

GLASSY MOUNTAIN FIRE DEPARTMENT

STANDARD OPERATING PROCEDURE

TITLE GENERAL	SUBJECT GENERAL CONDUCT AND RESPONSIBILITIES	POLICY # 103
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PURPOSE

The purpose of this policy is to establish and maintain uniformity, proper discipline and high morale among all members of the Department.

RESPONSIBILITY

It shall be the responsibility of all members to perform their assigned duties through common rules and regulations while continuously maintaining an attitude of professionalism and courtesy toward the public, other department members and other agencies.

POLICY

The following will outline specific responsibilities, duties and functions for all personnel of the department. Herein will be contained information pertaining to conduct standards, appearance standards, work hours, daily routine and maintenance requirements. These rules and regulations shall be studied and known by each member and employee of the Glassy Mountain Fire Department and shall include all revisions. Ignorance as to the rules and regulations and all revisions shall not be deemed an excuse nor will it be reason to avoid disciplinary action. These rules and regulations shall apply to all members and employees of the Glassy Mountain Fire Department.

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A. General Conduct and Responsibilities of All Members

1. All members of the Fire Department shall refrain from cruel treatment of any person. Hazing activities between any participants is strictly forbidden.
2. Each member shall cooperate with other members of the Fire Department and other agencies.
3. Altercations, fights, fisticuffs, or other physical contact will not be permitted among members, with visitors, or the public. Such conduct will result in immediate actions to correct the situation and further disciplinary actions.
4. All career members of the department that are employed part-time during his/her off-duty hours shall notify the Chief of their outside employment.
5. Members that are reporting for duty shall inform their immediate supervisor of their presence and shall be prepared for duty at the appropriate start time. On-coming officers shall report their presence to the off-going officer for purposes of accountability and the transfer of shift exchange information.
6. Members that are unable to report to duty due to illness must report their absence no later than sixty (60) minutes prior to their starting time.
7. All members shall, within forty-eight (48) hours, report to the Fire Chief any change in residence, telephone number, or emergency contact. Each member shall be required to have a phone (cellular or landline), that is accessible in his/her place of residence or lodging.
8. Off-duty members and employees are required to respond to duty when called upon to do so by the Fire Chief or authorized designee. In the event of an emergency situation requiring additional personnel, all off-duty personnel are subject to recall. When members of the Fire Department are summoned for recall assignments it shall normally be accomplished by telephone; however, other means may be used. Members that are contacted and ordered to report for duty must do so. Failure to comply with orders may result in disciplinary action.
9. Members and employees are encouraged to make suggestions and recommendations to their immediate supervisor for the general welfare and improvement of the Fire Department. Memos submitted with suggestions and recommendations will receive a response within thirty (30) days.
10. All members of the Fire Department of legal age are required to have a current and valid State of South Carolina driver's license. Career members of the department are required to hold a Class E Driver's License after completing the Emergency Vehicle Driver Training (EVDT) course. Career employees hired without EVDT or a Class E driver's license will have one year from the date of hire to attain the required coursework and license.

11. All members are to notify the Fire Department, specifically the Fire Chief of any moving violation. All members will immediately, or in the case of incarceration as soon as possible, notify the on-duty officer of any unlawful criminal activity of which they have been detained or incarcerated by a law enforcement agency.
12. All members are required to notify their supervisor immediately after an injury or illness occurs while in the line of duty.
13. Any member of the Fire Department who, while on a call, finds any valuables whatsoever shall see that they are not moved or touched in any way and shall see that the officer-in-charge is notified without delay. This also includes firearms and explosives.
14. All members are required to carry all required identification cards or a facsimile, state EMT and/or Paramedic licenses, CPR cards, etc., on their person at all times while on duty. Members are also required to ensure that all certifications and identification cards are valid and cared for. These cards shall not be loaned to any person and shall be used by the member in a manner consistent with good judgment.
15. Any member or employee being separated from the Fire Department for any cause whatsoever, shall turn in all property belonging to the Department before receiving a final check. Failure to return required items will result in an equal and appropriate dollar amount being deducted from the final check. Volunteers failing to return issued uniforms and equipment as requested will be turned over to the appropriate magistrate for legal action necessary for the recovery of departmental property.
16. No equipment belonging to the Department may be borrowed or loaned without the permission of the Fire Chief.
17. No member of the Fire Department shall sell or give any property of the Department to anyone at any time without authorization of the Fire Chief or authorized designee.
18. No member shall go off-duty until properly relieved or dismissed.
19. No member shall trade or exchange their designated shift work hours without permission of the Fire Chief and completion of all appropriate form.
20. No member of the Fire Department shall accept any gift or compensation for services provided as a member of the Department from the public.
21. When any member is detailed to perform the duties of a higher officer than which they officially hold, they shall be obeyed and respected accordingly.
22. Any member of the Fire Department who knowingly falsifies any report or record of the Fire Department is subject to disciplinary actions.

23. Members shall not leave their assigned work location at any time unless authorized by the officer-in-charge with the approval of the Captain or authorized designee.
24. Members are cautioned that the use of obscene, immoral, profane, or disrespectful language, agitation, and acts tending to create dissension in the Fire Department or to cast undue or unfavorable reflection upon any member of the Fire Department shall not be tolerated. Further, members shall not engage in any altercation, physical or otherwise, under any circumstances.
25. Conduct unbecoming a member, or any act causing a poor reflection on the Fire Department will not be tolerated. Conduct unbecoming may include however not be limited to, negligence of duty, absence without leave (AWOL), disobeying a direct order from a higher ranking officer, cowardice, shirking of duty, or misuse of leave.
26. Any member tampering with any equipment, personal property, or food will be subject to disciplinary action.
27. All members will be held accountable for their conduct. Members shall be governed by the ordinary rules of good behavior observed by law-abiding and self-respecting citizens.
28. Gambling of any form will not be tolerated or permitted in any Department facilities.
29. No member shall imbibe, indulge in, or be engaged either directly or indirectly as a vendor of intoxicating beverages or controlled substances or be under the influence thereof while on duty. Furthermore, members shall not consume alcohol 8 hours prior to reporting for duty. No member shall allow any open containers of alcohol in or about Fire Department property. Violations shall be deemed sufficient for immediate disciplinary action.
30. Any member of the Fire Department who makes false statements about a member of the Fire Department or the official actions of an officer or the administration of the Fire Department shall be subject to disciplinary action. Official information with regards to Fire Department activities at the scene of an emergency will be given by the officer-in-charge or designated public information officer to the public, press, or news media. Information from official Fire Department incidents under investigation will only be released through the authorized public information officer or Fire Chief.
31. Public convenience shall be considered and respected in as much as possible. Members shall be courteous to the public. Members shall be tactful in the performance of their duties, shall control their tempers, and exercise the utmost patience and discretion.
32. Members shall promptly obey any lawful orders of a ranking officer. This will include orders relayed from a ranking officer or member by an officer of same or lesser rank.
33. All officers shall be addressed by their correct title. No abbreviations, nicknames, or first names will be permitted while on emergency scenes, in the view and earshot of the general public and in the presence of ranking chief officers and public officials.

34. No officer, member, or employee shall allow the use of the name of the Fire Department for any project or cause to be displayed on any poster, advertisement, petition, etc., on station property without the expressed permission of the Fire Chief or authorized designee.
35. Members shall courteously and promptly accept and record in writing any complaint made against a member of the Fire Department. Members may attempt to resolve a complaint but shall never attempt to dissuade any citizen from lodging a complaint. Members shall immediately notify their immediate supervisor of any complaint received.
36. Any member or employee against whom a complaint or charge has been made, who attempts to directly or indirectly by threat, improper influence, or the payment of money or other consideration to secure the withdrawal or abandonment of the complaint or charges, or who shall cause any person to intercede personally, by letter, or by any other means, in their behalf with the Fire Chief before disposition shall be made the subject of additional disciplinary actions.
37. No member or employee of the Fire Department shall for any reason appropriate for his own use and/or profit, anything from any building or premise during the course of their duties.
38. No member or employee shall directly or indirectly sell tickets, solicit any money or subscriptions, circulate any petition that does not conform to Department codes and administrative policy or state law, or take an active part in politics while on duty.
39. No member or employee of the Fire Department shall be compelled to join or contribute to any political party, club, or organization. Members shall be treated impartial in assignment of duties and otherwise. Discrimination with regards to race, color, creed, sex, age (as provided by law), national origin, or political belief will not be tolerated nor shall unfair advantage be taken of a subordinate because of their obligation to obedience. Discussions regarding the above subject shall not interfere with the normal operations of the Fire Department.
40. Members when in uniform or on duty, guests, and the general public will not use any form of tobacco product while in the enclosed areas of any Fire Department facility or in any department vehicle. Enclosed areas include however are not limited to offices, kitchens, hallways, living quarters, apparatus bay areas, or other areas as defined by local, state and federal law. At no time will members abandon an assignment to engage in the use of a tobacco product. Members who use tobacco products will do so only in accepted areas and will be responsible for any debris or refuse created by its use. Members may not purchase any tobacco products while on duty.
41. Members shall maintain sufficient competency to properly perform their duties and assume responsibilities of their position. Members shall perform their duties in a manner which will tend to establish and maintain the highest standards of efficiency in carrying out the functions and objectives of the department. Incompetence may be demonstrated by an unwillingness or inability to perform assigned tasks; failure to

conform to work standards established for the member's rank, grade, or position; absence without leave, or unnecessary absence. In addition to other indications of incompetence, the following will be considered "prima facie" evidence of incompetence: repeated poor evaluations or written record of repeated infractions of rules, policies, and accepted practices as outlined in the Glassy Mountain Fire Department manuals and directives.

B. Conduct and Responsibilities of Fire Department Officers

1. All officers are expected to set an example for their subordinates with due regard and respect for the Glassy Mountain Fire Department rules and regulations in all matters pertaining to proper discipline and the maintenance of unity. Fire Department officers and supervisors shall conduct themselves in a proper and professional manner.
2. Each officer shall provide and enforce the necessary rules and regulations to assure safe movement of all apparatus under their command.
3. Each officer is directly in charge and responsible for the care, cleanliness, and efficiency of all property, grounds and equipment entrusted to their control.
4. All officers shall report to the Communications Center any still or verbal alarms received. Size-ups, update reports and pertinent incident information shall be provided. Further, officers shall keep the Communications Center informed of the status of their unit with regards to arrivals, availability, and safety of the crew.
5. The company officer will be responsible for all decisions for their company or companies until a higher ranking officer arrives on scene. First arriving units of a multi-unit response will establish command and assign resources as required. All officers shall keep the Fire Chief or authorized designee informed of all operations and activities pertinent to the efficient operation of the Fire Department through the chain of command.
6. When Captains arrive for duty and find that companies are actively working an incident, they shall immediately instruct on-coming personnel with appropriate personal protective equipment to relieve on-scene personnel for purposes of rehabilitation and timely relief from duty.
7. Officers shall see that members of their command are properly trained and instructed for effective and efficient operations, giving special attention to new members, and providing documentation for all training and instruction.
8. Fire Department officers and supervisors shall supervise the work of their subordinates and ensure that it is performed properly. Officers and supervisors shall ensure that all Glassy Mountain Fire Department standard operating procedures and policies, memos, bulletins or other directives are adhered to, obeyed and complied with. The officer shall report orally and in writing to their immediate supervisor all violations of department policies.

9. Officers who knowingly fail to take official cognizance of violations shall be subject to disciplinary actions.

C. Grooming Standards, Appearance, and Uniforms

This section outlines grooming standards, appropriate appearance and uniforms for certified and uniformed personnel (i.e. firefighting personnel). Employees that do not hold a certification as a firefighter or are part of the Operations Division of the department are governed by common grooming standards, professional appearance and dress with direction from their immediate supervisor.

1. The length of hair shall not extend below the base of the collar of the uniform shirt. Longer hair shall be pinned or fashioned to comply with this standard and at no time shall hair be pinned or fashioned so as to interfere with the safe and proper operation of personal protective equipment. If sideburns are worn, they must be neatly trimmed and kept thin. The sideburns shall not extend below the ear lobe and a downward slant is acceptable in line with facial features and permitted if it presents a favorable appearance. Hair length requirements do not apply to non-combat personnel.
2. All personnel are expected and required to report to duty clean shaven. The only exception will be mustaches and sideburns as outlined herein and personnel diagnosed by a certified appropriate physician and providing appropriate documentation of a skin disorder. Volunteers that currently have beards, goatees, and mustaches that do not comply with this grooming standard at the time of its implementation will be considered grandfathered in as long as the beard, goatee or mustache does not interfere with the seal of any respiratory protection device (i.e. N-95 mask or SCBA mask).
3. Mustaches are permissible provided they are neatly trimmed. The mustache may extend to the jaw line coming off the lip downward in a vertical manner. The mustache shall not extend over the vermilion line of the top lip. In no case will a mustache interfere with the safe and proper operation of personal protective equipment. Personnel assigned to fire suppression or other similar functions are not permitted to have or grow goatees or beards.
4. Any grooming styles that interfere with the personal safety of any employee are unacceptable and will be immediately corrected. Grooming and personal appearance will reflect on the personal evaluation report of each employee.
5. One necklace or chain will be permitted, although not recommended for safety reasons, provided they are concealed beneath the uniform shirt.
6. One finger ring, although not recommended for safety reasons, will be permitted.
7. Earrings are not permitted while on duty. All other rings or posts (eye, nose, lip, tongue, etc.) are prohibited.

8. The liability for injury incurred due to the wearing of jewelry will rest with the member(s) or employee(s) choosing to do so.
9. The Glassy Mountain Fire Department will not be responsible for the loss of or damage to any jewelry other than that specifically designated in the labor agreement.
10. No visible decorative teeth ornaments will be permitted and all replacement teeth shall resemble natural color.
11. All members are expected to maintain their personal hygiene so as not to offend other members of the department, or the public.
12. All members of the Fire Department shall be required to be neat and clean at all times and wear the prescribed uniform of the day while on duty, unless otherwise permitted by the Fire Chief or authorized designee.
13. No portion of the Fire Department uniform shall be worn off-duty unless authorized by the Fire Chief or authorized designee.
14. All members and employees reporting for duty must be physically and mentally fit.
15. All members appointed after the effective date of this policy shall not have any tattoo that is visible to the naked eye while wearing any Fire Department short sleeved shirt and pant uniform ensemble. New hires with visible tattoos will be required to cover them while on duty. Exceptions may be granted by the Fire Chief on an individual basis.
16. All current employees with tattoos visible while wearing short sleeve shirt and pant uniform ensemble will not add any additional tattoos which would be visible while wearing said uniform. These employees will be permitted to wear the standard short sleeve and pant uniform ensemble provided they do not add any NEW tattoos which would be visible while wearing this uniform. If a current employee exempt under this policy adds any new tattoos visible while wearing the short sleeve and pant uniform ensemble, said employee will no longer be exempt and will be expected to cover all visible tattoos.
17. Tattoos or brands that are extremist, indecent, sexist, or racist are not condoned as they are prejudicial to good order and discipline within the department. Tattoos or brands to the head, neck or face are strictly prohibited.

D. Chain of Command

1. The chain of command shall be adhered to by all members of the Fire Department.
2. Members may request to discuss personal problems or concerns through the chain of command and all reasonable requests will be considered.

3. Any member with an idea, suggestion, complaint, question, etc., shall first speak with their immediate supervisor. If the problem has not been resolved at this level, the employee may then request access to the next step in the Chain of Command. If the problem is still unresolved, the member may continue to take further steps up the chain of command until ultimately meeting with the Chairman of the Board of Commissioners.
4. In matters relating to suggestions or problems with department policies, it is the responsibility of all members to bring them to the attention of their immediate supervisor.
5. Should an order conflict with any previous order by another officer or conflict with any departmental order or guideline, the member shall respectfully call attention to the conflict. If the ranking officer giving the order does not make a change to settle the conflict, the order shall stand and the responsibility of the order will fall upon that officer. The member obeying the order shall not be held responsible for disobedience of the conflicting order. At no time shall an officer give an order or a member carry out an order that is illegal, immoral or unethical.

E. Fire Department Facilities and Visitors

1. Fire Department facilities are not to be used as a permanent or legal mailing address for any member. Volunteers may not stay at any station for more than 96 hours consecutively or stay overnight for more than 4 nights consecutively without the expressed permission of the Fire Chief.
2. Fire Department facilities are not to be used for storing personal items other than those which can be stored in an assigned locker.
3. Personal property shall not be parked or stored within Fire Department facilities or on the grounds, except in designated areas. Vehicles shall only be parked in designated parking areas and not in areas designated for apparatus.
4. Personal items of value (jewelry, wallets, electronics, and other items) are vulnerable to theft and it will be the responsibility of the individual to provide security at all times.
5. No furniture, electronic equipment, including televisions, other than that supplied by the Department, shall be permitted to be kept, or stored within any Fire Department facility without expressed permission of the Fire Chief or authorized designee.
6. Each member shall be responsible for maintaining their station locker in a clean, neat and proper condition. Lockers shall be free of any offensive materials and officers may conduct inspections of any lockers assigned to personnel provided that the employee is present.
7. There shall be no obscene or offensive literature, pictures, film or other items in or about any Fire Department facility.

8. No firearms or fireworks are permitted in any Fire Department facility at any time without the expressed permission of the Fire Chief or authorized designee.
9. Only properly provided cleaning products and solutions will be used to clean apparatus bays or quarters.
10. It is the responsibility of all members to be familiar with all information posted on station and administrative bulletin boards.
11. Visitors to Fire Department facilities shall be received by the company officer or authorized designee. Visiting hours shall be terminated prior to 2300 hours and at no time will the presence of visitors interfere with station routines or any work assignments that are scheduled or in progress. Visitors are limited to a maximum of 4 hours per 24-hour period. Visitors are welcome in the engine bay, but due to the nature of the equipment and tools stored there, visitors shall be escorted.
12. Visitors are defined as members of the general public, including fire department employee relatives and friends, as well as any member of another department not at the station in an official capacity. This does not include anyone from the public seeking emergency services or request for information.
13. Indiscreet conduct in or about Fire Department facilities will not be tolerated. At no time will visitors be allowed in the bunkroom area (other than authorized pre-arranged tours).
14. No member or employee shall be permitted to loiter in automobiles.
15. No member will be permitted to occupy a bed within a Fire Department facility between the hours of 0700 and 1900 hours without expressed permission of the officer-in-charge. Beds are to be kept in a neat and orderly fashion when not in use. All members will have their linens removed, beds in order, and ready to be relieved of duty by 0730 hours.
16. Volunteers staying overnight in stations must provide a sleeping bag or linens and pillow when occupying beds. No person will occupy a bed without the proper bedding as outlined above.
17. If, due to a Fire Department emergency the previous night, an on-duty member lost a significant amount of sleep time, they will be permitted to sleep after station routine is completed and when authorization is given by the officer-in-charge. There will always be one member of the company that is awake and on watch between the hours of 0700-1900 hours.
18. During weekdays, televisions will not be viewed between the hours of 0900-1700 hours, except for purposes of training or monitoring events and disasters relative to the local area or national security. Televisions may be utilized during the normal lunch break, not to exceed 1 hour, unless extenuating circumstances exist. On weekends, televisions may be viewed after all station routine and work assignments have been completed. Programs to be watched will be decided by majority vote.

Deviations to this rule will only occur through expressed permission of the Fire Chief or authorized designee.

19. Recreational radios may be played at any time provided that it does not interfere with the sound routine or disrupt any member's sleep. The program to be played will be decided by majority vote.
20. Starting time for any other recreational activity will be 1700 hours on weekdays except for physical training. On weekends, such activities may begin any time after the station routine, special projects, and other work assignments have been completed.
21. Work, other than Fire Department work, in and about any Fire Department facility is prohibited, unless expressed permission is obtained from the Fire Chief or authorized designee. Personal items will only be stored in or at Fire Department facilities with the expressed permission is obtained from the Fire Chief or authorized designee.
22. When a visitor, chief officer of this department or any other visits the quarters of any company, the officer-in-charge or senior member shall rise, if seated, and address their visit, granting them the courtesy due their visit.
23. Any member or employee visiting a Fire Department facility while off duty shall do so in the interest of the Fire Department and shall at no time gossip, cause dissention, or cause agitation.
24. No decorations, advertisements or other items will be placed on any Fire Department facility or vehicle without the expressed permission of the Fire Chief or authorized designee.
25. If a member who is off-duty desires to sleep at a Fire Department facility on occasion, they may do so provided that they have obtained permission from the on-duty Captain and that their presence does not interfere with the members that are on-duty or with station routine.
26. The Captain will set the thermostat, whether for heating or cooling. For cooling, the temperature will be set no lower than 70 degrees Fahrenheit and for heating the temperature will be set no higher than 78 degrees Fahrenheit. This applies to all areas of the station.

F. Vehicles and Equipment (Including POV Response)

1. No persons will be permitted to ride Fire Department apparatus or vehicles without the permission of the Fire Chief or authorized designee.
2. Anyone driving or riding in department vehicles shall wear all safety belts provided.

3. No fire department vehicle shall begin movement to either emergency or non-emergency activities until all crewmembers are safely seated and the station bay door has been fully opened.
4. Members and employees who use department vehicles shall exercise care and judgment in use of the same. No department vehicle shall be used for any other purpose than to conduct Fire Department business unless expressed approval is given by the Fire Chief or authorized designee.
5. No privately-owned vehicle may be used as an "Emergency Vehicle" by personnel to respond to any emergency **without the expressed written permission from the Fire Chief.** Members may display a Red, Amber, or Clear light on their vehicle, while parked on the side of the road near an emergency scene as permitted by South Carolina law.
6. Excessive speed and disobedience of motor vehicle laws are unacceptable and will not be tolerated.
7. No Fire Department vehicle shall park in a fire lane for any reason other than during emergency responses.
8. All Fire Department apparatus and vehicles shall report by radio or any other approved means any response to alarms or other use of the vehicle in the performance of their duties. There shall be no stealth "emergency" responses.
9. No member of the Fire Department shall respond on an "emergency" basis from excessive distances such as one end of the county to the other or from outside the county lines without expressed permission from the Fire Chief or authorized designee.
10. When responding to reports of an activated fire alarm, the first-due suppression resource shall respond "emergency" to the report of the activated fire alarm. Any additional apparatuses, chief officers and other staff shall respond "non-emergency" until either cancelled or advised to upgrade to emergency.
11. If during the receipt of the fire alarm, or during responding to the fire alarm there are any indications of an active fire, all units will be upgraded to an "emergency" response status. The Captain may upgrade or downgrade units based upon information from the Communications Center or knowledge of the fire alarm location.
12. Fire apparatus, (engines, tankers, rescues, squads, brush trucks, etc.) shall not be backed without a crewmember positioned to safely guide the apparatus backwards. An exception would be when the apparatus is not staffed with 2 crewmembers and no other person is available to serve as a spotter. This does not apply to any Staff or Service vehicles.
13. The use of wheel chocks shall be mandatory on all vehicles so equipped. Wheel chocks are to be utilized anytime an apparatus is out of the bay area of a fire station including being parked on the outside aprons and during emergency and non-

emergency alarms or assignments. Wheel chocks shall be placed in front of or behind the front or rear wheels to prevent movement of the vehicle. Wheel chocks will be placed on the same side as the wheel chocks are mounted or stored.

14. At no time will any vehicle transverse any curb or median where a possibility of causing damage to the vehicle exists.
15. Loss or damage of Fire Department property entrusted to any member or employee shall be immediately reported to the immediate supervisor. This shall be followed by a written report outlining the facts of the incident to the Fire Chief or authorized designee via the chain of command. Any loss of a marked uniform (badge, dress shirt, ID card, etc.) or loss of any property over the value of \$150.00 will require that a police report be filed. Members may be held financially accountable for negligible lost or missing equipment or property.

G. Communications & Information Technology (Verbal, written, radio, telephone, computer, mobile device and departmental internet)

1. Profane and abusive language is prohibited.
2. The Fire Department radio will be monitored by one member of the crew between the hours of 0700-1900 hours. Radios may be silenced, as appropriate, when in training, meetings or other events as defined by the officer-in-charge.
3. Messages not related to the fire service and any routine testing will not be transmitted during the progress of a fire emergency or other in progress significant event.
4. The use of first names and nicknames is prohibited during any Fire Department radio transmissions.
5. All times provided from or given to the Communications Center will be the correct time.
6. The official time of the Fire Department will be that of the Communications Center.
7. All radio messages are to be brief and to the point.
8. Radio checks are to be conducted in a professional manner.
9. All members will carry and monitor their assigned pagers when on duty.
10. Members and employees are responsible for radios, pagers, and other communications devices assigned and will provide for their security.
11. All members, when answering telephones, shall state "Glassy Mountain Fire Department", station/office number/designation, rank, and name. All members shall be courteous when addressing others on the telephone.

12. No personal phone calls, unless of an emergency nature, shall be received beyond 2300 hours and before 0700 hours.
13. Personal phone calls on department phones shall be limited to five (5) minutes. Unauthorized listening or repeating of messages received is strictly forbidden.
14. Messages for members will be delivered properly and promptly to the person concerned.
15. The transmission of private business is strictly prohibited. Communications related to private telephone calls are not to be transmitted unless in an extreme emergency.
16. Fire Department telephones are not to be used to conduct personal business at any time.
17. There shall be no long distance telephone calls charged to the Department for other than Fire Department business made from any Fire Department telephone at any time without the expressed permission of the Fire Chief or authorized designee.
18. Personal cell phones are prohibited from being used while in fire apparatus, during training sessions and evolutions, during public education and information events, and during emergency incidents unless conducting Fire Department business. At no time will the driver of a fire apparatus text while the vehicle is in motion.
19. Personal cell phones may be used in the non-emergency setting provided they do not distract from any department business, cause a distraction to other members, or cause a distraction to the public. Personnel are to limit the use of personal cell phones during public events including but not limited to festivals, parades, and other public gathering where the use of a personal cell phone may cause a negative perception of the Fire Department and its personnel.
20. Computers or iPads located within and assigned to Fire Department facilities or vehicles are for Fire Department use only. No software or data shall be installed into any Department computer without expressed approval from the Fire Chief or authorized designee.
21. The Fire Department will not allow the violation of any laws pertaining to the licensing or copyright of any product or software. The copying of any software programs from Department computers is illegal and will not be tolerated.
22. Blind copy e-mails are not permitted and will not be tolerated.
23. All personnel shall open, read and acknowledge as requested their department email during each shift. Employees must delete or archive email as not to exceed the storage capacity making the email account inoperable and unable to receive email.

24. Internet access is provided certain members of the department for the purposes of conducting departmental business. The department also maintains e-mail accounts for personnel for use in departmental business.
25. These provided services will not be used for the connection to any site deemed illegal, of a prurient interest, offensive, or objectionable.
26. No files containing material considered illegal, offensive, objectionable, or that of a prurient interest, shall be downloaded to a temporary file for later retrieval or for transfer to a floppy or CD disk. Material considered in this category includes jokes, art, photos, etc.
27. These provided services will not be used for entering chat rooms and luring, enticing, or contributing to the delinquency of minors or entering into any objectionable, offensive, illegal or prurient interest dialogue with anyone.
28. Any department member determined to have been engaged in the illegal activity will be terminated.
29. The GMFD will cooperate with all law enforcement entities investigating of the use of departmental IT equipment.
30. Civil or criminal penalties will be the responsibility of the individual determined to have been engaged in the illegal activity.
31. No photographs or video of official department business or activities may be taken without permission of the officer in charge.
32. No recording of official department business or meetings may be taken at any time unless authorized by an officer.
33. When an officer has authorized said photographs, video or recording it shall become the property of the fire department.
34. No pictures, video, or recordings of official department activities shall be disseminated to any other individual or group, online posting, non-department website or media outlet. This includes among members of our department or neighboring fire/emergency organizations.
35. Any member who has inadvertently captured anything that might be categorized as evidence at an incident shall immediately notify the ranking officer and surrender for his/her review said image, file or recording.
36. No members may post official comments or images of any other department member or official department activities on their personal social networking sites such as Myspace or Facebook. Individuals may reference their own membership in the department or their vocation as a fire/EMS provider on said site and may post one appropriate image of themselves in their role as a firefighter and one image of themselves in a uniform shirt or full dress uniform. Any other personal postings that

could impact the public image of the department or its members must be cleared by a Chief Officer prior to posting.

37. No member shall represent or indicate that any activity or event is sponsored or endorsed by the Glassy Mountain Fire Service Area without the expressed permission of the Fire Chief or Board of Commissioners.

H. Emergency Duty and Call-Back

1. This section shall apply to all personnel while responding to the scene of any emergency, while at the scene of any emergency or while returning from any emergency. Further, it shall apply to those members who are off duty and are summoned back to duty. Emergency duty applies to fire scenes, medical and rescue situations, special situations, or any other emergency or suspected emergency that threatens the Glassy Mountain Fire Service Area, its residents and visitors.
2. No member shall work continuously for greater than 72 hours unless under disaster situations or without the expressed permission of the Fire Chief or authorized designee. Members may report back to a work assignment after 8 hours of off-duty time.
3. Any members not engaged in firefighting or performing a function as defined by the incident commander shall remain where assigned or in staging. No member shall leave their assigned post or position unless authorized by their company officer or incident commander.
4. Company officers shall stay with or near their crews at the emergency scene to direct their movements and actions, paying particular attention to the elimination of unnecessary damage. Should a company officer be injured or reassigned by the incident commander, the remaining crew members will be reassigned to another officer for purposes of accountability.
5. All off-duty personnel, regardless of rank or acting status, responding to and/or arriving at a cover fire station or scene of an emergency will report to the officer-in-charge for assignment.
6. It shall be the duty of the incident commander at a fire or other emergency scene at shift change to advise if the necessity of relief exists. If so, the incident commander will, in cooperation with the on-coming Captain, arrange the relief of personnel whether on the scene or in quarters.
7. No member of the Fire Department shall be permitted to leave the scene of a fire or other emergency for any reason unless excused or ordered by the incident commander.
8. Upon arrival at the scene of a fire or other emergency, all apparatus shall be positioned and available for use at the scene.

9. No member or employee shall shut off the water or in any manner move or tamper with the operating mechanisms of the pumping apparatus or water supply except with permission or instruction from the pump operator or incident commander.
10. Any Fire Department apparatus or vehicle, while out of quarters and in response to an emergency incident shall not respond to any other emergency incidents unless directed by the Captain or higher authority.
11. Should any fire apparatus or vehicle become disabled while responding to an emergency, the officer or appropriate member shall promptly notify the Communications Center and at least one crew member shall remain with the apparatus or vehicle until its return to quarters or other disposition. The officer or appropriate member shall make the Communications Center aware of any actions that are taken with regards to splitting the crew or remaining with the unit.
12. It shall be the duty of all officers and members to respond to all alarms as dispatched. All stationed fire apparatus shall have a reaction time of no greater than forty-five (45) seconds during daytime hours and no greater than ninety (90) seconds at night. All responding members shall be properly attired in all appropriate protective clothing prior to leaving quarters. Failure to promptly respond with their respective apparatus shall subject the offender to disciplinary actions.
13. It shall be the responsibility of the second arriving company at the scene of a fire to ensure that the sprinkler or standpipe system is connected and operational, as conditions warrant.
14. If the incident commander determines that additional resources are required at the scene of a fire or other emergency, they shall transmit the order for a greater alarm or request the assistance of a special resource through the Communications Center.
15. If during the receipt of a reported structure fire or other significant emergency, the location may be in question as to inclusion in District boundaries, a full and appropriate response of resources will be made. If it is discovered that the incident is outside of our boundaries, the appropriate fire department will be notified and queried if assistance is needed. Additional and unnecessary resources will be returned to service.

I. Protective Clothing and Respiratory Protection Plan

1. Full protective clothing and equipment shall be worn on all incidents where hazards exist. Hazards can include, however are not limited to: fire, heat smoke, hazardous materials, hazardous substances, hazardous waste, jagged metal, excessive broken glass, etc.
2. Prior to personnel utilizing Self-Contained Breathing Apparatus (SCBA), members must be trained in its use and operation. Members must obtain a respirator clearance meeting the intent of OSHA 29 CFR 1910.134. All personnel must be cleared annually by a Department-designated physician or other healthcare provider.

3. Full protective clothing and equipment for fire suppression includes helmet, hood, coat, pants, boots, gloves and goggles or shield and SCBA.
 - a. EXCEPTION – Drivers of fire apparatus are not required to wear bunker coats or bunker pants while responding to the scene of an emergency. They shall however don all protective clothing and equipment upon arrival, as required.
 - b. EXCEPTION – Members are not required to wear suppression protective clothing while responding to medical emergencies unless the nature of the incident dictates protection is needed (I.e. Motor Vehicle Accidents) or at the company officer's discretion. Conversely, members need not wear medical protective clothing and equipment to a fire or other hazardous event unless the nature of the incident dictates protection is needed or at the company officer's discretion.
4. No portion of the protective clothing and equipment shall be removed without the permission of the incident commander or company officer, as appropriate.
5. Self-Contained Breathing Apparatus (SCBA) shall be worn during any interior or exterior firefighting operation involving vehicles, buildings, dumpsters and are highly suggested during wildland-urban interface fires where structural protection may be imminent. SCBA shall be worn during Salvage and Overhaul operations unless the areas involved have been cleared
6. Protective clothing and equipment for medical emergencies includes gloves, gowns, masks, goggle or protective eyewear and other protective measures (sleeves, hood, bonnets, and booties) provided to ensure Body Substance Isolation (BSI).
7. Appropriate, provided Personal Protective Equipment (PPE) shall be worn at all medical incidents where exposure to bloodborne pathogens, airborne pathogens or other etiologic or biologic products is possible or imminent. At a minimum, gloves shall be worn during all patient contact encounters.

J. Fire Inspection and Pre-Incident Plan Review Responsibilities

1. All fire inspections and plan reviews shall be complete and permanent records and shall be completed in a timely manner. Necessary reports related to productivity shall be provided to the immediate supervisor, as required.
2. All complaints that relate to fire inspections or plan reviews shall be reported to the immediate supervisor and through the chain of command to the office of the Fire Chief. All complaints shall be investigated properly and thoroughly.
3. Fire Inspectors and Plans Reviewers shall comply with all local, state and federal laws and ordinances affecting their responsibilities.
4. Plans Reviewers shall cause the review of plans for new construction or renovation and inspections to determine compliance with all appropriate laws and ordinances.

Fire Inspectors shall cause inspection of all public buildings to determine compliance with all appropriate laws and ordinances.

5. No member of the Fire Department shall permit unauthorized persons to remove, relocate, or replace any material in a fire or record system.
6. All investigations of fire and other emergency scenes shall be conducted under the authority of the incident commander or appropriate officer where the command process is not required or terminated.
7. All activities related to fire inspections, plans reviews and fire investigations shall be done within the responsibilities of the Fire Department only. At no time will members with fire inspection, plans review or fire investigation responsibilities conduct themselves in any manner other than as a firefighter (I.e. as a private consultant).

DEFINITIONS

- Chain of Command –** A system of communicating information on emergency and non-emergency situations. The Chain of Command allows for information to flow from lower ranks to higher ranks and vice versa. Further the Chain of Command is used to outline responsibility and authority within the organization.
- Cadet -** Any junior member of the organization between the ages of 15 and 17.
- Career Employee -** Any full or part time employee compensated for regularly scheduled hours on a weekly or bi-weekly basis.
- Company Officer -** Fire Lieutenants, Fire Captains, or other ranks that serve in the leadership role when assigned to an engine, tanker rescue or other company within the fire service.
- Employee -** Used interchangeably with the term “Member” unless clarified as a Career Employee.
- Immediate Supervisor -** The commanding officer first in the chain of command beyond your rank or level within the organization.
- Member -** Any person associated with the Glassy Mountain Fire Department or Service Area in any capacity.