignments, incident volume, and weather permits. Exact time of tasks may vary, as assignments or needed work is assigned. The only exception is that apparatus daily checks must be completed at the beginning of shift prior to 09:00.

Example of Daily Schedule

Time	Daily Activity
07:00	Shift Starts
07:30	Physical Fitness
08:30	Daily/Monthly Apparatus Checks, Maintenance Wash designated apparatus, and bay floor
12:00	Lunch
13:00	Shift Training, Preplans, inspections, other scheduled shift assignments
17:00	Personal Time (Exception: When department training or other necessary functions are required)
	<u>Flags are to be lowered at Dusk or earlier if weather deteriorates</u>
22:00	Station Secure
06:00	Station Cleaning (sweep, vacuum, mop, empty trash)
06:30	Flags raised if weather permits
07:00	End of Shift

This is only an example of a daily schedule. All above tasks must be completed during the twenty four (24) hour shift but in the order that the shift officer determines necessary with the exception of daily apparatus checks must be completed prior to 09:00 if call volumes allow. Shift training is a must in some capacity for every shift Monday through Friday. Shift training is up to the shift Captain, and it is the Captains responsibility to complete the proper documentation for the training. Use common sense, and cooperation in timing these tasks. Be mindful of standard business hours when dealing with the public.



City of Louisville Fire Department

Standard Operating Policies

100 - 05 Appearance Policy

PURPOSE

The purpose of this policy is to define the appearance regulations for The City of Louisville Fire Department.

POLICY

APPEARANCE SAFETY REGULATIONS

These rules pertaining to hairstyles, length of hair, sideburns, moustaches, beards, and makeup are necessary to ensure employee safety.

1. No hair shall be exposed during fire suppression operations. This includes moustaches and sideburns.
2. Hair shall in no way interfere with, or lessen, the ability to perform any EMS skill or patient care during rescue operations. Hair will not hang in personnel's way, nor will hair come in contact with a patient, any exposure, or any EMS equipment.
3. No hair shall interfere with, or lessen, the protection afforded by required safety equipment. Hair should not be visible outside the hood, mask, or helmet under any circumstances.

APPEARANCE GROOMING REGULATIONS ALL GROOMING REGULATIONS MUST MEET NFPA 1500

These rules pertaining to hairstyles, length of hair, sideburns, moustaches, beards, jewelry, tattoos and makeup are necessary to ensure a measure of grooming uniformity representative of the department's professional image.

1. All personnel should be clean-shaven, except that a moustache may be permitted. If a moustache is worn, the following guidelines should be utilized.
 - All grooming regulations must meet NFPA 1500
 - Moustaches will be trimmed so they do not interfere with the seal of the S.C.B.A Face piece.



City of Louisville Fire Department

Standard Operating Policies

100 - 05 Appearance Policy

2. Sideburns are acceptable, provided they meet the following guidelines:
 - Sideburns shall not extend downward below the bottom of the earlobe and will end in a clean-shaven horizontal line.
 - Sideburns shall be kept neatly trimmed and will not be bushy or flared.
 - Eccentric sideburns that attract undue attention shall not be permitted.
 - Hairstyles of all uniformed male personnel shall conform to the following guidelines.
 1. Hair shall be neat, well-trimmed, and combed at all times, except under the most adverse conditions, such as during emergency operations. Ragged, unkempt, appearance will not be permitted.
 2. Hair, when combed, shall not present a ragged, unkempt, or extreme appearance.
 3. Hair in the back shall not extend below the top of the dress shirt collar. When the person is in a standing position with the head erect. The length of the hair will not present a ragged, unkempt, or extreme appearance.
 4. Bangs shall not extend lower than ¼" above the eyebrows.
 5. Hair shall not cover more than three-fourths of the ear.
 6. Hair shall not be dyed an unusual or unnatural color.
 7. Hair shall not be worn in an extreme or fad style, such as a Mohawk, ducktail, braids, or in a way that exceeds length standards.
 8. Wigs or hairpieces are acceptable if they meet all of the hair guidelines.
3. Hairstyles of all uniformed female personnel:
 - Hair shall be neat, well-trimmed, and combed at all times, except under the most adverse conditions, such as during emergency operations. Ragged, unkempt, appearance will not be permitted.



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100 - 05 Appearance Policy

- Hairstyles shall maintain a professional appearance representative of the department. Hair shall not be dyed an unusual or unnatural color.

 - If longer or loose hair violates a safety regulation, then it shall be braided and/or held in place. Items used by female personnel to hold the hair in place should be concealed as much as possible and should be of a color and style that blends with the uniforms. Decorative items such as ribbons and combs will not be worn in the hair.
4. Tattoos that are determined to be vulgar in nature shall be covered at all times when in the public view and shall not be allowed on the face, or any other area that is not easily concealed.
5. Makeup, Jewelry, Etc.
- Women may wear appropriate and conservative amounts of makeup.
 - Finger nails will not extend more than $\frac{1}{4}$ inch beyond the tip of the finger.
 - Finger nail polish may be worn provided that it is considered conservative and appropriate to the public.
 - Earrings may be worn by females only. Ear rings will be of the post type and shall not be more than two per ear and also have no loops or dangling attachments.
 - Neck chains may be worn, but must remain beneath the uniform shirt.
 - All other jewelry such as rings, watches, bracelets, etc. should be snug fitting so as to lessen any chance of snagging on equipment or being pulled by a patient or victim.
 - Uniform insignia are worn only if issued by the Department, and are intended to be worn as a part of the uniform. All other items must be specifically approved by the Fire Chief.
 - Tongue rings, facial piercing, and other non-traditional jewelry are prohibited during work hours.



City of Louisville Fire Department



Standard Operating Policies

100-06 Uniforms

PURPOSE

This policy outlines the uniform and expectations in maintaining a professional appearance at all times and promoting positive recognition in the community. This policy specifies uniform specifications for all personnel within The City of Louisville Fire Department.

POLICY

GENERAL INSTRUCTIONS

- Uniforms shall be neat, clean, wrinkle free, and in serviceable condition.
- Personnel shall make every effort to maintain a neat, clean, and professional appearance when in contact with the public.
- No substitutions for issued uniform items will be allowed, unless approved by the Fire Chief.
- Personnel shall immediately report any loss of uniforms, badges, insignia, identification cards, or any other property entrusted to them. A typed letter reporting the loss should be given to the Fire Chief.
- Members will only wear City of Louisville Fire Department issued uniforms unless substitutions are approved by the Fire Chief
- Personnel will be in uniform when reporting for duty and will remain in the appropriate uniform for the time of day until relieved at each shift change.
- Volunteer Personnel will be in acceptable attire when staffing stations and department trainings.
- Tails of shirt are to be worn inside trousers.

UNIFORMS

1. Career Personnel Duty Uniform
 - Department issued Polo Shirt
 - City of Louisville Fire Department T-Shirt or other fire service related T-shirt with approval from the Fire Chief.
 - Uniform pants
 - Black Boots or Shoes
 - Black Belt



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2. Pants

- Black Duty pants such as tactical pants or Black Dress slacks.

3. Shirts

- Department issued Polo Shirt: Will be worn by fire suppression personnel, ranks firefighter through Fire Chief. This uniform will be worn daily, between the hours of 08:00 – 17:00.
- White Dress Shirt: May be worn by the Fire Chief at his/her discretion.
- Personnel will be allowed to dress down to T-shirts when doing work where the duty shirt may get dirty and on calls that require the use of PPE.

4. Socks

- Socks should be black. They may have a white sole. White socks are acceptable while wearing boots.

5. Insignia

- The fire department will issue all badges, nametags, and rank insignia. They will be gold or silver according to rank. No other insignia may be worn on or with the uniform without permission of a chief officer.

Chief Officers	Gold
Captains	Gold
Driver/Engineers	Silver
Firefighters	Silver



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6. Collar Insignia

Chief	5 crossed bugles
Deputy Chief	4 Crossed bugles
Captain	2 crossed bugles
Driver/Engineers	LFD Logo
Firefighter	LFD Logo

7. Nameplates

- Nameplates are to be centered on top of the right pocket with the bottom edge of plate parallel and 1/4 " above top edge of the pocket.

8. Badges

- Badges will be department issued and will be worn on dress shirts of all personnel.

9. Logos

- City of Louisville Fire Department Patch will be sewn on the Left shoulder 1" below the seam
- Personnel will have the American Flag patch sown on the right shoulder 1" below the seam with Union facing forward
- Personnel who are NREMT- B or NREMT-P may have their National Registry patch sewn on right shoulder 0.5" below the American flag patch
- Any other Logo, Patches, or Pins must be approved (by the fire chief) before being placed on any part of duty uniform.

10. T-Shirts

Will be issued City of Louisville Fire Department. However personnel may choose to purchase their own t-shirts, but may only be worn on duty or at assignments with the Fire Chiefs approval.



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11. Caps/Head covers

All Caps will be LFD issued. Head covers (for warmth) may be worn, but shall be black or navy blue in color.

- Caps are optional
- Caps are not to be worn with the Class A or Class B dress uniform.
- Other caps may be worn as long as they are fire service related and approved by Fire Chief

12. Dress Uniform

The dress uniform will consist of the appropriate long sleeve dress shirt with badge, rank insignia, name, tag, service awards, and patches. A tie will be worn with the dress uniform, the black dress pants issued by the fire department. The black belt and approved footwear will also be worn. No baseball caps will be worn with the dress uniform.

13. Ties

- Black ties will be issued by the fire department. If purchased by the individual, they must be the same width and length in final appearance. The material should also look the same.
- Ties will not normally be required for regular duty.
- Special events or assignments will require a tie with the appropriate long sleeve dress shirt (i.e., funerals, promotional ceremonies, graduation, or any other event designated by a chief officer on a "dress uniform" event)
- Badge Shrouding: The shrouding of a badge is accomplished by placing a ½" to ¾" piece of black material horizontally at the badge's midpoint entirely around the badge. Badge shrouding will be done at the direction of a chief officer.



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100-06 Uniforms

14. Footwear

- Duty boots worn with the uniform must be black. They should be shined and in serviceable condition.
- Duty boots must be a smooth-grained leather or similar synthetic material having an acceptable likeness to leather. Shoes or boots constructed of oiled or rough leather that cannot be shined are not permitted. Shoes or boots constructed of canvas are not acceptable.
- Duty boots must have black stitching and black leather or synthetic soles (no crepe soles).
- Duty boots should have a plain rounded toe.
- Wing tips or shoes with ornamental designs, straps, or tassels are not acceptable.
- Heels for shoes will be no greater than 1 1/2" from top of the sole to the bottom of the heel. Heels for boots will be no greater than 1 5/8" from the top of the sole to the bottom of the heel.

15. Optional Wear

- Jackets: The jacket issued by the fire department may be worn at the discretion of the employee. Jackets purchased by personnel must be black or navy blues in color.
- Sweatshirt: The sweatshirt/pullover may be worn at the discretion of the employee. It may not be worn with the dress uniform.
- All Optional Wear must be approved by the Fire Chief.

PHYSICAL TRAINING UNIFORM (PT UNIFORM)

PT Uniform includes personal owned clothing items suited for physical activity

- Shorts, Jogging pants, sweat pants
- T-shirts (nothing offensive)
- Shoes – Personnel are encouraged to purchase a good quality athletic shoe for comfort and support.



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100-06 Uniforms

CALLS RECEIVED DURING WORKOUT OR AFTERHOURS

If a call is received while working out, shorts must either be covered with bunker pants or duty pants.

Personnel should not lounge in station in PT uniform except during leisure time after normal business hours. Personnel are encouraged to return to duty wear as soon as possible after physical training.



City of Louisville Fire Department

Standard Operating Policies

100-07 Concerns and Complaints

PURPOSE

The purpose of this policy is to define Concern and Complaint Procedures to follow when filing within The City of Louisville Fire Department.

POLICY

Fire department employees are encouraged to properly and professionally make their concerns or complaints known to their assigned supervisor. To maintain the integrity of the organizational structure these concerns and complaints shall be managed through the established chain of command except in instances when the supervisor is the offending party or the complainant expresses a likely concern that addressing the supervisor directly would result in retaliation. In these instances the immediate supervisor shall be bypassed and the concern or complaint addressed to the next person in the chain of command. All complaints or concerns that bypass the chain of command shall be made in writing and provide the employee's reasons for bypassing their immediate supervisor.

Concern

A concern is defined as a matter having importance to the individual expressing the concern. When making a concern known the employee must:

- Address the matter in person (preferred) or in writing to the appropriate supervisor,
- State the specific concern, and
- State the desired outcome or resolution, if known.

The supervisor shall:

- Listen/read the concern(s),
- Summarize the issues involved to confirm the proper understanding of the concern,
- Respond to or address the employee's concern(s) in a timely manner, and



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100-07 Concerns and Complaints

- Maintain a record of the concern(s) and the resolution offered in memo format by forwarding copies of the concern and response through the chain of command.

Complaint

A complaint is defined as an allegation of a specific act or omission which if proven true, would amount to employee misconduct. Misconduct is an act or omission by an employee which, if proven true, would normally result in some form of discipline, sanction or remediation.

This would include but is not limited to:

- Commission of a criminal act;
- Neglect of duty;
- Violation of an agency policy, rule, regulation or procedure; or,
- Conduct or performance which may tend to reflect unfavorably upon the employee, department, and/or City of Louisville.

Any employee who observes or becomes aware of any act of misconduct by another employee shall immediately report the incident to the appropriate supervisor. If a supervisor observes or is made aware of any act of misconduct, the supervisor must take immediate and appropriate action.

Acceptance of the Complaint

(a) An external complaint may be presented to the Fire Department in person, by phone, letter or electronic media. For external complaints:

- (1) No employee shall discourage delay or interfere with an individual making a complaint; and,
- (2) Failure by any employee to record an allegation or properly process a complaint is considered to be misconduct.

(b) An internal complaint shall be made in writing and presented to the appropriate supervisor. For internal complaints:

- (1) No employee shall discourage, delay or interfere with an individual making a complaint.



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(2) Failure by any employee to record an allegation or properly process a complaint is considered to be misconduct.

(3) All complaints shall be forwarded to the Fire Chief through the chain of command in a prompt manner;

(4) After reviewing the complaint, the Fire Chief may elect to process the complaint or assign the complaint to a supervisor for processing.

(c) Complaints shall be placed in a complaint file.

(d) Complaints that are withdrawn may continue in the investigative process to completion at the Fire Chiefs discretion.

Investigation

Should a complaint or other matter of significance create the need to conduct an investigation, the Fire Chief may assign a specific person to conduct the investigation or may, if deemed appropriate, ask for assistance from the City of Louisville Police Department or Winston County Sheriff's Department.

The following format should be followed:

- Complaint evaluation. The complaint associated documents and reports must be evaluated.
- The specific allegations to be addressed must be determined.
- Investigation questions should be developed. The preferred order for conducting questioning is complainant, witness, other employees and then the accused employee.
- An activity log that tracks documents, meetings and events should be kept by the investigator.
- Interviews should:
 - Delve into the specifics of each allegation,
 - Identify each person involved and their specific role,
 - Resolve inconsistencies,
 - Uncover any differences with prior statements,



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100-07 Concerns and Complaints

- Follow a standardized list of interview questions, and
- Explore corroboration between the facts and circumstances found and the reported complaint.

During an interview, the employee shall be instructed to cooperate and informed that a failure to cooperate amounts to insubordination and could result in another allegation against the employee. The investigator may ask the interviewee whether he/she has any questions or any further information to add that may not have been covered during the interview. The interviewee may also be asked to provide information on any additional investigative areas which may not have been considered or other possible witnesses that may help with the investigation. The complainant should be asked if all allegations have been fully covered and if there are any allegations or issues that have not been addressed during the interview.

When the accused employee is told to report for an interview as part of an administrative investigation, he/she must be informed of the following:

- Time and location of the interview,
- Purpose of the interview, and
- That they have a right to have a representative of their choice attend the interview with them.

When interviewing the accused employee, the investigator should make sure that the accused has received and the investigator has documented:

- Specific allegations,
- Time and location of the interview, and
- List of attendees



City of Louisville Fire Department



Standard Operating Policies

100-07 Concerns and Complaints

Adjudication

Adjudication classifications are:

- **Not Sustained:** The investigation failed to produce sufficient evidence to either prove or disprove the allegation.
- **Exonerated:** The allegation in fact did occur but the actions were legal, justified, proper, and in conformance with the law and departmental policy.
- **Unfounded:** The allegations concerned an act by an employee which did not occur.
- **Sustained:** The investigation produced sufficient evidence to prove the allegation of an act which was determined to be misconduct.
- **Misconduct Not Based on the Complaint:** During the investigation allegations of misconduct may be discovered which were not specifically alleged in the original complaint. These new discoveries are treated as separate allegations.

A written response may be provided by the accused to the Fire Chief within five (5) business days from the notification of the adjudication. The written response shall be included in the complaint file. If the complaint results in disciplinary action being taken, a non-probationary employee will have access to an appeal based on the level of the disciplinary action dispensed.



City of Louisville Fire Department



Standard Operating Policies

100-08 Progressive Discipline Procedures

PURPOSE

The purpose of this policy is to define progressive discipline measures and the appeals process within The City of Louisville Fire Department.

POLICY

DISCIPLINARY ACTIONS

Officers within City of Louisville Fire Department have the right to impose disciplinary action on any of the volunteers, Engineers, firefighters or employees who may be under his/her jurisdiction and control for violations of departmental policies, rules or procedures.

Supervisors are charged with the task of providing timely feedback on both the positive and negative performance and conduct of their assigned personnel. The use of coaching should be employed to prepare and motivate employees to achieve the proper level of performance. However, coaching is not always the appropriate tool to shape the behavior and performance of an employee. Serious or critical performance issues or behavioral deficiencies must be addressed through the progressive disciplinary process.

Progressive discipline shall be utilized by Fire Department supervisors as appropriate to the situation. An employee's assigned supervisor has the authority and responsibility to take disciplinary actions at the verbal counseling level without conference with their supervisor. Disciplinary actions at the written level are the responsibility of the individual's supervisor (as an example, the Shift Officer) following conference and approval from their supervisor (as an example, the Fire Chief). The disciplinary actions of suspension, involuntary demotion, or dismissal are administered only by the Fire Chief. Supervisors have the authority and responsibility to identify and report incidents involving the possibility of these disciplinary actions through the chain of command.

A disciplinary action may begin at any level within the disciplinary process up to and including discharge.

Nothing in this policy shall be construed to limit City of Louisville Fire Departments Chief Officer authority to administer any form of disciplinary action at any time as deemed necessary.



Standard Operating Policies

100-08 Progressive Discipline Procedures

TYPES OF PROGRESSIVE DISCIPLINARY ACTIONS

Depending on the circumstances of each case, disciplinary action should be administered progressively and will normally include in order of severity:

1. Documented Verbal Counseling, witnessed and signed by all parties
2. Written Reprimand, witnessed and signed by all parties
3. Suspension with pay
4. Suspension without Pay
5. Involuntary Demotion
6. Dismissal/Termination of Employment

The severity of the particular misconduct and circumstances of a specific case may warrant the bypassing of lesser disciplinary actions, up to and including termination, if warranted by the facts and circumstances of each particular case.

Documented verbal counseling, written reprimand, and a suspension with pay are all disciplinary procedures that will be handled at the department level.

Suspension without pay, involuntary demotion, and dismissal/ termination of employment are all disciplinary actions that will be handled at the level of the Mayor, and Board of Alderman.

Documented Verbal Counseling

(a) Counseling shall be conducted by the employee's immediate supervisor as soon as practical after the occurrence of a minor violation or substandard performance.

(b) The supervisor shall meet with the employee and a witness to discuss the violation performance or other problem when it first arises.

(c) The specific violation or performance issues shall be explained and clear expectations of future performance or behavior shall be communicated.

(d) The supervisor shall maintain notes of the meeting held with the employee. A copy of this information shall be forwarded to the Fire Chief and the involved employee.

(e) Repetition of an offense handled via counseling will escalate the repeated offense in the disciplinary process.



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(f) Multiple counseling sessions for different instances may be combined to serve as the basis for an increased level of disciplinary action.

(g) Verbal Counseling shall be noted in the employee's annual performance evaluation. A copy of all verbal counseling information completed during the evaluation period shall be attached to the performance evaluation.

Written Reprimand

(a) The Notice of Written Reprimand shall be used to document unsatisfactory job performance or conduct.

(b) The specific actions by the employee and the associated policy or performance violations must be referenced.

(c) The Notice of Written Reprimand must also give the employee a set period of time in which to demonstrate improvement in job performance or conduct and the associated disciplinary action which may result in the failure to meet the specified level of improvement.

(d) The employee shall be informed in the Notice of Written Reprimand of their ability to file a written appeal to the written disciplinary action within seven (7) calendar days to the Fire Chief. Failure to appeal within the specified time period or the decision of the Fire Chief as a result of an appeal shall be final.

(e) The employee shall be informed in the Notice of Written Reprimand that the document will be placed in their personnel file and a written response may be submitted for inclusion with the action within seven calendar days.

(f) The Notice of Written Reprimand and/or any employee response shall remain in the employee's personnel file permanently.

Suspension with pay

(a) Suspension with pay is a disciplinary action resulting in time off work with pay given to an employee as a result of misconduct or unsatisfactory job performance.

(b) This disciplinary action is used in order to suspend an employee until the next regularly scheduled Board of Alderman meeting where a decision may be made to continue the suspension without pay, or enact further disciplinary actions.



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Suspension without Pay

- (a) Suspension without pay is a disciplinary action resulting in time off work without pay given to an employee as a result of misconduct or unsatisfactory job performance.
- (b) For any one occurrence, a suspension without pay may not exceed thirty (30) calendar days (8-twenty-four hour shifts).
- (c) A Notice of Suspension without Pay shall document the unsatisfactory job performance or conduct.
- (d) The specific actions by the employee and the associated policy or performance violations must also be referenced.
- (e) The Notice of Suspension without Pay must also give the employee a set period of time in which to demonstrate improvement in job performance or conduct and the associated disciplinary action which may result in the failure to meet the specified level of improvement.
- (f) The employee shall be informed that the Notice of Suspension without Pay will be placed in their personnel file and shall remain there permanently.
- (h) The Notice of Suspension without Pay, and/or any employee response shall remain in the employee's personnel file permanently

Disciplinary Demotion

- (a) Disciplinary demotion shall only be considered as an appropriate form of disciplinary action when the employee's job performance or conduct is unsatisfactory in the current position held and it is determined that the employee can properly meet the required job performance in a lower classification.
- (b) A Notice of Disciplinary Demotion shall document the unsatisfactory job performance or conduct.
- (c) The specific actions by the employee and the associated policy or performance violations must be referenced.
- (d) The Notice of Disciplinary Demotion must also give the employee a set period of time in which to demonstrate improvement in job performance or conduct and the associated disciplinary action which may result in the failure to meet the specified level of improvement.
- (e) The employee shall be informed that the Notice of Disciplinary Demotion document will be placed in their personnel file permanently.



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Termination of Employment

(a) Termination of Employment is an involuntary employment termination from The City of Louisville Fire Department.

(b) Should it be determined that termination of employment is the appropriate action, the employee will be provided written documentation to include

- (1) The type of disciplinary action taken
- (2) The specific rule(s) or policy(ies) violated,
- (3) The specific incident(s) causing the action,

(C) The termination documents shall become a permanent part of the employee's personnel file.



City of Louisville Fire Department

Standard Operating Policies

100-09 Technology Usage

PURPOSE

The purpose of this policy is to define the appropriate use of technology resources that are owned by the City of Louisville Fire Department and provided for employee/volunteer use.

POLICY

DEFINITIONS:

Internet: the Internet is a worldwide "network of networks," including bulletin boards, World Wide Web (WWW), data servers, applications, messaging services, and other functions and features, which accessed via a computer, a smartphone, tablet, or other client devices.

Digital Equipment: Includes but is not limited to computers, laptops, telephones, cellular telephones, Personal Digital Assistants (PDAs), and combination devices such as smart phones. Any technology provided by the City for communications, computing, printing, etc. is covered by this definition.

Data Files: Information contained in files such as e-mail messages, database tables, telephone records, extracts from databases or output from applications.

Messaging: Any technology used to facilitate digital communication, including but not limited to Instant Messaging (IM), electronic mail (e-mail, both department-provided and through external services for personal use), peer-to-peer networking (P2P), mobile, fixed, and software-based voice over Internet protocol (VoIP) telephones.

Department-owned Technology Resources: Technology resources paid for by city funds, including, but not limited to: Internet/Intranet/Extranet-related systems, computer equipment, software, operating systems, storage media, and network accounts providing electronic mail, and systems that enable web browsing, and file transfer.

Social Networking: Any Internet site that is focused on creating "networks" of individuals such as MySpace, FaceBook, Instagram, Snapchat, LinkedIn, etc. (See Social Media Policy)

Hacking/Hacking Tools: Behavior and tools designed to circumvent security measures, or to otherwise effect unauthorized changes to computer hardware or software.



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Peer-To-Peer Networking: Protocol or service for networking devices without a centrally managed server.

Communication protocol: An agreed-upon method of communication used within networks.

Malware: A general term for potentially hostile software; encompasses viruses, Trojans, spyware, etc.

POLICY:

Department Resources are for Department Business: Department-owned technology resources shall serve the business needs of the City of Louisville Fire Department.

Confidentiality: Department information may not be disclosed without a clear business need, or public disclosure request.

Limited Personal Use: Department owned technology resources may be used for personal purposes on a limited basis, providing the following requirements are met:

- No marginal cost to the Department
- No interference with work responsibilities
- No disruption to the workplace.

External e-mail services: The use of an external e-mail service is allowed, providing that the service applies anti-malware controls in a manner equivalent to that provided by the Department.

Music: Department computers must not be used to store music/audio files for personal use.



City of Louisville Fire Department



Standard Operating Policies

100-09 Technology Usage

Specific Prohibitions and Limitations: The City of Louisville Fire Department Rules and Regulations will apply to use of the Internet and messaging. Specifically prohibited use includes but is not limited to:

- Conducting private business (Volunteer members may conduct work for their regular employment while staffing stations utilizing network resources as long as duties are completed and operational response readiness is not compromised. Career members may conduct limited private business at the discretion of the Fire Chief;
- Political campaigning;
- Accessing sites which promote exclusivity, hatred, or positions which are contrary to the Department's policy of embracing cultural diversity;
- Accessing inappropriate sites including adult content, online gambling, and dating services;
- Accessing sites that promote illegal activity, copyright violation, or activity that violates the Department's ethical standards.
- Using the internet to obtain or disseminate language or material which would normally be prohibited in the workplace;
- Using encryption technology that has not been approved for use by the Department;
- Making unauthorized general message distributions to all users (everyone);
- Installing any software that has not been approved by the Department;
- Sharing or storing unlicensed software or audio/video files;
- Using security exploit tools (hacking tools) to attempt to elevate user privileges or obtain unauthorized resources;
- Broadcasting e-mail to large numbers of constituents unless the list members are hidden through the use of the BCC field.
- Using a Department e-mail address when posting to public forums e.g. blogs, social media sites, wikis and discussion lists for personal use;
- Accessing sites that distribute computer security exploits ("hacking" sites);



City of Louisville Fire Department



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100-09 Technology Usage

- Excessive use of online shopping,
- Excessive use of social networking sites for personal use;
- Excessive use of streaming media for entertainment during work hours;
- The use or installation of unauthorized Instant Messaging, e.g. AIM, Yahoo Instant Messenger, Meebo, IRC, etc.; links and attachments are prohibited using the authorized IM client;
- Using unauthorized Peer to Peer Networking, e.g. E-Mule, Kazaa, Limewire, Warez, etc;
- The Use of "Soft" VOIP phones, e.g. Skype, Vonage, etc.

NOTES:

1. If any of the above prohibited uses is required for a legitimate business reason, it is management's responsibility to follow the exception process as referenced in the Exception Process below.

Use Standard Resources Only: Digital equipment and all applications must be authorized and installed by appropriate personnel. Only software, hardware, and communication protocols that meet the Department's defined standards will be installed unless an exception has been documented in writing.

Additional Cost to the Department: Resources that incur a cost to the Department, whether accessed via the Internet, mobile/PDA, email or other applications, must not be accessed or downloaded without prior approval. It is the supervisor's responsibility to assure the business need, applicability, and safety of any new resource.

No Expectation of Privacy: Nothing in this policy confers an individual right or be construed to provide an expectation of privacy. Employees must not expect privacy in the use of Department communications and digital equipment.



City of Louisville Fire Department

Standard Operating Policies

100-09 Technology Usage

RESPONSIBILITIES:

Monitor personal use of the internet, messaging, and other applications, to ensure that The City of Louisville Fire Department is being appropriately served.

- Adhere to Department standards as discussed in the policy language above.
- Read and adhere to relevant policies.
- Obtain authorization from their supervisor before incurring charges; for example, downloading data or accessing a paid service.

Management Responsibilities

- Support enterprise-grade technology to enforce this policy, to ensure that the primary purpose of that use is to meet business needs, and that relevant Department standards are met.
- Review and make decisions regarding the approval of all non-work related broadcast announcements. Acceptable uses for non-work related broadcast announcements would include arrival or departure of a department employee or a departmental charitable campaign event.

POLICY ENFORCEMENT:

In order to safeguard The City of Louisville Fire Department resources, violators of this policy may be denied access to Department computing and network resources and may be subject to other disciplinary action within and outside the Department. Violations of this policy will be handled in accordance with the Department's established disciplinary procedures. The Department may temporarily suspend, block or restrict access to computing resources and accounts, independent of such procedures, when it reasonably appears necessary to do so in order to protect the integrity, confidentiality, or availability of Department computing and network resources, or to protect the Department from liability.

If violations of this policy are discovered, the Department will take appropriate actions to resolve the issue and violators may be subject to disciplinary measures.

If violations of this policy are discovered that are illegal activities, the Department may notify appropriate authorities.



City of Louisville Fire Department



Standard Operating Policies

100-09 Technology Usage

The Department reserves the right to pursue appropriate legal actions to recover any financial losses suffered as a result of violations of this policy.

EXCEPTION PROCESS

Exceptions to this policy will be requested in writing to management, and the request will be escalated to the Fire Chief. Exceptions will be documented in writing and retained according to existing retention schedules. Exceptions may be granted on a limited-time basis.



City of Louisville Fire Department



Standard Operating Policies

100-10 Social Media Policy

PURPOSE

The City of Louisville Fire Department endorses the secure use of social media to enhance communication and information exchange; streamline processes; and foster productivity with its employees. This policy establishes this fire department's position on the use and management of social media and provides guidelines on the management, administration, and oversight. This policy is not meant to address one particular form of social media; rather social media in general in general terms as technology will outpace our ability to discover emerging technology and create policies governing its use.

POLICY

Social media provides a valuable means of assisting the fire department and its personnel in meeting community education, community information, fire prevention, and other related organizational and community objectives. This policy identifies possible uses that may be evaluated and utilized as deemed necessary by fire administrative and supervisory personnel. This department also recognizes the role that social media tools may play in the personal lives of department personnel. The personal use of social media can have an effect on fire departmental personnel in their official capacity as firefighters. This policy is a means to provide guidance of a precautionary nature as well as restrictions and prohibitions on the use of social media by department personnel.

DEFINITIONS

- 1) Blog: A self-published diary or commentary on a particular topic that may allow visitors to post responses, reactions, or comments.
- 2) Post: Content an individual shares on a social media site or the act of publishing content on a site.
- 3) Profile: Information that a user provides about himself or herself on a social networking site.
- 4) Social Media: A category of Internet-based resources that enable the user to generate content and encourage other user participation. This includes, but is not limited to, social networking sites: Facebook, MySpace, Twitter, Instagram, Snapchat, YouTube, Wikipedia, blogs, and other sites. (There are thousands of these types of sites and this is only a short list.)
- 5) Social Networks: Platforms where users can create profiles, share information, and socialize with others using a range of technologies.



City of Louisville Fire Department

Standard Operating Policies

100-10 Social Media Policy

6) Speech: Expression or communication of thoughts or opinions in spoken words, in writing, by expressive conduct, symbolism, photographs, videotape, or related forms of communication.

1. Strategic Policy

a) Determine strategy

- Each social media page shall include an introductory statement that clearly specifies the purpose and scope of the agency's presence on the website.
- Social Media page(s) should link to the department's official website.
- Social media page(s) shall be designed for the target audience(s) such as the community, civic leadership, employees or potential recruits.

b) Procedures

- All department social media sites or pages shall be approved by the Fire Chief or designee and shall be administered by the departmental information services section or designee.
- Social media pages shall clearly indicate they are maintained by the fire department and shall have the department logo and contact information prominently displayed.
- Social media content shall adhere to applicable laws, regulations, and policies, including all information technology and records management policies of the department.
- Social media content is subject to open public records laws.
 - o Relevant records retention schedules apply to social media content.
 - o Content must be managed, stored, and retrieved to comply with open records laws and e-discovery laws and policies.
- Social media pages should state that the opinions expressed by visitors to the page(s) do not reflect the opinions of the department.
- Social media pages shall clearly indicate that posted comments will be monitored and that the department reserves the right to remove obscenities, off-topic comments, and personal attacks.
- Social media pages shall clearly indicate that any content posted or submitted for posting is subject to public disclosure.



Standard Operating Policies

100-10 Social Media Policy

7. Department-Sanctioned Use

Department personnel representing the department via social media outlets shall do the following:

- The use of department computers by department personnel to access social media is prohibited without authorization.
- Conduct themselves at all times as representatives of the department and, accordingly, shall adhere to all department standards of conduct and observe conventionally accepted protocols and proper decorum.
- Identify themselves as a member of the department.
- Post, transmit, or otherwise disseminate confidential information, including photographs or videos, related to department training, activities, or work-related assignments without express written permission.
- Do not conduct political activities or private business.
- Department personnel use of personally owned devices to manage the department's social media activities or in the course of official duties is prohibited without express written permission.
- Employees shall observe and abide by all copyright, trademark, and service mark restrictions in posting materials to electronic media.

3. Potential Uses

Social media is a valuable tool when providing information about

- road closures,
- special events,
- weather emergencies, and
- major ongoing events in the jurisdiction that affects the entire community.

Employment Opportunities - Persons seeking employment and volunteer positions use the Internet to search for opportunities.

Background Checks - For authorized members to conduct a background check on potential employees or volunteers



City of Louisville Fire Department

Standard Operating Policies

100-10 Social Media Policy

- Candidates applying for employment with this department must sign a release document enabling an assigned employee to conduct a background check using any resource to include social media.
- This department has an obligation to include Internet-based content when conducting background investigations of job candidates.
- Searches should be conducted by Human Resources or with permission from the Fire Chief and only for the purposes of providing possible background material on an employee candidate.
 - o Information pertaining to protected class status shall be filtered out prior to sharing any information found online with decision makers.
- Persons authorized to search Internet-based content should be deemed as holding a sensitive position.
- Search methods shall not involve techniques that are a violation of existing law.
- Vetting techniques using social media as one of many resources to provide valid and up to date information shall be applied uniformly to all candidates.
- Every effort must be made to validate Internet-based information considered during the hiring process.
 - o This shall not be the only mechanism to provide background information on a possible candidate.

4. Personal Use

Precautions and Prohibitions

Department personnel shall abide by the following when using social media.

- Department personnel are free to express themselves as private citizens on social media sites to the degree that their speech does not impair or impede the performance of duties, impair discipline and harmony among coworkers, or negatively affect the public perception of the department.
- As public employees, department personnel are cautioned that their speech either on or off duty, and in the course of their official duties that has a nexus to the employee's professional duties and responsibilities may not necessarily be protected speech under



City of Louisville Fire Department

Standard Operating Policies

100-10 Social Media Policy

the First Amendment.

- o This may form the basis for discipline if deemed detrimental to the department.

- o Department personnel should assume that their speech and related activity on social media sites will reflect upon their position within the department and of this department.

- Department personnel shall not post, transmit, or otherwise disseminate any information to which they have access as a result of their employment without written permission from the Fire Chief or designee.

- Department personnel are cautioned not to do the following:

- o Display department logos, uniforms, or similar identifying items on personal web pages without prior written permission.

- o Post personal photographs or provide similar means of personal recognition that may cause you to be identified as a firefighter, fire officer or employee of this department without prior written permission.

- o When using social media, department personnel should be mindful that their speech becomes part of the World Wide Web.

- Adherence to the department's code of conduct is required in the personal use of social media. In particular, department personnel are prohibited from the following:

- o Speech containing obscene or sexually explicit language, images, or acts and statements or other forms of speech that ridicule, malign, disparage, or otherwise express bias against any race, any religion, or any protected class of individuals.

- o Department personnel may not divulge information gained by reason of their authority; make any statements, speeches, appearances, and endorsements; or publish materials that could reasonably be considered to represent the views or positions of this department without express authorization.



City of Louisville Fire Department

Standard Operating Policies

100-10 Social Media Policy

o Department personnel should be aware that they may be subject to civil litigation for publishing or posting false information that harms the reputation of another person, group, or organization otherwise known as defamation to include:

- ❖ Publishing or posting private facts and personal information about someone without their permission that has not been previously revealed to the public, is not of legitimate public concern, and would be offensive to a reasonable person;
- ❖ Using someone else's name, likeness, or other personal attributes without that person's permission for an exploitative purpose; or
- ❖ Publishing the creative work of another, trademarks, or certain confidential business information without the permission of the owner.



City of Louisville Fire Department

Standard Operating Policies

100-11 Substance Abuse Policy

PURPOSE

The City of Louisville Fire Department intends to provide a safe, drug- and alcohol-free environment and to promote the health, well-being, and productivity of its members by taking all appropriate actions to maintain such an environment. The Department practices "zero-tolerance" to maintain a drug- and alcohol- free environment. The Department firmly states that illegal activities will not be tolerated and will be dealt with to the full extent of the law. The following policy is a direct reference to the current City of Louisville Drug policy, and Policy requiring employees to submit to drug and alcohol test. This Policy is pulled from the current City of Louisville handbook pages 8 - 9, and any future amendments to the Cities policy should be immediately made to the following fire department policy as well.

POLICY

Definitions

Zero Tolerance: The City of Louisville Fire Department prohibits and does not tolerate being under the influence of, or possession or use of illegal drugs at any time during the workday, anywhere within Department facilities, while wearing a Department uniform, or during any Department related activity. Any sale of illegal drugs during work or on Department premises, facilities, or in Department vehicles will be treated as gross misconduct, punishable by immediate termination for the first offense.

Reasonable Suspicion: A belief, based on specific facts and reasonable inferences drawn from those facts that a member is under the influence of, or impaired to any degree by drugs and/or alcohol.

City Employee: Refers to all members of the City of Louisville Fire Department including full time, part time, and volunteers.

Drug Policy

The use of illegal drugs, on or off duty, by City employees is inconsistent not only with the law abiding behavior expected of all citizens, but also with the special trust placed in such employees as servants of the public. The use of illegal drugs, on or off duty, by City employees impairs the efficiency of City departments, undermines public confidence in them, and makes it more difficult for other employees who do not use illegal drugs to perform their jobs effectively. The use of illegal drugs, on or off duty, by City employees also can pose serious health and safety threat to members of the public and to other City employees.



City of Louisville Fire Department

Standard Operating Policies

100-11 Substance Abuse Policy

Every employer should furnish employment which should be reasonably safe for the employees therein. Employers shall adopt and use methods and processes reasonably adequate to render such an employment and place of employment safe and shall do every other thing reasonably necessary to protect the life, health, safety, and welfare of such employees.

In an attempt to achieve this, the City has adopted the following policy requiring employees to submit to drug and alcohol testing.

Policy Requiring Employees to Submit to Drug and Alcohol Test

1. The City of Louisville, Mississippi recognizes that the use of drugs and/ or alcohol by employees could be detrimental to the services being provided by the City of Louisville, Mississippi and that a drug and alcohol test of its employees is justified in the following circumstances:
 - a. As a condition of the employment application;
 - b. As part of a routinely scheduled employee fitness for duty medical examination;
 - c. Reasonable suspicion; and/or
 - d. Neutral selection

Refusal to submit to a test or a positive confirmed test result may be used as a basis for refusal to hire an employee or reason for discharge of an employee.

2. You are hereby advised that the City of Louisville, Mississippi has implemented a drug and alcohol policy and conducts a testing program pursuant to Chapter 7 of Title 71 of the *Mississippi code 1972, Annotated*, and you are hereby advised of the existence of said laws.
3. All Information, interviews, reports, statements, memoranda and test results, written or otherwise, received by the City of Louisville, Mississippi through its drug and alcohol testing program are confidential communications, except under circumstances as allowed by Chapter 7 of Title 71 of the *Mississippi code 1972, Annotated*.



City of Louisville Fire Department

Standard Operating Policies

100-11 Substance Abuse Policy

4. An employee or job applicant shall be allowed to provide notice to the City of Louisville, Mississippi of currently or recently used prescription or non-prescription drugs at the time of taking of the specimen to be tested, and such information shall be placed in writing upon the employee's drug and alcohol testing custody and control form prior to initial testing.

5. A. Drug and alcohol testing of all employees may occur under the following circumstances
 1. As condition of the employment application.
 2. As part of a routinely scheduled employee fitness for duty medical examination; and/or
 3. Reasonable suspicion
B. Drug and Alcohol testing of employees engaged in law enforcement, and engaged in activities affecting public health or safety may occur under the following circumstances:
 1. Neutral Selection

6. Refusal to submit to a drug and alcohol test may be used as a basis for refusal to hire an employee or reason for discharge of an employee.

7. An employee who receives a positive confirmed drug and alcohol test result may contest the accuracy of that result or explain it.

8. The drugs for which the City of Louisville, Mississippi may test for are as follows: Marijuana, Cocaine, Opiate, Phencyclidine, and Amphetamines.



Standard Operating Policies

100-12 Personal Protective Equipment (PPE)

PURPOSE

The City of Louisville Fire Department strives to provide the safest environment possible for personnel to operate within. Personal protective equipment is essential to the performance of our duties as fire service professionals, and must be treated as such in an effort to reduce injury, and sickness to each individual.

POLICY

Personal Protective Equipment

Personal protective equipment is defined as:

- Fire Helmet
- Firefighting Gloves and Extrication Gloves
- Bunker Coat
- Nomex Hood
- Bunker Pants
- Bunker Boots
- Eye Protection
- Self-Contained Breathing Apparatus (SCBA) & Face piece

Responding to an Alarm:

1. Members responding on fire apparatus shall wear the appropriate level of PPE for the response.
2. Engineers are required to wear at the minimum bunker boots, and bunker pants while responding to emergency incidents that will require PPE once on scene. After arrival on the fire ground, engineers shall don the remaining protective clothing as soon as practical.
3. Those members responding to alarms will not wear their helmets but must have all their protective clothing available once they reach the scene.
4. If, during the response to an alarm, an unusual condition or hazard presents itself, the company officer may, at his discretion, order all personnel, including drivers, into protective clothing, which may be necessary to protect the personnel from injury or death.



Standard Operating Policies

100-12 Personal Protective Equipment (PPE)

Use- Emergency

1. All members shall wear and utilize appropriate clothing during all emergency operations.
2. Members shall not remove their protective clothing until such time as their company officer or officer in charge determines that such protection is no longer necessary or that a reduced level of protective clothing will be sufficient.
3. If, during multiple company operations, the incident commander (IC) specifies a certain level of protective clothing, then the company officer shall not decrease that level for themselves or their personnel unless they are given permission to do so by the IC.

Use-Non Emergency

Members involved in fire company inspections or pre-planning activities or tours shall, when necessary wear proper and adequate protective clothing during such inspections, activities, or tours, so as to provide protection from any hazard which may be present in the area.

During Training

Members engaged in training exercises shall wear the appropriate level of PPE for the training being conducted. The on-site person, in charge of the training – will be responsible to indicate the level of PPE needed to be worn by all personnel participating in the exercise.

Maintenance

Members are responsible for ensuring that their PPE is cleaned and maintained per manufacturer's recommendations, and department capabilities.

Periodic inspection and inventory of all PPE may be taken at the discretion of the Fire Chief.



City of Louisville Fire Department



Standard Operating Policies

100-13 Leave

PURPOSE

The City of Louisville provides different means of leave to its employees. The following policy outlines those means of leave, the basis on which they should be used, and how employees may utilize this leave.

POLICY

All matters involving and referring to leave time should reference the current City of Louisville Employee Policy Manual pages 11 – 16.

Sick Leave	Pg. 11
Hours of Work	Pg. 12
Paid Holidays	Pg. 13
Vacation	Pg. 14
Jury Duty	Pg. 14
Personal Leave	Pg. 14
Funeral Leave	Pg. 15
Retirement	Pg. 15
Donation of Leave to another Employee	Pg. 16

Shift Swaps

The nature of our business often requires that personnel swap shifts with other personnel in order to maintain minimum staffing. In the event that an individual wishes to swap shifts with another he or she must complete the required documentation and turn it in to the Chief or his designee for approval. This documentation must be completed and turned into the Chief as soon as the swap is agreed upon. Approval of shift swaps is at the discretion of the fire chief.



Standard Operating Policies

100-14 Physical Fitness and Annual Assessment

PURPOSE

The nature of the fire service is one that is dangerous to the health of all personnel who take part. Therefore it is necessary that all members of the City of Louisville Fire Department should strive to be in a state of physical conditioning that allows our bodies to withstand the stresses of the tasks that we may be called upon at any given moment to complete. This is true for both career firefighters, and volunteers as the emergency calls that we are called upon to mitigate knows no difference between a career firefighter or a volunteer. This being said physical conditioning is a must for all staff, and an annual physical assessment is required in order to gauge the physical capabilities of all personnel.

POLICY

Physical Training

Career Shift Personnel

All career firefighters are required to conduct at least one hour of physical conditioning per shift as call volume and events allow. The physical conditioning can be any form of conditioning, but it is highly encouraged that a combination of cardiovascular, and strength training is conducted.

Volunteer Fire Suppression Staff

All volunteer firefighters are encouraged to take part in some form of physical conditioning in an effort to remain in a healthy condition for the tasks that we are called upon to complete.

Volunteer Support Staff

The mission of the City of Louisville Fire Department is a diverse one, and within in the department staff we have members who are not required to take part in active fire suppression activities, but instead act as safety personnel, and support to operations at incidents. The task can still be strenuous for members to take part in, and physical conditioning is highly encouraged for this group of staff as well.



Standard Operating Policies

100-14 Physical Fitness and Annual Assessment

Annual Physical Assessment

This assessment will be completed annually, and when a career personnel is returning to work following an absence of 30 days or more due to an injury. The annual physical fitness assessment is mandatory for all fire suppression staff of the City of Louisville Fire Department. The assessment will reflect tasks that all fire suppression personnel can be called upon to complete at any emergency call. Individuals who refuse to take part in the physical assessment are subject to disciplinary procedures at the discretion of the Fire Chief. All subjects who take part in the physical assessment will be monitored by a minimum of a Nationally Registered EMT before, during, and after the assessment.

7 Station Physical assessment

The 7 Station Physical assessment test a firefighter's strength, and stamina while conducting normal fire suppression tasks in full personal protective gear including a self-contained breathing apparatus. Time for the assessment starts when the individual takes their first breath, and stops when SCBA low air vibrating alert stops vibrating the first time. Personnel are then required to walk the parking lot of the fire station until their mask pulls to their face. Rest periods are allowed but discouraged, and no individual is permitted to rest longer than 30 seconds for the duration of the course. The only failing criteria for this assessment is for an individual to not complete the assessment, or to rest longer than 30 seconds during the total duration. Any individual who fails the assessment will then be required to repeat the assessment in six months or be subjected to possible disciplinary procedures.



Standard Operating Policies

100-14 Physical Fitness and Annual Assessment

7 Station Assessment

Station #1 Stair Climb

Individual's time starts at the base of the stairs, and when the first breath is taken with the SCBA. Individual will then climb to the top landing of the stairs without utilizing the hand rails. Once the top landing is reached they will then turn around and descend the stairs.

Station #2 Forcible Entry

Individual will utilize a sledge hammer and strike the wooden post until it moves 6foot and comes in contact with the parking curb.

Station #3 Ceiling push/pull

Using a weighted device that simulates a short pike pole, the individual will raise the pike pole up and down (10) ten consecutive times, simulating pulling sheetrock from a ceiling.

Station #4 Hose Advancement

Using 150' of 1.75" hose and nozzle, individuals will advance the hose line uncharged 100'. Once the individual reaches 100' he or she will turn around and drag the hose another 50' until the coupling passes the line on the concrete.

Station #5 Hose Carry

Using two tables with 50' sections of 3" hose on each table spaced 25' apart. The individual will transfer each hose roll from one table to the opposite table.

Station #6 Tennis Ball Transfer

Using eight cones spaced 4' apart in a standard 2 x 4 formation, and (4) four tennis balls on the cones to the left. The individual shall transfer all four balls from the cones on the left to the cones on the right, while traveling in a serpentine motion through the cones. If a ball is dropped the individual must retrieve it and re-enters the courses were he/she left it.

Station #7 Dummy Drag

Using (2) two cones spaced 25' apart and a hose dummy or rescue randy with a strap to drag with. The Individual will drag the dummy around the opposite cone and back to the starting cone, the entire dummy must pass the cone.

When SCBA low air vibrating alert stops vibrating the first time. Personnel are then required to walk the parking lot of the fire station until their mask pulls to their face. For a cool down, in order to complete the evolution.



Employee Copy:

These rules, regulations, and policies must be strictly observed by all employees of the City of Louisville Fire Department. Every employee is required to read and thoroughly understand these rules, regulations, and policies and to keep this handbook in good condition.

In addition to complying with these rules, regulations, and policies, it is expected that every employee will exercise initiative and good judgement and display courtesy in performing duties. It is further expected that the employees of the City of Louisville Fire Department will possess loyalty, integrity, and discretion so that this City will measure up to the high standards required.

I hereby certify that I have received a copy of the City of Louisville Fire Departments Employee Policy Manual and do hereby agree to comply with the rules, regulations, and policies as stated and set forth in said Manual.

Signature: _____

Date: _____



City of Louisville Fire Department



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