

# STANDARD OPERATING GUIDELINES



Revised: August 22, 2006



# COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109

PHONE: 573.634.9011 ■ FAX: 573.634.9004

EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

## ***Standard Operating Guidelines:*** ***Table of Contents***

- I. General
- II. Philosophy
- III. The Firefighter Oath
- IV. Use and Care of Manual
- V. Organization of the CCFPD
- VI. Standard Operating Guidelines:
  - Section 100-01
    - a. Definitions
    - b. Job Description
    - c. Administrative Division
    - d. Suppression Division
  - Section 102-01 Membership & Training
  - Section 102-02 Probationary Period – New Firefighters
  - Section 103-01 Uniform Description & Regulations
  - Section 103-02 Self Contained Breathing Apparatus
  - Section 103-03 PASS, Prot. Clothing, Response Guidelines, Personal, Appearance, and Hygiene
  - Section 104-01 Disciplinary Action Policy
  - Section 104-02 Substance Use and Abuse Policy
  - Section 104-03 Promotion / Demotion
  - Section 104-04 Violation of Chain of Command
  - Section 104-05 Formal Grievance Procedures
  - Section 105-01 Records and Reports
  - Section 105-02 Station and Apparatus Work Night
  - Section 105-03 Blue Light and Siren Policy
  - Section 105-04 Communication Procedures
  - Section 106-01 Pumper Service Testing
  - Section 106-02 Inclement Weather Conditions
  - Section 107-01 Proposed Response to Motor Vehicle accidents
  - Section 108-01 Civilians Riding on Apparatus
  - Section 109-01 Station Residency Program: Policy and Procedure
  - Section 110-01 Worker's Compensation Claim: Policy and Procedures
  - Section 111-01 CCFPD Medical 1<sup>st</sup> Responders
  - Section 112-01 Workplace Harassment Policy
  - Section 113-01 Medical Leave



## *COLE COUNTY FIRE PROTECTION DISTRICT*

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: [admin@ccfpd.net](mailto:admin@ccfpd.net) ■ WEB SITE: [www.ccfpd.net](http://www.ccfpd.net)

### ***Standard Operating Guidelines:*** ***General***

**EFFECTIVE DATE: 1994**  
**REVISION DATE: August 22, 2006**

The efficient operation of any organization is contingent upon the communication among members of that organization. The need for members of any organization to know what is expected of them is a part of that communication aspect. The following collection of Rules and Regulations for the Cole County Fire Protection District is intended to fulfill that need. These rules do not and cannot cover every question or procedure, but stand as a guide to every member for use in day-to-day operations of this Fire District. These rules also do not intend to limit any member from exercising, prudent judgment or initiative in extraordinary situations. Much, by necessity, must be left to the loyalty, integrity and discretion of the member.



## COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

### ***Standard Operating Guidelines:*** ***The Philosophy***

**EFFECTIVE DATE: 1994**  
**REVISION DATE: August 22, 2006**

Because the complete satisfaction of the general public relative to our function is our most important consideration, we must constantly strive to maintain high standards of training; the study of every new technological advance; the investigation of every facet of Firefighting and Emergency Medical Service; and a solicitous attitude toward all who call upon this District in their time of need.

We must continue in the high standard of service to which the citizens have become accustomed. We will continue to develop a departmental personality, which is courteous, helpful, friendly and efficient.

We believe that because of our past endeavors toward these noble goals, we may claim an inevitable position in the professional Firefighting and Emergency Medical service.



## COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

### ***Standard Operating Guidelines:*** ***The Firefighters Oath***

**EFFECTIVE DATE: 1994**  
**REVISION DATE: August 22, 2006**

I do solemnly swear that I have all the qualifications named in the Charter, Ordinances and Policies of the Cole County Fire Protection District for the membership or employment for which I am about to assume: That I will support the Constitution of the United States of America and that of the State of Missouri; that I will obey the Charter, Ordinances and Policies of the Cole County Fire Protection District; familiarize myself with and be obedient to the Rules and Regulations of the Cole County Fire Protection District and faithfully discharge the duties of firefighting and emergency medical care to the best of my knowledge and ability.



# COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

## ***Standard Operating Guidelines:*** ***Use and Care of Manual***

**EFFECTIVE DATE: 1994**  
**REVISION DATE: August 22, 2006**

1. All members will be furnished a copy of this Manual and there will be one at each engine house of the District. It shall be the members' immediate responsibility to become familiar with the contents and understand clearly all regulations contained herein, and the member shall periodically study these regulations to maintain a working knowledge of them. Emergencies will arise which cannot be foreseen, and for which no policy, procedure, rule or regulation has been provided. It shall be the duty of all members of the Fire District to act at such times with promptness, discretion, and prudence and in a manner consistent with the general policy of the Fire District.
2. This Manual shall remain the property of the Cole County Fire Protection District and shall be used with CARE. It shall not be willfully soiled, defaced or marred. When leaving the Fire District, each member shall return his or her Manual with all other property of the Fire District before final severance. The replacement value of this Manual is hereby established at \$25.00.
3. As changes become necessary, provisions will be made to add to or delete from pertinent chapters. It shall be the responsibility of each member to enter any changes supplied by the Fire Chief's Office of these regulations into their individual copy.
4. No rule, written or implied, shall be construed in a manner that would deprive any member their individual rights under any law.



## *COLE COUNTY FIRE PROTECTION DISTRICT*

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: [admin@ccfpd.net](mailto:admin@ccfpd.net) ■ WEB SITE: [www.ccfpd.net](http://www.ccfpd.net)

# *Standard Operating Procedures*

## **Organization**

The Cole County Fire Protection District was formed in 1993 by the voters living within the established boundaries of the District in accordance with Missouri State Statutes 321.R.S.Mo. A three – member Board of Directors whose responsibility is to provide the necessary fire protection to the properties located within the District governs the Fire District. These members serve six – year terms as established by law.

The boundaries of the Cole County Fire Protection District are:



# COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

## ***Standard Operating Guidelines:*** ***Section 100-01***

### **Definitions**

**EFFECTIVE DATE:** 1994  
**REVISION DATE:** August 22, 2006

The following proper names and terms have the meaning indicated in this section for the purpose of the Standard Operating Guidelines, unless otherwise specifically stated:

**Battalion:** A major subdivision of the Fire District containing a station.

**Bureau:** A major subdivision of the District.

**Captain:** Fire Captain, Company Commander.

**Channels through:** The transmission of orders a communications through the intermediate Officers in ascending or descending order of rank.

**Charter:** Charter of the Cole County Fire Protection District.

**Chief:** The Chief of the Fire District; the Chief Administrative officer of the Fire District.

**Chief Officer:** A member holding or acting in any of the following ranks: Chief, Deputy Chief, Assistant Chief, and Major.

**Commanding Officer:** The Officer of Acting Officer who is the member's immediate superior in the chain of command.

**Command Post:** Any radio equipped apparatus at the scene of an emergency, which is specifically designated by the Officer in charge to be used as a communications post.

**Company:** Members assigned to a station or apparatus.

**Board of Directors:** The elected officials who will have final interpretation for the Cole County Fire Protection District.

**Station Log:** A ledger wherein is recorded a chronological history of Fire District activities for a permanent record for each station area.

**Discipline:** Control gained by enforcing obedience or order.

**Firefighter:** A private that functions as a firefighter in the area of extinguishments of fires or other activities as performed by the Fire District.

**General Staff:** Staff Officers assisting the Chief and the Fire District.

**Headquarters:** The Office of the Chief. The administrative center of the Fire District.

**Immediate Response District:** The area in which a company is normally the first to arrive in response to an alarm.

**Line Command:** Succession of authority and responsibility concerning emergency functions.

**Loss of Privileges:** The loss of those privileges granted to members by the Chief or Board of Directors.

**Memorandum (MEMO):** A brief note of an item or items to be remembered, not necessarily policy.

**Policy:** A course or plan of action, specifically of the Cole County Fire Protection District.

**Policy change:** A change in existing policy and such policy change will either reference existing policy that is being changed or that which is new policy. The Board of Directors will approve all policy changes.

**Reminder:** Reminder of policy to which the attention of the staff needs to be drawn.

**Notice:** Information that is not policy in any way.

**Members:** Any person, either paid or volunteer, who is appointed in the Fire District to perform the duties of a regular firefighter in the Cole County Fire Protection District. The term "member" shall include officers.

**On Duty:** A condition whereby a member is actively engaged in a function of the District.

**Engineer:** Any member assigned or ordered to handle a District apparatus in its normal function, other than driving.

**Special Detail:** A special assignment for District service.

**Staff:** All Chief officers or members assigned to the Advisory Board of the Chief.

**Superior Officer:** A higher-ranking officer than the member referred.

**Unit:** A subdivision of the Department such as a company.

**Section 100-01**

**Job Description:**

The Fire Chief shall prepare job descriptions for each member's assignment within the Fire Staff of the District. Such job description shall adequately describe the functions and duties and responsibilities of each respective rank or assignment. The purpose of the job descriptions shall be to afford to each member of the Fire District, adequate knowledge of the duties, responsibilities and functions of their rank or assignment respectively. The Fire Chief shall report all such job descriptions to the Board of Directors, and may change such job descriptions from time to time, further reporting any such changes to the Board of Directors for approval.

## **Section 100-01**

### **Administrative Division:**

#### **1. FIRE CHIEF OF THE DEPARTMENT**

The Fire Chief of the Fire District shall be responsible for the administration and control of all functions of the Fire District.

The Fire Chief shall have full knowledge of the meaning and intent of the Statutes of Missouri, the Charter of the Cole County Fire Protection District and its ordinances, where they pertain to the efficient function and operations of the Fire District.

The Fire Chief shall be responsible for the proper management, discipline and training of all personnel subject to the Rules and Regulations of the Fire District.

The Fire Chief shall approve the tools, appliances and equipment of the Fire District and their manner of care and use.

The Fire Chief shall have the power and authority to organize, direct, control and delegate to the various subdivisions of the Fire Districts.

The Fire Chief shall adopt suitable measures to put into effect the Policy, Rules and Regulations, Practices and Procedures necessary for the efficient operations of the Fire District.

The Fire Chief shall periodically attend scheduled staff meeting with their subordinate Fire District Officers and personnel for the purpose of advising them on training practices, policy matters, working conditions and other related subjects that may effect the efficiency of the Fire District operations.

The Fire Chief shall prescribe the specifications and manner of wearing the uniform and protective clothing of the Fire District.

The Fire Chief shall have the authority in the assignment of personnel and will place each individual subordinate member consistent with the best interest of the Fire District.

The Fire Chief shall keep a complete roster of the membership of the Fire District, and keep accurate training records, pertaining to the level of firefighting knowledge attained by each firefighter. He / She shall make an earnest attempt to know the capabilities of his or her firefighters and officers.

The Fire Chief shall have the responsibility to prepare and recommend to the Board of Directors the annual budget expenses for the efficient operation of the Fire District.

**2. DEPUTY FIRE CHIEF**

Shall perform all the duties as the Chief, at the Chief's discretion, or when the Fire Chief is not present or unable to perform the assigned task of Fire Chief.

**3. ASSISTANT FIRE CHIEF**

The Assistant Chief shall assist in the formulation of policies and general plans and make recommendations for division operations to the Fire Chief.

The Assistant Chief shall plan, layout, assign, coordinate and review the work of all subordinate officers engaged in firefighting activities.

The Assistant Chief shall supervise the personnel program, make assignments to various stations to ensure proper staffing, investigate regulation violations and recommend to the Fire Chief the application of proper disciplinary actions.

The Assistant Chief shall attend Officers' meetings scheduled by the Fire Chief as well as scheduled staff meetings.

The Assistant Chief shall attend seminars and conferences to keep the fire district current on updated methods of administration and firefighting.

The Assistant Chief shall serve as a representative of the Fire Chief or Deputy Fire Chief in meetings with other governmental bodies, civic organizations and the general public when so directed by the Fire Chief or the Deputy Chief.

The Assistant Chief shall direct activities at large fires under the direction of the Incident Command Systems.

An Assistant Chief shall be named in command of the Fire District by the Fire Chief or Deputy Fire Chief, in the temporary absence of the Fire Chief or Deputy Fire Chief, and shall assume control of the Fire District and perform the duties and exercise the powers of the office of the Fire Chief or Deputy Fire Chief, in such order as maybe indicated.

If the Fire Chief or Deputy Fire Chief are unable to perform their duties, upon approval of the Board of Directors the Assistant Chief shall assume the duties of Fire Chief.

#### **4. TRAINING OFFICER**

The Training Officer shall be a member of the Chief's staff and shall assist the Fire Chief in planning and implementing the Fire District training programs. The Training Officer shall be responsible for the training of district personnel, maintain records of District training meetings, and when so ordered by the Fire Chief perform additional duties as well.

The Training Officer shall analyze, on an ongoing basis, the training needs of the Fire District.

The Training Officer shall receive input from Fire District Officers, staff and firefighters on the Fire District training needs.

The Training Officer shall develop training programs and lesson plans for the Fire District.

The Training Officer shall coordinate and plan the yearly training schedule for the Fire District.

The Training Officer shall coordinate the presentation and availability of special programs and seminars.

The Training Officer shall conduct training programs and may assign persons to assist in the presentations of said programs.

In addition to the above Job Descriptions, the Training Officer shall also be assigned the duty of the Fire Department Safety Officer.

In the performance of the duty as Safety Officer, the Training Officer shall develop a program to provide occupational safety and health to personnel of the Fire District as defined in the National Fire Protection Association 1500, standard on Fire Department Occupational Safety and Health Program – and shall conform to the most current standards of the National Fire Protection Standards of 1500 and 1501.

#### **5. PUBLIC INFORMATION OFFICER**

The Public Information Officer shall be a member of the Chief's Staff and shall assist the Fire Chief in planning and implementing the Fire District public education programs.

The Public Information Officer shall have thorough knowledge of the current fire education principles and techniques.

The Public Information Officer shall design and develop training aids to be used in public demonstrations and learning sessions.

The Public Information Officer shall work with newspapers, radio and television to disseminate information to the public.

The Public Information Officer shall obtain and/or develop fliers and pamphlets containing pertinent information to be distributed to the general public.

The Public Information Officer shall conduct education activities for the public designed to convey particular messages in fire prevention and fire safety.

The Public Information Officer shall be available to provide information to fellow firefighters about public education so they can effectively present the department's program.

The Public Information Officer shall not release any information without prior approval of the incident commander and/or Chief Officer.

**6. FIRE DISTRICT ADMINISTRATIVE SECRETARY**

The Fire District Administrative Secretary shall be responsible for answering to the Fire District Board of Directors and the Fire Chief.

**Suppression Division:**

**1. CAPTAIN**

The Captain shall be a member of the firefighting staff and shall command a Station Company of other subdivisions of the Fire District.

The position of Fire Captain is one of utmost importance in the enforcement of discipline, promotion of morale and maintenance of efficiency. Therefore, the Captain will consider it his/her duty to be constantly vigilant while setting an especially good example, require that his command measure up to the standards of the Fire District's requirements.

The Captain shall operate in accordance with the general rules of conduct pertaining to his rank and shall enforce within his/her command specific rules applicable by reason of the assignment.

The Captain shall become thoroughly familiar with assigned duties and the topography and the characteristics of his/her immediate response district.

The Captain shall respond with members under his/her command to alarms and special calls as dispatched. He/She shall assume command of operations until relieved by a superior officer.

The Captain shall use good judgment in the performance of his/her duties and when performing duty at fires or other emergencies, be particularly judicious in laying lines, placing ladders, spotting equipment, calling for assistance and in other operations necessary for the preservation of life and property.

The Captain shall see that all apparatus and Fire District equipment assigned to his/her station are properly cared for and maintained.

The Captain shall assist the Fire Chief's Office in maintaining journals of Company operations, which will be completed, on a daily, weekly and/or monthly basis to be used as documentation of activities and happenings and maintain other records and files necessary for the efficient operation of his/her station.

The Captain shall assist the Training Officer in training Fire District members at intervals established by District Policy so that efficiency and coordination of his/her station is maintained at a high standard.

The Captain shall designate, with the Fire Chief's approval, definite individuals of his/her station as driver and shall designate other properly qualified members to act in his/her place during his/her absence.

The Captain shall ensure that the member of his/her command remain knowledgeable on Rules and Regulation of the Fire District.

The Captain shall not permit members of his/her command to go off duty until equipment has been properly cleaned, personnel properly relieved, or until other arrangements have been made and authorized.

The Captain shall promptly report any unauthorized absence or tardiness of his/her command.

It shall be the Captain's responsibility, upon returning from off duty, to familiarize himself/herself with the happenings of all previous shifts by examining previous daily logs.

The Captain shall be responsible for the good order and discipline of subordinate members of his/her command, and shall have the authority to impose upon such members, penalties involving extra assignments, loss of privileges or other penalties similar in nature for dereliction of duty or minor infractions of the Rules and Regulations of the Fire District. Penalties shall be in accordance with published Rules

and Regulations as established by disciplinary procedures of the Fire District. He shall inform his/her immediate supervisor of his/her actions as soon as possible.

The Captain shall have the authority, subject to the approval of his/her immediate supervisor, to suspend and immediately relieve from duty any subordinate members accused of flagrant or serious violations of the Rules and Regulations of the Fire District. Immediate suspension of the accused member may be invoked only if in his/her opinion such member's continuation of duty would be detrimental to the best interest of the Fire District. All actions taken shall be in accordance with the established disciplinary procedures of the Fire District and reported to the Chief of the Department.

The Captain in charge of a station shall initiate action within the station to maintain the good order of daily routines and coordinate those activities, which pertain to all companies housed within. The rule shall not be construed to relieve any Captain of his/her individual authority or responsibility of his position.

## **2. LIEUTENANT**

The Lieutenant shall be a member of the firefighting staff and shall be the second officer in command of a station or other subdivision of the Fire Protection District.

The Lieutenant is a probationary officer's rank to last for a minimum of six (6) months at the discretion of the Fire Chief.

As a Probationary Officer, the Lieutenant shall have the same job description as the Captain and shall be evaluated frequently and be supervised by the Captain and Chief Officers of the Station, which he/she may be assigned.

The Lieutenant shall be responsible to perform and/or delegate the maintenance and repair program of all apparatus housed at the station, which he/she may be assigned.

The Lieutenant shall inform, in writing, to the station Captain any major repairs requested on apparatus, buildings or equipment.

The Lieutenant shall also assist the station Captain in requesting purchasing approvals of maintenance supplies, equipment and station supplies and shall maintain a record of the same.

The Lieutenant shall assist the station Captain in maintaining the good order of daily routines and coordinate those activities, which pertain to all companies housed within.

### **3. FIREFIGHTER**

The Firefighter shall serve a probationary period for ninety (90) days before attaining the full rank of Private. If he/she has not progressed in a satisfactory manner within the ninety-day period, he/she may have his/her probationary period extended at the discretion of the Fire Chief.

The Firefighter shall be issued uniforms and turn-out gear as required to complete his assignments and conform to District policy and will be expected to keep such uniforms and turn-out gear in good condition.

The Firefighter shall read the policy and procedure books provided and learn and adhere to the District's Chain of Command.

The Firefighter shall become familiar with the location of the streets in his/her immediate response area as well as the remainder of the District.

The Firefighter shall have a working knowledge of the tools and equipment and placement of same on all District vehicles.

It is recommended that the Firefighter reach the level of Firefighter 1 proficiency within (2) years, first responder first year or when class become available.

The Firefighter shall be responsible to complete all station duties and daily S.O.G. duties as assigned.

The Firefighter shall show respect for all District equipment, fellow firefighters and senior officers at all times.

The Firefighter shall become proficient in driving techniques of all District vehicles and shall exercise extreme caution when driving vehicles to and from alarms.

The Firefighter shall be evaluated on a yearly basis by his/her company officer, shift officer, assistant chief or more frequently as required.

The Firefighter shall keep himself/herself in good physical condition and participate in any District exercise and training programs as may be established.

The Firefighter shall conduct himself/herself in such a manner as to not bring public ridicule or disdain upon himself/herself or the Fire District.

The Firefighter shall carry out the direct orders of his/her superiors faithfully and carefully to the best of his ability. Above all he shall conduct himself/herself in a safe manner when at an emergency scene.



# COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

## ***Standard Operating Guidelines:*** ***Section 102-01***

### **Membership & Training**

**EFFECTIVE DATE: 1994**  
**REVISION DATE: February 19, 2007**

This department shall maintain an eligibility list from which individuals shall be selected for membership and/or employment. Equal consideration shall be given to all qualified applicants, regardless of race, creed, color, sex or religious affiliation.

#### **Basic qualifications for membership application include:**

1. Citizen of the United States.
2. Minimum age of 18 years.
3. Possess a valid Missouri Driver's License.
4. Complete the required application and Police Background Check.
5. Successful completion of a background investigation. Report will be reviewed by Application Review Committee and the Fire Chief for final approval.

#### **Attendance:**

1. Each member will be expected to attend the required meetings assuring adequate training and familiarization with department equipment and operations.
2. Each member will be expected to arrive prior to the designated starting time of all meetings and remain at the meetings until they have been properly dismissed.
3. Any member found not participating in meetings or any member that is absent from an excessive number of meetings without an acceptable excuse will be consulted by a Chief Officer. If the situation continues, dismissal of the member from the department may occur.

#### **Training:**

1. All members must attend no less than one (1) regularly scheduled training meeting per month. Missing three consecutive months of required training will be just cause for suspension from the department without acceptable excuse.
2. It is the responsibility of the member to contact his/her company officer or his/her subordinate prior to an absence.
3. Work sessions will not count as training hours.
4. All members shall make every effort to respond to emergency incident requests when dispatched.

5. It is recommended that all members complete a Missouri qualified First Responder course, a basic firefighter course the NIMs IS100, IS200 and the IS700 or the equivalent courses before they are removed from a probationary status.
6. It is recommended that a firefighter complete the following courses when position advancement occurs. The Board and mid level officers. The IS400 for senior officers. The Board and administration staff must complete IS100 and IS700 within one year.



# COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

## ***Standard Operating Guidelines:*** ***Section 102-02***

### **Probationary Period – New Firefighters**

**EFFECTIVE DATE: 1994**  
**REVISION DATE: February 19, 2007**

All current department members are strongly encouraged to invite and recruit anyone interested in joining the Fire Protection District. (To be conducted by application review committee.)

All new recruits will be required to attend an orientation session that will outline the responsibilities, expectations and functions of firefighters. (To be conducted by application review committee.)

The probationary period for new firefighter recruits shall be a period of 90 days. In this period of time, the new recruit firefighter will have the opportunity to receive the training necessary to familiarize themselves on the basic skills of firefighting and also allow them to become familiar with the department, personnel and equipment. During this period of time, the new recruit must attend 75% of all meetings held.

During this period of time, records shall be kept on the new recruits concerning their activities performed. Attendance at training sessions is mandatory and points shall be accumulated during this probationary period but shall not be credited until successful completion of the probationary period.

Recruit firefighters shall be assigned to a respective station and shall work directly under the supervision of the assigned station officers.

No recruit during his/her probationary period will be issued a blue light and siren permit. Blue light and siren will not be used until so authorized in response CCFPD calls.

All recruits are encouraged to talk with the other department members and officers during their probationary period to help them gain additional knowledge in department functions and operations.

No recruit will operate a CCFPD apparatus.

Individuals will receive gear after a 90 day waiting period if selected. They will undergo an evaluation for driving ability, attendance, attitude, firefighting ability and initiative at six months with a follow-up evaluation at one year.



# COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

## ***Standard Operating Guidelines:*** ***Section 103-01***

### **Uniform Description and Regulations**

**EFFECTIVE DATE: 1994**  
**REVISION DATE: May 22, 2006**

#### **I. Dress Uniforms**

##### **1. Pants**

- a. Color shall be black.
- b. Bottoms are to be hemmed.
- c. Material – polyester (dress) and cotton (work)

##### **2. Belts**

- a. Color – Black
- b. Size shall be 1 ¼”

##### **3. Shirts**

- a. Color – Firefighters – light blue  
Officers – white
- b. Pockets to have flaps
- c. CCFPD patch shall be located on the left sleeve. The top of the patch shall be located approximately one inch (1”) down from the shoulder seam and centered on the sleeve.
- d. Flag to be on right sleeve one inch (1”) down from shoulder seam and centered on the sleeve.
- e. Approved 1<sup>st</sup> responder patch to be placed one inch (1”) below the flag centered on the sleeve.
- f. NO OTHER PATCHES SHALL BE WORN ON THE CCFPD UNIFORM UNLESS APPROVED BY THE FIRE CHIEF.
- g. Badges will be located on the left side of the shirt over the top of the pocket flap as provided.
- h. Regulation nametags with the member’s name and rank will be worn on the right side and bottom of the tag shall rest on the upper seam flap of the shirt pocket. Sample Members Name below and Member’s Rank top line. Officers: Gold Badge with members name and rank on bottom.
- i. Shirts are to be tucked into the pants at all times.

##### **4. Collar Insignias**

- a. Fire Department officers shall wear open-faced type insignias for proper rank.
- b. The color shall be – gold/silver

- c. Location of the insignias to be worn shall be on each shirt collar appropriately centered.
  - d. Specialty insignias, such as Paramedic, EMT, Rescue, shall be located on the left collar. Firefighter insignias shall be worn on the right collar.
5. Uniform shoes
- a. Black shoes with plain toe. Shoes must be neat and polished at all times. Boots are permitted as long as they have plain toes.
6. Coveralls
- a. Color – shall be Department issue approved.
  - b. Patches shall meet the same regulations as set forth under the dress shirt regulations.
7. Department tee shirts
- a. Color – shall be department issue approved.
  - b. Department issue only permitted to be worn.
8. Ties
- a. Only to be worn with long sleeved shirts.
  - b. Ties are to be plain black, standard width.
9. Dress Uniform
- a. Uniform shirt with approved patches & insignias
    - i. Short sleeve shirts are to be worn May 1 to October 31
    - ii. Long sleeve shirts are to be worn November 1 to April 30
    - iii. Short or long sleeve shirt at discretion of Chief or Board of Directors
  - b. Uniform pants (polyester)
  - c. Black belt
  - d. Uniform Shoes
  - e. Tie (with long sleeve shirts only)
10. Work Uniform
- a. Approved tee shirt
  - b. Uniform pants (cotton)
  - c. Black belt
  - d. Uniform shoes



# COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

## ***Standard Operating Guidelines:*** **Section 103-02**

### **Self Contained Breathing Apparatus**

**EFFECTIVE DATE: 1994**  
**REVISION DATE: August 22, 2006**

- I. Beards will not be permitted to be worn by members of the Cole County Fire Protection District.
- II. Mustaches shall be permitted under the following guidelines:
  1. No beards or facial hair will be allowed by any member of the CCFPD.
  2. Mustaches shall be kept clean and trimmed at all times.
  3. Mustaches shall be permitted to extend ½ inch sideways of corner of mouth and ½ inch below corner of mouth.
  4. Handlebar style mustaches shall be permitted providing mustache does not project or come in contact with the mask face – piece.
  5. Fu Manchu mustaches, beards, goatees, muttonchops, and other eccentric styles of facial hair are prohibited.

GRANDFATHER CLAUSE... Individuals currently on the roles of the Cole County Fire Protection District that currently have beards and facial hair that may interfere with the safe use of self – contained breathing apparatus (SCBA) may retain those beards of facial hair based on the following restrictions.

- a. Individual will not use SCBA if the beard of facial hair interferes with the proper operation of the SCBA.
  - b. Individual will not enter any area interior or exterior that requires the use of SCBA as determined by the incident commander, safety officer of any chief officer if the beard or facial hair interferes with the proper operation of the SCBA. Individuals not adhering to the rules are subject to being banned from the fire-ground and or disciplinary action. They will also sign a prepared statement stating they understand this specific area.
- III. Sideburns may extend no further than to the bottom side of the individual's ear lobe provided such extension does not interfere with a proper seal of the face – piece. Sideburns shall not be flared or any wider at the bottom than the natural width of the top.
  - IV. Hair shall be kept neat and trimmed at all times. Individuals' hair shall not extend below the bottom of the shirt collar area. When involved in extinguishments evolutions, members shall wear their protective hoods at all times.

- V. Protective hoods shall be worn and properly placed on the exterior of the face-piece. Protective hoods shall never be placed underneath the face-piece.
- VI. SCBA shall be donned in all cases and the use shall include any time a firefighter is subject to hazardous/toxic smoke conditions, e.g. structure fires, care fires, trash bins or dumpster fires, etc.



# COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

## ***Standard Operating Guidelines:*** **Section 103-03**

### **Personal Alert Safety System (PASS) (Monthly)**

**EFFECTIVE DATE:** 1994  
**REVISION DATE:** August 22, 2006

The Cole County Fire Protection District recognizes the importance of properly trained firefighters and the need to provide the most up-to-date equipment in order for its members to perform their firefighting functions safely. Therefore, members involved in rescues, firefighting or other hazardous duties shall be provided with and shall use a PASS device. Each PASS device shall be tested at least weekly and prior to each use, and shall be maintained in accordance with the manufacture's instructions.

All PASS devices used by the Cole County Fire Protection District shall meet the requirements of NFPA 1982, Standard of Personal Alert Safety Systems (PASS) for Firefighters. Members shall refer to the manufacturer's specifications sheet (see attached) in order to acquaint themselves with the PASS devices used by this department.

### **PROTECTIVE CLOTHING AND RESPONSE GUIDELINES**

1. No other forms or identifying marks, insignia or decorations shall be permitted unless approved by the Fire Chief. Rank, #, arch on helmet. All members shall be required to keep their protective clothing in a clean and mended condition and shall endeavor to prevent any unnecessary wear or damage to any part thereof.
2. Prior to leaving the Station for any Department responses, all personnel shall have all bunkered gear, including the Officer and passengers riding in the cab or jump seat area. This rule shall exclude the engineer/driver during driving to and from emergencies, but will include said engineer/driver to don protection while at driver's training exercises, but shall be immediately donned if an alarm is received while training is in progress.
3. In all cases, the use of seat belts will be enforced. No equipment shall leave the Station without members being properly belted.
4. Fire helmets shall have the radio number on the helmet, rank, and district logo – either leather or decal to be applied to helmet front with department and rank on badge. Fire helmets shall be worn by all members of the District at all times while they are attending any fire or emergency incident, unless excused by Officer. If a personal helmet is used it must be approved by the Fire Chief with the same guidelines.
5. All members shall be required to wear protective clothing while performing duties at any incident involving fire or any substance, which could cause injury to the members, involved unless excused by an Officer.

6. Members shall provide themselves with such clothing as is necessary, for wear beneath their protective clothing to prevent injury to themselves during periods of cold weather.
7. Items of protective clothing, other than those issued by the District, may be worn only with the approval of the Fire Chief.
8. The District shall provide helmet, bunker coat, bunker pants, bunker boots, gloves and protective hood.

#### **PERSONAL APPEARANCE AND HYGIENE**

1. Eccentric styles or methods of grooming scalp and facial hair shall not be permitted.
2. Violation of the Hair and Beard Code by any member shall make him/her subject to disciplinary action.
3. The wearing of head jewelry or head adornments while in or around Station quarter or during Public Demonstrations or while in uniform will be strictly prohibited.
4. All members shall be required to keep their person in a clean and hygienic condition. The failure of any member to abide by this rule shall constitute a health hazard to other members of the District and as such, shall make the offending member subject to disciplinary action.
5. Any member who persists in following unsanitary habits while performing duties on behalf of the District, or does not attempt to correct such habits, which causes discomfort to other members of the District, shall be subject to disciplinary action.

#### **HAIR CODE – MALE**

1. Hair shall be neat, clean and trimmed to present a groomed appearance. It shall not be of such length that it interferes with the normal wearing of all standard equipment headgear. Hair shall not fall below the ear lobe. Hair on the back of the head shall not fall below the bottom of the shirt collar when standing with the head in a normal posture. The wearing of a wig or hairpiece by male personnel, while on duty, is prohibited except to cover natural baldness or physical disfigurement caused by a medical procedure or accident. A hairpiece, when worn, shall conform to the standard haircut criteria.
2. The face shall be clean-shaven, except that a neatly trimmed mustache is permissible. If worn, mustaches shall be permitted to extend ½ inch sideways of corner of mouth and ½ inch below corners of the mouth. Fu Manchu mustaches, beards, goatees, muttonchops, and other eccentric styles of facial hair are prohibited. Sideburns shall not be flared or any wider at the bottom than the natural width of the top.

#### **HAIR CODE – FEMALE**

1. Hair shall be neat and clean and present a groomed appearance. Female firefighters shall wear a style and length that does not excessively “brushed out” from under a fire helmet or uniform cap. Hair may be wrapped in a bun or pinned up.



# COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

## ***Standard Operating Guidelines:***

### **Section 104-01**

#### **DISCIPLINARY ACTION POLICY**

**EFFECTIVE DATE: 1994**  
**REVISION DATE: August 22, 2006**

***PURPOSE: To ensure that all members of the department receive fair, equitable and consistent treatment in terms of discipline and discharge.***

- A. Preventive Action  
Standards for acceptable and appropriate conduct will be established by management and made accessible to all employees. Employees will know not only what is expected in terms of conduct, but also what course of action may be pursued in case standards of conduct are not met.
- B. Corrective Action
1. Corrective action, except for severe and extraordinary cases of misconduct calling for immediate discharge, will be progressive in nature. The object of disciplinary action is to correct or modify behavior or to prevent recurrence of inappropriate conduct through positive, confidential counseling of the employee.
  2. In cases where an employee feels that corrective action is inappropriate or unfair, the supervisor will take the initiative in advising the employee to channel his/her complaint through the department's formal grievance procedure.
  3. If, after a designated period of time, as explained in Section G of this policy, the employee shows no further evidence of misconduct, his/her prior history of violations will not be considered in matters relating to wage increase, promotions, transfers, leaves of absence, and future employment references.
- C. Definition of Corrective Action
1. The corrective actions, which may be taken progressively in their order of severity, are as follows:
    - a. **WRITTEN WARNING:** A formal discussion of the nature of the misconduct with the employee that repetition of the misconduct will lead to progressively more severe correction action. Documentation of the discussion is required for

inclusion in division records and the original in the employee's permanent personnel file.

- b. **WRITTEN REPRIMAND:** Any infraction of departmental policies and procedures will be handled on the progressive discipline record, to be initiated and filled out completely at the supervisory level involved. When this form is made out, it should be presented to the next higher level of supervision for review, addition and/or correction, as may be necessary to coordinate proper corrective action to be taken. It should then be shown to the employee involved. Employee has 48 hours to respond by written appeal to a hearing board before it goes to his/her personnel file. The employee is requested to sign the form and be given the opportunity to make a statement in the space provided, if he/she so desires, before it is forwarded to his/her permanent personnel file folder. If the employee refuses to sign the form, the supervisor should write this information on the form and have it witnessed.
- c. **SUSPENSION:** An order to the employee to absent him/her self from work, without pay, for a specified time period, usually 1 to 10 consecutive scheduled working days or in the case of volunteers, up to 60 days. Documentation will specify the nature of the misconduct, times, places, witnesses, if any, and previous disciplinary action taken. The employee is requested to sign the documentation to indicate that he/she is aware of the nature of the misconduct, and similar misconduct will result in termination. Prior to suspension of an employee, the respective supervisor shall consult with the chief. An employee may be suspended while and investigation of alleged violations of policy or procedure in category 1 is in process.
- d. **DISCHARGE:** An involuntary termination of employment. Documentation will specify the nature of the misconduct, times, places, witnesses, if any and previous disciplinary action taken. Prior to discharge, the supervisor shall consult with his/her immediate supervisor and Chief of the Department. The employee may appeal to the Board of Directors if he/she decides the action against him/her is inappropriate.

#### D. Examples of Misconduct

Examples of misconduct for which an employee may be disciplined and/or discharged are separated into four categories with appropriate disciplinary measures indicted for each category. These examples are for illustration of the seriousness of the offenses and the category in which the examples would be considered, but are not all inclusive of misconduct. Offenses of

misconduct will be considered on their individual merits and the District shall assign category of action after careful consideration and deliberation.

**Category One – Discharge upon first offense:**

- Conviction of a felony
- Willful violation of safety regulations
- Theft of CCFPD property, fellow worker's property or property relative to a department call / scene operation
- Insubordination
- Falsification of any official CCFPD records
- Immoral or lewd conduct on fire department call / scene property
- Malicious or deliberate abuse of fire department or call/scene property
- Unauthorized possession of firearms or weapons on department property
- Intoxication by alcohol or illegal drugs while on duty
- Possession of illegal drugs on department property
- Loss of operator's license

**Category Two**

1. Suspension
2. Discharge

- Reporting for duty under the influence of alcohol or illegal drugs
- Disorderly conduct, fighting or instigating a fight on department property or call/scene property
- Refusal to accept work as assigned by the supervisor or to take directions from and individual assigned to be the supervisor.
- Dishonesty, misrepresentation or making a false statement vending, soliciting or conducting business on department property without fire department authorization

**Category Three**

1. Written Reprimand
2. Suspension
3. Discharge

- Revealing confidential information
- malicious practical joking or horseplay
- Conduct prejudicial to the best interest of the department
- Soliciting or accepting cash gifts or gifts of any kind from anyone in relation to department operations

**Category Four**

1. Written Warning
2. Written Reprimand
3. Suspension
4. Discharge

- Inefficient or careless job performance, poor productivity
- Failure to observe safety or hygienic rules
- Smoking or chewing in unauthorized areas

- improper attire or appearance
- Unexcused tardiness
- Unexcused absence

**E. Additional Corrective Action for Multiple Violations**

1. Action calling for a disciplinary suspension within one year dating from first suspension may result in discharge.
2. Action calling for a written reprimands while records of two previous written reprimands or one previous written reprimand and one suspension are still active in an employee's record may result in discharge.

**F. Documentation of Corrective Action**

1. Documentation of written reprimands, suspensions and discharges must be made to Administration for filing in the individual's permanent personnel file.
  - a. Written reprimands require only the signature of the reporting officer, the chief and the employee himself/herself.
  - b. Suspensions require the signature of the Fire Chief, or designated officer, and the employee.
  - c. Discharges require the signature of the Fire Chief of designated officer, and the employee.
  - d. The refusal of an employee to sign such document does not stop the processing of the form. The presence or absence of an employee's signature does not imply, nor will it be construed to mean, that the employee agrees or disagrees with the action taken. In cases where the employee is unable or unwilling to sign the form, the fact should be noted in the block reserved for the employee's signature in order to document the fact that the corrective action has been discussed with the employee.
2. Once all appropriate signatures are obtained, one copy of such will be given to the employee and another copy will be retained in the individual's permanent personnel file.

**G. Record keeping**

1. Records of violations of rules or policy listed in category one shall become a permanent part of the employee's records.
2. Records of violations of rules or policy listed in categories two and three shall remain active in the employee's personnel record for a one-year period, after which records of the violation will not be considered in matters relating to wage increases, promotions, transfers, leaves of absence and future employment references.

3. Records of violations of rules or policy listed in category four shall remain active in the employee's personnel record for a six-month period dating from the last violation. If no further violations occur within the six-month period, then records of the violations will not be considered in matters relating to wage increases, promotions, transfers, leaves of absence and future employment references.

H. Closing Clause

1. In any of the aforementioned procedures, the employee may have legal counsel to represent him/her in any stage.
2. Nothing contained herein shall prevent the employee from representing himself/herself.



# COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

## ***Standard Operating Guidelines:***

### **Section 104-02**

#### **Substance Use & Abuse Policy**

**EFFECTIVE DATE: 1994**  
**REVISION DATE: August 22, 2006**

The Cole County Fire Protection District realizes the importance of providing a safe and healthy work place. The District also realizes the dangerous effects of alcohol and drug abuse on safety; work quality, increased medical expenses and lost productivity.

Accordingly, we have adopted the following policy with respect to employee involvement with alcohol, illegal drugs or other controlled substances (as defined under state and federal law). As a condition of employment, each employee shall abide by this policy.

#### **Prohibited Activities**

##### **The following activities are prohibited:**

1. Reporting for work, returning to work, or being at work, while under the influence of alcohol, illegal drugs or other controlled substances, or being impaired in performing work, because of alcohol, illegal drugs or other controlled substances.

Any employee who engages in any of the above-prohibited activities will be subject to termination of employment.

#### **Prescription, Over-The-Counter, and Registered Medication:**

1. It is the responsibility of the employee to inform his/her immediate supervisor when taking medication (prescribed or over-the-counter) that may impair work performance. If the medication will impair his/her work performance, the employee will be sent home until he/she is no longer under the influence of the medication, and the absence will be treated as sick and/or medical leave.
2. For purposes of a violation of this policy, "illegal drugs" include drugs used in excess of the dosage prescribed or registered to the one making the distribution of dispensing, and also include the possession or use by one other than the individual to whom the drug was prescribed or registered.

#### **Administration of the Policy**

1. Any time the Chief or Board requires physicals, the District may require the employee to provide a blood and/or urine specimen for testing, and complete a written consent form for such testing.
2. If the district has reason to suspect any employee of engaging in prohibited activities, then the District may require the employee to provide a blood and/or urine specimen for testing, and complete a written consent form for such testing.

3. The employee's refusal to comply will constitute insubordination and will be grounds for termination of employment.
4. The collection and testing will be in a manner to reasonably provide confidentiality and a chain of custody.
5. The employee may be suspended during the investigation stage. Such suspension is without pay, but subject to payment for lost time if test results or investigation is negative. Every reasonable effort will be made to complete the investigation within 120 hours.

#### **How CCFPD handles Positive Test Results**

1. Every blood specimen submitted will be tested to determine the presence of alcohol to a degree of .M.G./do, or greater.
2. Every urine specimen submitted will be first tested with a screening procedure to determine the presence of drugs or other controlled substances. Positive screening results are then followed up with a confirmation test. The confirmation test that will be conducted is a Gas Chromatography/Mass Spectrometry procedure or equivalent. All results, which test positive on both, the screening and confirmation tests will ordinarily be returned to the Chief's Office within 120 hours of the testing.
3. In the case where the alcohol test or drug or substance tests are positive, the employee will be subject to termination of employment.

#### **How CCFPD Handles Negative Results**

1. When the Chief receives a negative test result on a tested employee, the employee and the employee's supervisor will be advised, confidentially.
2. The employee will be advised, regardless of the negative test result, that if the District again has reason to suspect engaging in prohibited activities, it may result in the employee again being tested.

#### **Confidentiality**

All information obtained in the course of testing of employees shall be protected as confidential medical information. No data concerning participation in any rehabilitation program will be made part of the employee's personnel file nor will it be provided to any other party without the written consent of the employee or pursuant to lawful subpoena.

#### **Voluntary Treatment for Employees**

Any employee who feels that he or she has developed an addiction to, dependence upon, or problem with alcohol, drugs or other controlled substances, is encouraged to seek help through the Employee Assistance Program (EAP) or through their own personal health coverage. Employees who seek help through the EAP or their personal health coverage can do so without reprisal, job jeopardy or disciplinary action, provided the following conditions are met:

1. Notify your immediate supervisor or another member of your chain of command before violation of this policy occurs.
2. Either through the EAP or your personal health coverage, a rehabilitation program will be found for the employee to begin immediately.
3. Where the EAP is not consulted, the employee's personal health coverage will be used to cover expenses.

Where a violation of this policy has already occurred, an employee's request to submit to a rehabilitation program will not serve to waive the application of disciplinary action, except in extraordinary circumstances.

Participation in any rehabilitation program is confidential. Employees will be encouraged to sign a release of information statement so management will be aware of an "as needed" basis that the employee is seeking help.

The District reserves the right to have the employee be subject to unscheduled testing during the 60 months following completion of a rehabilitation program.

Voluntary referral to a rehabilitation program does not exempt the employee from future substance testing or disciplinary action under this policy for future prohibited activities.

An employee is allowed to be rehabilitated only once during their employment at this department.

### **Application of Policy to Applicants**

The District will not employ those applicants for employment who are shown to be abusers of alcohol, illegal drugs or other controlled substances.

Accordingly, any employment offer to an applicant is conditioned on the following. The applicant, within 48 hours, must provide a blood and/or urine specimen for testing and complete a written consent form for such testing. If the presence of alcohol (to a degree which would otherwise constitute a prohibited activity under paragraph 2), illegal drugs or other controlled substances is established, the applicant will no longer be considered for the offered position.

### **Searches**

The District reserves the right to conduct searches of all department property, including vehicles, desks and storage areas of employee personal property. The District also reserves the right, if it has reason to suspect an employee, or applicant, of engaging in prohibited activities, to require the employee or applicant to submit to a search of the employee or applicant, or the employee's or applicant's personal property or vehicle on District premises. The employee's refusal to comply with constitute insubordination and will be grounds for termination of employment. The applicant's refusal to comply will terminate consideration of the applicant.

**Notification of Conviction**

As a condition of employment, each employee will notify in writing the District of any criminal alcohol or drug statute violation no later than five days after such conviction. Within 30 days after receiving notice of such conviction, the District will take appropriate action, which will make the employee subject to termination of employment.

Discipline of an employee under this policy will be subject to the District's Disciplinary Code.

If you have any questions regarding anything within this policy, please consult the Fire Chief's Office.



## COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

### ***Standard Operating Guidelines:*** **Section 104-03**

#### **PROMOTION – DEMOTION**

**EFFECTIVE DATE: 1994**  
**REVISION DATE: August 22, 2006**

While the policy of the District prefers, every effort will be made to promote to the higher ranks from lower ranks already within the staff.

The Fire Chief may promote or demote any member of the staff, as he/she may deem appropriate, according to the best interests of the District. However, the Fire Chief shall promptly inform the Board of Directors of his/her action at the next regular meeting of the Board of Directors. Moreover, in the case of paid employees, the Fire Chief shall not promote any paid officer to a higher rank carrying a higher salary, unless such higher rank and higher salary are provided for in the then current budget of the Fire Protection District. Moreover, the Fire Chief shall make promotions only after appropriate examination and rating of experience and other matters to be considered according to the usual operating policies of the District.

The Fire Chief may demote members of the staff to a lower rank whenever this will serve the best interest of the District, or whenever this results from demonstrated inefficiency or incompetence of the individual to carry their rank, or whenever necessary for disciplinary action; every demotion shall be reported in writing to the Board of Directors by the Fire Chief, and a copy of such written report shall be included within the personnel record of the individual affected.



# COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

## ***Standard Operating Guidelines:***

### **Section 104-04**

#### **Violation of Chain of Command**

**EFFECTIVE DATE:** 1994  
**REVISION DATE:** August 22, 2006

***Purpose:*** *Establishing the proper order of the Chain of Command.*

**General:** Any member of the staff of the Cole County Fire Protection District who through the determination of the Fire Chief has willfully violated the Chain of Command and proceeded to an officer of higher rank than his/her immediate superior, with a matter concerning district policy, rules and regulations, or a decision made by his/her immediate superior without first contacting his/her immediate superior, may be subject to disciplinary action for a period of time determined by the Fire Chief, or may be discharged. Any member of the staff who willfully proceeds past the Chain of Command and contacts any member of the Board of Directors or any news media with a matter concerning district policy, rules and regulations, a decision made by any superior officer, or district business, without first consulting each step in the Chain of Command may be discharged by the Fire Chief.

This policy is not to be construed to mean that any staff member will not talk socially to any officer, or any member of the Board of Directors, or any member of the news media, as long as that staff member does not initiate conversation pertaining to district policy, rules and regulations, or decisions made by district officers or any member of the Board of Directors. Any member of the staff will not engage in conversation with any member of any news media concerning matters of district policy, rules and regulations, or decisions made by district officers or any member of the Board of Directors unless that staff member has, through the Chain of Command, obtained permission from the Fire Chief.

Any member of the staff of the Cole County Fire Protection District may proceed past his/her immediate supervisor when his/her immediate supervisor is not available. The staff member will then proceed to the next step in the Chain of Command.



# COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

## ***Standard Operating Guidelines:***

### **Section 104-05**

#### **FORMAL GRIEVANCE PROCEDURES**

**EFFECTIVE DATE:** 1994  
**REVISION DATE:** August 22, 2006

**Purpose:** *Procedures for handling grievances other than those relating to discharge or reduction in rank or compensation.*

Whenever a member has a grievance relating to this membership/employment with the department he/she shall first present it in written form to his/her supervisor. It shall be the responsibility of the supervisor to arrange a resolution of the matter as quickly as possible within the discretion permitted him/her.

The supervisor shall either conclude settlement of the grievance or advise the member/employee of his/her rights to present the matter to the next higher-ranking authority.

If the member/employee then wishes to present the matter to higher authority, he/she may do so in writing in the following manner:

1. Prepare the grievance in writing.
2. Submit one copy to his/her superior officers and one copy to the Fire Chief.

The superior officer in this case may then, at his/her discretion, review the matter and render a decision or turn it over to the Fire Chief.

In the event the decision rendered by the Chief does not resolve the matter, the aggrieved member/employee may submit in writing through the Chief, a notification to the Board of Directors who may consider the matter.

**Purpose:**  
***Procedures for handling Discharge, Reduction in Rank and Reduction in Compensation.***

Any person who is discharged or reduced in rank or compensation may appeal in writing to the Board of Directors within five (5) days after the effective date thereof. Upon such appeal, both the appealing member/employee and the Chief shall have the right to be heard and to present evidence. At the hearing of such appeals, technical rules of evidence shall apply. After hearing and consideration of the evidence, the Board of Directors shall render a decision that will:

1. Confirm the discharge or reduction in rank or compensation.
2. Reinstatement member/employee.
3. Provide for such disposition, as it deems necessary or appropriate.

Those in attendance at the hearing may include, but not limited to, the following:

1. The Board of Directors who shall review and weigh the evidence presented.
2. A representative who may present the evidence on behalf of the aggrieved member/employee.
3. A representative who may present the evidence on behalf of the Fire Chief.



# COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

## ***Standard Operating Guidelines:***

### **Section 105-01**

#### **RECORDS AND REPORTS**

**EFFECTIVE DATE: 1994**  
**REVISION DATE: August 22, 2006**

1. The purpose of a report is to have a permanent written record of a fire or incident. It should be as brief as possible, but contain all pertinent information relative to the occurrence.

The officers of the station for which the incident occurred shall be responsible to gather all information necessary and complete the Department's Incident Reporting form.

Members reporting to stations for "stand-by" purposes shall complete the Department's Incident Stand-by Roster form giving the month, incident date & location and signing their name with their assigned badge number. The Stand-by roster forms shall not be used for other purposes such as training reports or monthly work session reports.

After returning to their respective stations, all apparatus drivers shall perform an equipment check and complete the emergency vehicle Drivers Check list form. This form shall then be placed for appropriate pick-up and returned to the District's Office along with the incident reports and stand-by rosters. Any requests for repairs shall also be made on this form and returned to the District's office as soon as possible. Station officers shall notify the Fire Chief as soon as possible concerning apparatus or equipment needing emergency repairs.

2. The Officer in charge of an incident shall report on proper departmental form, any and every accident or collision, or any other extraordinary or unusual occurrence of any nature, whether happening to a member of this Department or to the apparatus, hose, implements, etc., at any time, or to the person or property of a non-member in connection with the operation of the Department, while responding to, working at, or returning from a fire, an emergency or other function.
3. When any property of the Department, tool, implement, or appliance is lost or damaged, the Officer in charge shall submit, through proper channels, a report on the proper form, to the Chief of the Department. If department property is stolen, the Officer in charge shall have a police report made.

4. All correspondence and reports concerning apparatus must include the type, make, year or model for proper identification.
5. All Departments training activity shall be kept on the proper Training Activity Form. Members are to complete the form return to the District Office.
6. No member of the Cole County Fire Protection District is to furnish any reports or documents to any other agencies or persons except as requested by the Fire Chief, Board of Directors and Legal Counsel.
7. No person, association or organization directly or indirectly affiliated with the Cole County Fire Protection District shall issue or cause to be issued any new releases to any radio stations, newspapers, or television stations concerning any incident or activity associated with the Cole County Fire Protection District without first securing approval from the senior officer on the scene or at the activity. Printed information shall be submitted for review prior to being released.
8. No member of the Cole County Fire Protection District shall willfully misrepresent, falsify, deface or damage any Fire District record, report or document.



# COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: ccfpd@socket.net ■ WEB SITE: www.ccfpd.net

## ***Standard Operating Guidelines:*** **Section 105-02**

### **Station and Apparatus Work Nights (Monthly)**

**EFFECTIVE DATE: 1994**  
**REVISION DATE: August 22, 2006**

The Cole County Fire Protection District work night for Station and apparatus maintenance shall be scheduled as needed. This night is to be used to make every effort to maintain all apparatus and buildings. The below listed areas are by no means a total list of items that may be required to be performed. It is to be reviewed as a guideline as a minimum program to be used by the Stations. The Station Officers shall be responsible to ensure these items are completed.

1. If weather permits, all apparatus are to be taken outside and apparatus floors are to be swept clean and washed.
2. All apparatus are to be washed and dried. Clean interior of compartments including the interior of the cab and jump seat areas.
3. All SCBA equipment are to be checked for proper operation, tanks full and all equipment including masks are to be cleaned.
4. All power equipment including generators, saws, fans, weed blowers, etc., are to be started to ensure proper operation.
5. All portable hand lights are to be checked.
6. All apparatus are to be checked for proper fuel levels, oil levels including primer oil levels, booster tank levels, etc. No Fire District apparatus shall maintain a fuel level below  $\frac{3}{4}$  of a tank.
7. Any hose used at a fire scene that has been dried shall be properly rolled and placed back on the apparatus.
8. Perform apparatus or building maintenance as required or requested.



# COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

## ***Standard Operating Guidelines:*** **Section 105-03**

### **Blue Light and Siren Policy**

**EFFECTIVE DATE: 1994**  
**REVISION DATE: August 22, 2006**

Pursuant to R.S.Mo. 304.022 and 307.175, the following policy shall be followed by all members of the Cole County Fire Protection District. Violations of this policy and the statutes of the State of Missouri, shall be grounds for suspension of permit privileges and suspension from the Fire District at the discretion of the Fire Chief.

1. All personal vehicles shall use blue lights and siren when responding to a bona-fide incident.
2. Permits shall be issued for the use of blue lights and sirens by the Fire Chief.
3. Permits to use a blue light and siren does not relieve the operator from the responsibility of complying with all other traffic laws and regulations. Violation of this law is a Class A misdemeanor punishable by a fine of \$1,000.00 and up to one (1) year in jail.
4. The driver of any emergency vehicle shall not sound the siren or display blue lights except when responding to a bona-fide emergency.
5. The driver of any emergency vehicle may:
  - a. Park or stand irrespective of traffic regulations
  - b. Proceed past a red or stop signal or stop sign, but only after slowing down as may be necessary to negotiate a safe operation.
  - c. Exceed the posted speed limit by no more than 10 miles per hour so long as the operator does not endanger life and property.
  - d. Disregard regulations governing direction of movement or turning in specified directions.
6. The exemptions granted to an emergency vehicle shall apply only when the driver of the vehicle, while in motion, sounds an audible siren as may be reasonably necessary and when the vehicle is displaying at least one blue light visible for fire hundred (500) feet to the front of the vehicle.



# COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

## ***Standard Operating Guidelines:*** **Section 105-04**

### **Communications Procedures**

**EFFECTIVE DATE: 1994**  
**REVISION DATE: August 22, 2006**

In an effort to establish and initiate the proper Incident Command System within the Cole County Fire Protection District, communications (both the lack of and the abundance of) plays a very important and vital role in its development.

Communications at any emergency incident must be managed through the use of common communication plans. Within the fire service, general communications between dispatch, Incident Commander, apparatus, staging units and groups units must be organized. All communication between the organized structures of the command system at any incident should be in English. No codes shall be used, and all communications shall be confined only to essential messages.

Therefore, the following basic techniques will greatly improve the overall fire-ground and its communications.

1. Good radio procedures are short, specific and clear. Use common language and standard fire fighting terms.
2. Avoid distracting mannerisms. Use an effective tone of voice. Do not whisper or shout.
3. Prioritize your messages. Let the more critical messages go first. Don't jam the radio traffic with unimportant messages. Listen before you transmit and pause between consecutive messages to make it clear.
4. Speak in a clear tone, at an effective rate and most important, use self-control. Don't talk too fast or too slow.

In general terms, say exactly what you are doing, or what you may have. An initial radio report sets the stage for action and will also provide a standard description of the following:

- Building Size
  - Small
  - Medium
  - Large
- Building Height/Size
- Occupancy
- Fire or Smoke Conditions

- Investigating
  - Smoke Showing
  - Working Fire
  - Fully Involved
  - Confirmation and designation of Command
  - Action needed to be taken or is being taken
5. Should members wish to have announcements broadcast during an evening test for special activities taking place, notification shall be made to the District's Office forty-eight hours (48) in advance. All announcements shall be coordinated through the district's office.
  6. No firefighters are permitted to contact the dispatch center by telephone should you have a question concerning an alarm in progress. Members are required to respond to their assigned station for duty stand-by and wait for assignments. Only emergency telephone calls shall be made to the dispatch center using 911.
  7. Members responding to Mutual Aid requests shall respond directly to their designated stations for assignments by their station officers. No personal vehicles shall respond to the mutual aid call unless so requested by a Chief Officer or Station Officer.

In all cases, this department should respond no less than two (2) personnel with each piece of apparatus requested.



## COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

### ***Standard Operating Guidelines:*** **Section 106-01**

#### **Pumper Service Testing**

**EFFECTIVE DATE: 1994**  
**REVISION DATE: August 22, 2006**

As part of the ISO Rating Schedule, pumper service tests should be conducted on a yearly basis in order to receive the maximum possible number of credits available.

One part of the overall requirements for the pumper service test is what is commonly referred to as the “dry prime test”. This test is conducted in order to review the capability of the pumper to pull and maintain a vacuum of 22 inches and hold the vacuum with a drop not in excess of 10 inches in 10 minutes. In other words, be able to draft water properly from a lake or other sources of water supply.

In order to perform the test properly, the following steps are necessary to conduct a proper dry prime test.

1. Shut off all drain valves to pump, discharges and intakes.
2. Tighten all caps. If equipment has a preconnected deck gun, cap off the deck gun properly.
3. Turn off the radiator cooler control valve.
4. Turn off the pump cooler valve.
5. Check primer oil for proper level in tank.
6. Turn off the relief valve or pressure governor.
7. If pump is a two-stage pump, place in VOLUME position.
8. Connect apparatus to a hydrant with a single 2½-inch soft suction hose. Open hydrant fully and check for any water leaks. If water is noticed leaking at any discharge, drain or suction connections, tighten caps or if necessary, repair immediately.

9. If no leaks are found, shut down the 2½-inch supply line and pull the pump primer. Watch the suction gauge closely to determine a negative reading, which indicates a vacuum, is being pulled.
10. Because of the requirement of being able to pull 22 inches of vacuum, it may be necessary to hold the primer open for a period of one to two minutes in order to expel the water and air still left within the piping systems. This is normal.
11. After reaching 22 to 30 inches of vacuum, time the test. If the gauge maintains this reading for a period of 10 minutes, the test has been conducted successfully.
12. After conducting the test, place the apparatus back in service. Be sure to loosen normal caps and controls to hand tight.

### **HOSE TESTING**

Will be per N.F.P.A. requirements, testing done annually:

300 PSI for 5 minutes

300' lengths maximum



## COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

# ***Standard Operating Guidelines:***

## **Section 106-02**

### **Inclement Weather Conditions**

**EFFECTIVE DATE: 1994**  
**REVISION DATE: August 22, 2006**

1. Chains shall be routinely affixed to designated department vehicle, which are intended for emergency use when ice, snow or any conditions exist to the extent that failure to do so would impede the vehicle's safe travel.
2. All department vehicles' windows shall be kept free and clear of ice and snow, and in general be maintained in a state of readiness, if mechanically possible, at all times. Ice and snow shall be removed from all vehicles each morning whether or not the vehicle is to be put in service at that time.
3. All paved surfaces on the District property are to be kept reasonably clear at all times, and if conditions warrant, salt or abrasive substances applied, so as to ensure safe travel over and through the property.



# COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

## ***Standard Operating Guidelines:*** **Section 107-01**

### **RESPONSE TO MOTOR VEHICLE ACCIDENTS**

**EFFECTIVE DATE:**

**REVISION DATE: August 22, 2006**

***Purpose:*** *To develop a plan for responding to motor vehicle accident with injuries along with Ambulance Service.*

This response plan for the Cole County Fire Protection District (CCFPD) and the Ambulance Service is as follows:

1. All calls come into Jeff-Central (911) or Ambulance Service will request CCFPD.
2. Jeff-Central will notify Ambulance Service along with dispatching CCFPD to all motor vehicle accidents with injuries within the CCFPD area.
3. CCFPD will respond two pumpers from the appropriate fire station along with 5 personnel and officers need to respond, unless disregarded by another officer, unless otherwise requested. CCFPD fire command in charge shall terminate any additional responding units, unless otherwise needed.
4. CCFPD personnel responding as such should remain as fire personnel, unless otherwise needed or requested by fire command.
5. CCFPD personnel responding to the incident as first responders should remain the same until the EMS incident command is terminated, or unless otherwise needed.
6. The primary function of the CCFPD will be:
  - a. ALL FIRE PERSONNEL WILL STAGE AT THE PUMPER LOCATION OR FIRE COMMAND.
  - b. Fire suppression, i.e. hose applications, battery disconnect, lighting, ropes, etc.
  - c. Stabilize the vehicle.
  - d. Extrication.
  - e. Assist Ambulance personnel.
  - f. Landing zone (LZ) for Staff of Life.
  - g. Standby.
7. All CCFPD personnel shall be trained in basic extrication procedures along with knowledge of equipment placement on JCAS vehicles.
8. CCFPD will always be in full protective gear.



## COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

### ***Standard Operating Guidelines:*** ***Section 108-01***

#### **Civilians Riding on Apparatus**

**EFFECTIVE DATE: August 19, 2002**  
**REVISION DATE: August 22, 2006**

#### **General Statement**

While the policy states that civilians are not to ride on apparatus. On June 17, 2002 the Board of Directors voted to allow civilians to ride on apparatus as long as there would be a personal vehicle following the apparatus. The personal vehicle will remove all non-firefighters from the fire truck before it can respond. There should be no non-firefighter in Cole County Fire Protection District vehicles during any response.



## ***Standard Operating Guidelines:*** **Section 109-01**

### **Station Residency Program: Policy and Procedure**

**EFFECTIVE DATE:** September 16, 2002  
**REVISION DATE:** August 22, 2006

#### ***Policy:***

1. The station resident is a very valuable asset to the Cole County Fire Protection District in that the presence of the residents allows a more rapid response to emergency situations than would otherwise be possible.
2. The position is also a valuable asset to the individual filling the position in that he/she is provided a rent and utility free place of residence.
3. In order for the position to work effectively and to the mutual benefit of all concerned, there must be a clear understanding of the requirements and responsibilities of the station resident position.
4. The following rules and regulations are designed to provide the information necessary to form that understanding.

#### ***Procedure:***

These rules and regulations apply to all stations, which have permanent facilities available for station residents. Should a discrepancy be noted due to variations in station design or requirements, the Fire Chief shall be the final authority concerning the discrepancy noted.

#### **1. Station Quotas:**

- A. Each station shall have established a maximum number of residents to be assigned, based on space and facility limitations, by the Fire Chief and Station Captain. The fact that a maximum number has been established is not an indication that there must be a maximum number of residents assigned.

#### **2. Station Criteria:**

- A. Only qualified personnel will be allowed to fill the position of station resident.
- B. Criteria that must be met as a minimum are:

- (1) The applicant must be a member of the Cole County Fire Protection District and must have been a member for at least one (1) year.
- (2) The applicant must possess a current and valid Missouri Vehicle Operator's or Chauffeur's license.
- (3) The applicant must have a satisfactory driving record. This will be determined by Operator's record check, background check and personal observation.
- (4) The applicant must be qualified to operate all District apparatus assigned to the Station for which he is making application in accordance with all applicable District policies, prior to application.
- (5) The applicant must have attended and successfully passed a recognized First Responder or higher-level medical training program.
- (6) The applicant must be willing to follow the guidelines set forth in these sections.

**Note:** The Fire Chief may waive the requirements set forth in (1), (4), and/or (5), if it is deemed to be in the best interest of the Fire District.

**3. Selection Process:**

- A. Notice of position openings will be made in a manner so that all District Personnel are aware of the openings.
- B. All qualified District personnel are urged to apply.
- C. All applications will be submitted, in writing, to the Fire Chief prior to the deadlines indicated in the notice of position opening.
- D. The written notice of position opening will indicate the information required in the written application.
- E. Applicant interviews will be held at the discretion of the station officers and the Fire Chief.
- F. In the absence of oral interviews, selections will be submitted to the Fire Chief for final approval.
- G. The Fire Chief must approve all residents, either permanent or temporary. There will be no exceptions.

**4. Station Resident Assignment:**

- A. The Fire District shall have full authority in determining to which station a resident is assigned.
- B. The Fire District shall also have the authority to transfer a resident from one station to another.

**5. Duty Schedules:**

- A. It is the responsibility of residents to make themselves available in the station as much as possible to facilitate a timely response of the apparatus.

- B. The station officers may schedule duty periods for residents during which the residents must be in the station. These periods shall be scheduled and shall not conflict with work or school schedules.
- C. A resident may trade duty with another resident or obtain a qualified firefighter to stand-by in their absence, with the approval of the station officer.

**6. Rental Payments:**

- A. There are no rental payments expected by the Fire District.
- B. In exchange for a rent and utility free residence, the resident is expected to comply with the rules and regulations and terms of his/her lease.

**7. Laundry Facilities:**

- A. If washer and dryer are provided by the Fire District:
  - (1) Please promptly remove clothing from machine.
  - (2) Do not use tints or dyes.
  - (3) Do not place articles containing foam rubber or similar textured materials in the dryers.
  - (4) Please report any malfunction of these machines to the station officer.
  - (5) Discretion should be used when laundering protective clothing. Badly soiled gear will leave residue that may affect the next user's clothing.

**8. Entrances, Hallways, Windows, Living Area, and Kitchen:**

- A. Entrances, hallways, stairways, sidewalks and porches shall not be obstructed by the resident, or used for any purpose other than ingress and egress.
- B. Bicycles, motorcycles and other vehicles shall not be stored in the fire station without expressed consent of the Fire Chief.
- C. Personal vehicles may be placed in the fire station for maintenance purposes pursuant to Fire District rules and regulations.
- D. Lawns and other common areas are to be kept clear of vehicles and other personal belongings.
- E. No signs, clothing, sheets, towels, etc. shall be hung from the windows or any other place where they would be visible to the public.
- F. Nothing shall be thrown out of windows, residents must observe care not to leave windows or doors open during inclement weather.
- G. Residents shall be held liable for any damage to paint, plaster, cabinets, walls, windows, carpets, floors or other parts of their living area.
- H. Residents shall not cause any lock or hook to be placed upon any door or window without the consent of the Fire Chief.
- I. If any additional lock or safety device is approved by the Fire Chief, it shall be installed and remain the property of the Fire District.
- J. No exterior alterations will be permitted, including clothesline, mailboxes, greenhouses, doghouses, fencing or screening of any kind.

- K. No plastic or any other covering may be placed over the windows on the exterior of the building.
- L. All areas that are open to public view and/or used as living areas by residents shall be maintained by those residents in such a manner as to present a favorable impression to the general public.
- M. Station officers shall monitor and control day-to-day maintenance of these areas.
- N. Sleeping areas may be inspected at anytime in the presence of the resident that would not disturb the normal sleeping hours of the resident.
- O. The Fire Chief shall be the final authority on the adequacy of maintenance for all areas.

**9. Cleaning Supplies:**

- A. It is the responsibility of the resident(s) to provide cleaning supplies for stove, oven, shower stalls, dishes, clothes and other personal use items.
- B. The Fire District will provide cleaning supplies for floors, stools, windows, and other items commonly used by all personnel.
- C. The Fire District will not provide oxidizing or deodorizing agents.
- D. The Fire Chief shall maintain final authority in this area.

**10. Disturbance of Other Residents:**

- A. All radios, television sets, phonographs, etc., must be turned down to a level of sound that does not reasonably disturb any other resident.
- B. No band instruments (saxophone, trumpets, drums, guitars, etc.) shall be played in the station at any time.
- C. Residents and resident's guests shall at all times maintain order in the facility and at all places in the facility and shall not make or permit any loud or improper noises or otherwise disturb other residents, firefighters, or guests.
- D. Personal parties will not be allowed.

**11. Unnecessary Damage:**

- A. Residents are responsible, when leaving the facility at any time, for closing all windows, closing all water faucets, turning off all electrical appliances not in use, turning off all non-essential lights, and securing and locking all entrance doors.
- B. Residents will be held responsible for any physical damage to the interior, exterior, fixtures, or furnishings of the fire station due to acts that they or their guests maliciously inflict.

**12. Disposal:**

- A. If the station is equipped with a garbage disposal:
  - (1) Make sure the cold water is flowing strongly prior to the disposal being turned on and waste inserted.

- (2) Allow the water to flow after the waste is ground up to permit flushing of the traps.
- (3) Banana peels; cigarette filter tips, celery, corncobs, cornhusks, bones, metal, and glass shall not be inserted into the disposal.
- (4) If repairs must be made as a result of improper use, the cost of repairs shall be billed to the resident(s).

**13. Trash:**

- A. All trash should be placed only in containers provided (barrels, dumpster, etc.).
- B. Do not deposit trash in any other area.
- C. Residents shall dispose of their trash and garbage regularly, as they may attract insects and rodents, in addition to being unsightly.

**14. Refrigerators:**

- A. If the refrigerator in the station is not frost free, it requires defrosting regularly.
- B. Do not use any sharp instrument to pick or scrape off ice when defrosting the refrigerator as such instruments can very easily puncture the coil, causing a loss of refrigerant and requiring expensive replacement.
- C. Such damage shall be billed to the resident.
- D. The contents of the refrigerator should be edible.
- E. Do not allow old, spoiled, or inedible foods to accumulate.
- F. The refrigerator shall be kept clean at all times.

**15. Stove:**

- A. The stove in the fire station requires continuous attention.
- B. The meat juices, etc. baked on an oven over a period of time, will be impossible to remove.
- C. The cleaning of the oven once a month with a spray type oven cleaner is recommended.
- D. Do not use any caustic spray-type oven cleaner on any part of the outside of the stove.
- E. Burner plates, grates, and broiler pans may be covered with aluminum foil to facilitate cleaning.
- F. Access to the burner plates may be gained by raising the sides of the burner opposite the electrical connection.
- G. Oven cleaner will discolor floor covering.
- H. Be sure to cover the floor around the stove before spraying oven cleaner in oven.
- I. If floor covering is discolored, damage will be charged to the resident(s).

**16. Sinks/Dishes:**

- A. Dirty dishes will not be allowed to set.
- B. Dishes and sink must be cleaned immediately after use.

**17. Plumbing Repairs:**

- A. Lavatories, sinks, toilets, and all water and plumbing apparatus shall be used only for the purpose for which they were constructed.
- B. No sweepings, rubbish, rags, ashes, or other substances shall be thrown therein.
- C. Any damage to such apparatus, including the cost of repair and the cost of clearing stopped plumbing resulting from misuses by a resident shall be borne by the resident.

**18. Carpet Stains:**

- A. Immediately report carpet stains to the District Office.

**19. Draperies:**

- A. Unless resident has received express permission from the Fire Chief, all draperies and other window coverings placed in the station shall have a white backing.
- B. In any event, the use of foil, laminates, or paints on any window is strictly prohibited.
- C. Should attachment of draperies or other window treatment require the use of fixtures not already in place in the fire station, the resident shall first obtain the consent of the Fire Chief to the means, method, and manner of attachment.

**20. Pictures and Wall Decorations:**

- A. Do not hang pictures or wall decorations by the use of substances, which adhere to the wall (such as paste-type wall hangers or tape).
- B. For hanging pictures or other wall decorations use only picture hanging nails, tack, pins, or small screws.
- C. Residents must obtain the approval of the Fire Chief prior to hanging or installing large or heavy items (such as hanging lamps or prints).
- D. Telephone wiring and telephone jacks are not permitted to be installed in locations other than those provided without prior approval of the Fire Chief.
- E. Wallpaper in resident's rooms will not be permitted.
- F. The Fire Chief must approve wallpaper in other areas in advance.

**21. Antennas:**

- A. No antennas or wires of any kind are to be installed in or on the fire station or erected on any part of the premises without prior approval of the Fire Chief.

**22. Vehicles:**

- A. Minor mechanical repairs and maintenance to personal vehicles may be performed on the grounds provided the same does not inconvenience other firefighters, District operations, or place apparatus in an undesirable location or environment.

- B. No major repairs will be allowed.
- C. No automobiles, trucks, campers, trailers, cycles, boats, etc. which do not have current safety inspections stickers and license tags or which are inoperative in any way---including flat tires---may be kept on the premises.
- D. The District reserves the right to have towed at resident's expense, any improperly parked vehicle.
- E. Personal vehicles will not be housed or stored in the fire station without prior approval of the Fire Chief.
- F. Resident's vehicles shall not be parked in spaces reserved for responding firefighters or guests at stations with spaces designed for same.
- G. The Fire District shall not be responsible for any damage to or loss of any vehicle stored or parked on the premises, nor for any property in or on such vehicle.

**23. Phone and Messages:**

- A. Please notify your friends that the Fire District does not give out station or member phone numbers.
- B. The Fire District will not take personal messages, unless emergency in nature, for station residents.
- C. Residents are responsible for all of their personal long distance phone calls. All long distance calls must be logged on the District Telephone log sheet.
- D. If long distance charges are made on the Fire District's phone, residents must reimburse the Fire District by the tenth day of the following month.

**24. Beds:**

- A. Residents shall be provided with beds any and all damages occurring to the fire station beds will result in the firefighter paying for the damage. Beds should be kept in an orderly fashion at all times.

**25. Pets:**

- A. No pets will be allowed.

**26. Personal Property:**

- A. Personal property must be kept in the resident's quarters except for kitchen and bathroom necessities.
- B. Personal furniture may be placed in the living area with the Fire Chief's permission.
- C. It is recommended that storage space be rented for items that will not fit in the resident's quarters.
- D. It is recommended that the resident's quarters be closed when not occupied.
- E. The District is not responsible for any damage to personal property or theft or loss of the same.

- 27. Guests:**
- A. Guests are permitted in the fire station when accompanied by a member of the Fire District.
  - B. Guests in the resident areas will not be allowed between 11:00PM and 7:00AM without permission of the Fire Chief.
- 28. Occupancy:**
- A. Sleeping rooms shall only be occupied by one person when the door is closed.
- 29. Common Facilities:**
- A. It should be known that all areas of the fire station, except sleeping units, are common areas, including bathrooms (except where individual facilities are provided).
  - B. Common areas shall be shared by male and females.
- 30. Alcohol:**
- A. The presence and or consumption of alcoholic beverages in the fire station is strictly prohibited.
  - B. Operation of a Fire District vehicle under the influence of alcohol will be subject to disciplinary action.
  - C. An individual who, while under the influence of alcohol, causes a problem whether in the station or on an incident scene, will also be subject to disciplinary action.
- 31. Violations:**
- A. Violation of these rules or a violation of any federal, state, county, municipal statutes or ordinance (with the exception of minor traffic violations) will be just cause for immediate dismissal from station residency.
- 32. Termination of Residency:**
- A. The Fire District with or without cause may terminate residencies at any time by giving 30 days notice to a resident.



## COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

### ***Standard Operating Guidelines:*** **Section 110-01**

#### **Worker's Compensation Claim: Policy and Procedures**

**EFFECTIVE DATE:** April 18, 2005  
**REVISION DATE:** April 21, 2008

##### ***Policy:***

If a volunteer or employee has filed a worker's compensation claim it is their responsibility to notify the fire district administration office with in seventy-two hours of the time the claim was filed.

If the volunteer or employee has filed a workman's compensation claim, he/she is not to participate in practical training, fire calls and physical activities associated with the fire district. However attending monthly business meetings, officers meetings, and classroom training meetings is acceptable.

Once the physician has given the volunteer or employee a full release from the worker's compensation claim, he/she may return a written notification to the fire district administrative office located at 5206 Monticello Road, Jefferson City, MO 65109 before you return to full service.

##### ***Procedure:***

These rules and regulations apply to all members from Chief on down. If a worker's compensation claim has been made the firefighter or employee must notify the fire district administrative office with in seventy-two hours if the claim is not directly related to the fire district.

If the workers compensation claim is directly associated with the fire district the firefighter must notify the fire district administrative office immediately. Until the firefighter is released from the physician the firefighter may not participate in practical training, fire calls or any other physical activities associated with the fire district. The firefighter must first give written notice to the fire district administration before the firefighter may return to active duty.

## **WORKERS COMPENSATION PROTOCOL**

### **IF YOU GET HURT ON AN INCIDENT DO THE FOLLOWING:**

1. If able notify Incident Command  
Note: If you witness someone hurt and unable to communicate help the firefighter and notify Incident Command.
2. Incident Command Responsibility
  - a. Help injured firefighter immediately
  - b. Notify highest ranking officer on scene
3. Officers Responsibility
  - a. Notify Fire Chiefs
  - b. And, Fire District Secretary
4. Fire District Secretary's Responsibility
  - a. Fill out workers compensation paper worksheet for telephone claims
  - b. Before turning in claim on phone, send to local insurance agent for review of claim via email
  - c. After local agent reviews claims and okays the information, call Workers Compensation Insurance Company, at this point a claim number will be given to the Fire District Secretary
5. If injured worker is taken to the hospital by POV or ambulance give the following information:
  - a. State "This is a workers compensation claim"
  - b. Contact Cole County Fire Protection District Headquarters Office at 573-634-9011 during normal working hours for claim number and insurance information.
  - c. Address for Cole County Fire Protection District Headquarters Office is located at 5206 Monticello Road Jefferson City, MO 65109



## COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

### ***Standard Operating Guidelines:*** **Section 110-01**

#### **Worker's Compensation Claim: Policy and Procedures**

**EFFECTIVE DATE:** April 18, 2005  
**REVISION DATE:** August 22, 2006

##### ***Policy:***

If a volunteer or employee has filed a worker's compensation claim it is their responsibility to notify the fire district administration office with in seventy-two hours of the time the claim was filed.

If the volunteer or employee has filed a workman's compensation claim, he/she is not to participate in practical training, fire calls and physical activities associated with the fire district. However attending monthly business meetings, officers meetings, and classroom training meetings is acceptable.

Once the physician has given the volunteer or employee a full release from the worker's compensation claim, he/she may return a written notification to the fire district administrative office located at 5206 Monticello Road, Jefferson City, MO 65109 before you return to full service.

##### ***Procedure:***

These rules and regulations apply to all members from Chief on down. If a worker's compensation claim has been made the firefighter or employee must notify the fire district administrative office with in seventy-two hours if the claim is not directly related to the fire district. If the workers compensation claim is directly associated with the fire district the firefighter must notify the fire district administrative office immediately. Until the firefighter is released from the physician the firefighter may not participate in practical training, fire calls or any other physical activities associated with the fire district. The firefighter must first give written notice to the fire district administration before the firefighter may return to active duty.



# COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

## ***Standard Operating Guidelines:***

### **Section 111-01**

#### **CCFPD Medical 1<sup>st</sup> Responders**

**EFFECTIVE DATE: June 21, 2005**  
**REVISION DATE: August 22, 2006**

#### ***Policy:***

The Cole County Fire Protection District has organized a division within the fire district to take on Medical 1<sup>st</sup> Responders. This division was organized to help in assisting with EMS calls and providing assistance on rehab during an extensive incident. These members of the CCFPD 1<sup>st</sup> Responders division are not firefighters they are Medical 1<sup>st</sup> Responders providing a basic need in assisting the firefighters on motor vehicle incidents, extended fire incidents, and assisting EMS calls.

#### ***Procedure:***

1. You must fill out an application with the fire district.
2. If the Evaluation Board Members and Chief have approved your application, you will be on probation for one year.
3. You may be issued gear within six months.
4. The fire district is requiring only a Medical 1<sup>st</sup> Responder level certification when you apply to the fire district and you must maintain this level of certification.
5. You must maintain, license requirements and re-fresher training as required for State certification, providing verification of attendance to the fire district.
6. You must attend the EMS training, CPR training, Motor Vehicle Extraction Training when offered and three other district training classes specified by the Chief.
7. You may respond to incidents when approved by the Evaluation Board Members and the Chief but you may not participate in any incident that you are not trained on.
8. Medical 1<sup>st</sup> Responders will fall under SOG Regulations regarding Incident Command rules. They will not have a separate command from Fire District Operations, but fall under the commander on scene.



## ***Standard Operating Guidelines:*** **Section 112-01**

### **Workplace Harassment Policy**

**EFFECTIVE DATE:**        **June 19, 2006**  
**REVISION DATE:**       **August 22, 2006**

### **General Statement**

The Board of Directors and management wish to go on record to all those who work for or with the Cole County Fire Protection District, that they will not tolerate harassment of any kind conducted against Cole County Fire Protection District personnel by other personnel, by ancillary organization personnel, by citizens receiving assistance, or by others conducting business with the Cole County Fire Protection District, including sexual harassment which is a violation of Section 703-704 of Title VII of the Civil Rights Act of 1964 and amended in 1980.

Workplace harassment is either sexual or physical. Workplace harassment is an exercise of power, domination and control. Both men and women are victims and perpetrators of workplace harassment. Workplace harassment is a very severe matter. It may have a very serious effect on an organization's operations, which results in:

- lower productivity,
- higher costs from lower efficiency,
- increased turnover and absenteeism,
- a damaged public image,
- deterioration of morale,
- loss of careers, and
- court awards and settlements.

Such behavior distracts from our mission to serve the citizens of Cole County, the State of Missouri and the United States. Workplace harassment is unprofessional behavior and will never be considered appropriate under any circumstance.

### **Definition**

Federal guidelines define workplace harassment as any unwelcome advances; requests for favors, and other verbal or physical conduct when:

- submission to the conduct is made either explicitly or implicitly a condition of work,
- submission to or rejection of the conduct is used for the basis for any human resources decision affecting a volunteer or employee, and
- such conduct has the purpose or effect of substantially interfering with the staff

member's work performance or creates an intimidating, hostile or offensive work environment.

Workplace harassment may include, but is not limited to the following behaviors:

- verbal conduct - innuendos, suggestive comments, threats, insults, jokes and propositions.
- non-verbal conduct - suggestive or insulting noises, obscene gestures, whistling, leering, glaring and staring.
- physical conduct - touching, hitting, pinching, brushing against, massaging, and/or other sexual behavior.

### **Procedures For Resolving Workplace Harassment Problems**

If you feel you have been harassed:

- 1 Tell the offending person(s) that his/her verbal/non-verbal/physical behavior is offensive and you will file a formal complaint if such behavior takes place in the future. This response should be done at the time of the offense. Document what offensive behavior took place, who was involved, who may have witnessed the behavior, the time and place of the offense in writing. The reason for such a response is to inform those individuals who may not be aware that their behavior is inappropriate that such behavior is unwelcome and they should cease it immediately.
- 2 Report the incident to your immediate supervisor (following the Chain of Command), or in the event that person is involved in the matter, the incident should immediately be reported to a senior fire officer. All such reports will be investigated promptly and appropriate action will be taken.
- 3 All investigations are to remain confidential. Any officer or firefighter aware of the matter and discloses information regarding the matter except to the investigating team, will be dismissed from his/her position.

Persons who are not involved in the incident(s), but who are aware of such offensive activity are obligated by law, to make such information known to senior fire officers.

### **Investigation Procedure**

Once a formal complaint has been made, the senior fire officers will be assigned to investigate the incident, or at the request of the Fire Chief, an Alternative Dispute Resolution person from outside the Cole County Fire Protection District may be brought in to conduct the investigation. The investigation team will be made up of a minimum one male and one female person appointed by the Fire Chief.

The charging party will be asked to:

- put his/her statement in writing and have it signed and notarized. This should include the nature of the offensive behavior, who was involved, who may have witnessed the behavior, the time and place of the offense.
- provide evidence such as cards, notes, e-mail messages, etc.

The charging party will be:

- warned that there is a personal risk of a defamation claim from the alleged harasser if the event of the claim is not well founded.
- asked what he/she wishes to have happen from the investigation of the incident.

The investigators will:

- Meet with the accused harasser. Discuss the details of the incident and asked for his/her comments. Ask the person to write down his/her comments at the time of this meeting.
- Interview witnesses. If there are no witnesses, interview other personnel on an individual basis, and ask if they have been subject to such conduct.
- Prepare a written report for the Fire Chief within one week, which includes all findings and recommendations regarding the incident.

The Fire Chief will:

- 1 Put investigating team in place within 48 hours.
- 2 Review the investigation teams report.
- 3 Meet with the CCFPD Board of Director's within 48 hours in a closed-door meeting to discuss appropriate action as determined in the meeting.
- 4 Take appropriate action.
- 5 Have the investigation team's report and action report filed in a separate confidential file that is kept in the Fire District Secretary's office.
- 6 If the claims are against the Fire Chief he will immediately notify the Board of Directors, and remove himself from the head of the investigation.

The Cole County Fire Protection District Board of Directors will:

- Meet with the Fire Chief as he presents all investigation reports to the CCFPD Board of Directors in a special closed-door meeting.
- Will acknowledge the investigation and make any recommendations to the Fire Chief.
- If the claims are against the Fire Chief, the CCFPD Board of Directors shall place the Fire Chief on administrative leave, and the CCFPD Board of Directors shall appoint an investigation team to report only to the CCFPD Board of Directors. This action shall be completed in a timely manner and all procedures will remain the same with the exception that the CCFPD Board of Directors will oversee the investigation.

**Note:** The Cole County Fire Protection District assumes no liability for any employee, volunteer that has been harassed if that employee or volunteers does not follow and comply with this section 112-01 of the Standard Operating Procedures.



# COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

## ***Standard Operating Guidelines:***

### **Section 113-01**

#### **Medical Leave**

**EFFECTIVE DATE: July 17, 2006**  
**REVISION DATE: August 22, 2006**

#### **General Statement**

The Board of Directors and management wish to go on record to all those who volunteer and work for the Cole County Fire Protection District as stating that family and medical leave, as provided below, will be granted to all volunteers and employees upon the recommendation of the volunteer's or employee's supervisor and subject to the approval of the Fire Chief.

- (a) Birth of the volunteer or employee's child;
- (b) A serious health condition or injury, which makes the volunteer or employee unable to perform the functions of the position.
- (c) A workers compensation injury as stated in Section 110-01 of the Standard Operating Procedures.

A volunteer or employee must to take leave and reduce physical activity when it is medically necessary.

In any case in which the necessity for reduced activity due to health condition, injury it is the responsibility of the employee or volunteer to immediately notify the Fire Chief. The volunteer or employee may continue to participate in monthly business meetings, board meetings, and classroom training. Only after a doctor's written notification will the volunteer or employee return to full physical duty.

The District shall require that any serious health condition or injury be supported in writing, issued by the healthcare provider of the volunteer or employee. This notice must be given to the Fire Chief immediately. Once the volunteer or employee has been released from medical care for the health condition then a written notice must be given to the Fire Chief before the volunteer or employee may return to full physical duty. If the employee or volunteer and the Fire Chief agree on light duty this may be allowed (must be put in writing) what duties are.

The taking of medical leave under this section does not result in a loss of any

years of service or employment benefits accrued prior to the date on which the leave is commenced.

The Fire Chief has the right under the direction of the Cole County Fire Protection District Board of Directors to question any volunteer or employee about their medical condition prior to returning them to active duty.

The Fire Chief must place in writing any notification of medical, pregnancy, or injury situation in the employee or volunteer's personal file within 48 hours of notification and notify the Cole County Fire Protection District Board of Directors at the next regular scheduled Board Meeting in a requested close-door meeting for personnel issues. This must be placed on the agenda at least 24 hours prior to meeting.

**Note:** The Cole County Fire Protection District assumes no liability for any employee, volunteer or unborn child if that employee or volunteer does not follow and comply with this section 113-01 of the Standard Operating Procedures.



# COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

## ***Standard Operating Guidelines:***

### **Section 114-01**

#### **Sunshine Law Policy**

**EFFECTIVE DATE:        March 12, 2007**

**REVISION DATE:**

#### **General Statement**

Appointing a Custodian of Records and Adopting an Open Records and Meetings Policy for the Cole County Fire Protection District.

**Section One. Policy.** This fire district desires to conduct its business in a public fashion, and to advise all citizens of the community of meetings of the Board of Directors and all committees thereof. We recognize that records of the Fire District are records that belong to the citizens, and as a general matter should be available to the public as a matter of course. However, there are some times when the Constitutional or privacy rights of individuals would be adversely affected by public disclosure, and thus some records that need to be closed to the public. This policy is designed to explain to District staff and to our patrons and to the public at large the ways that we plan to implement Chapter 610 of the Revised Statutes of Missouri, which relates to records and meetings of governmental bodies and is often referred to as the Sunshine Law.

**Section Two. Custodian of Records Designated.** The Secretary Treasurer of the Board of Directors is hereby designated as the “custodian of records” of the Cole County Fire Protection District. The Custodian is in charge of posting notice of meeting, taking minutes, handling requests for records, and otherwise facilitating compliance with the Sunshine Law. Such designation does not mean that the Custodian will necessarily have all the records in his or her possession, but simply is an indication to whom requests for copies of records and information regarding the District should be directed. All district personnel are directed to provide to the Custodian of Records access to all records maintained, for purposes of responding to any request.

Certain records may be protected by federal law (HIPPA, for example) and there may be a dispute about the requesting party’s right to review such records. Such disputes shall be brought to the attention of the district legal counsel, who shall decide if the Custodian should grant access under the Sunshine request.

**Section Three. Receiving a Records Request.** Any official of the District who receives a request for specific documents is directed to inform the Custodian, so that the Custodian may insure that a timely response is made to the request and that adequate records are kept regarding the request. The Sunshine Law does not require that a request for records be in writing. If a district staff member receives an oral request for information, then such request shall be documented and forwarded to the Custodian as

soon as possible. Because the deadline for a response from the District is based on when the Custodian receives the request, upon receipt the Custodian shall stamp or otherwise record the date and time of receipt and affix his/her initials to the request. For the convenience of the public, the Custodian is authorized to prepare a "Disclosure Request Form" upon which a request may be made. Nothing herein, however, shall limit a requesting party to that form or prevent him/her from making a request in a different fashion.

**Section Four. Form of Response.** In the absence of instructions to the contrary, it will be assumed that the requesting party wants to receive a response in the same form as the original request. The District will make reasonable efforts to accommodate such requests.

**Section Five. Response Within 3 Business Days.** The Sunshine Law requires a response to a request to be provided as soon as possible, and no later than 3 business days from the time the Custodian receives the request. The term "business days" means Mondays through Fridays, excluding holidays. For good cause, access to the public record may be delayed beyond this timeframe, in which case the Custodian shall provide a detailed explanation of the cause for any further delay and the place and earliest time that the record will be provided or be made available for inspection. If a request for access is denied, then the Custodian shall provide, upon request, a written statement of the grounds for such denial, citing the specific provision of law under which access is denied. If an explanation for a denial is requested, then it shall be furnished to the requester within three business days after it was requested.

**Section Six. When Custodian Not Available.** Any request directed to anyone other than the Custodian will be forwarded to the Custodian (as provided in Section 3 above). If the Custodian is absent, then the District will make a reasonable attempt to inform the requesting party to expect a delay, and the District will assume that such delay is acceptable unless the requesting party clearly indicates that an immediate response is needed. In the Fire Chief's discretion, the Fire Chief may temporarily assume the responsibilities of the Custodian.

**Section Seven. Documentation of Response.** The Custodian of records shall document the response provided for each request either by (1) making an extra copy of the response and attaching it to the original request, (2) noting on the request what documents were provided, or (3) keeping a copy of any letter or note requesting additional information in order to process the request.

**Section Eight. Request for Searches.** The policy behind the law seems to encourage public examination of district records and the district needs to bend-over-backward to attempt to assist the public. A request for copies of "all records" or "every record" of a particular sort involves a request to search through all records of the District in order for the Custodian to certify that what is provided is "all" or "every" record. Such searches are expensive. Similarly, a request for records compiled in a format differing from the format in which the records are customarily retained can be expensive. As a

general rule, the Custodian of Records is not expected to engage in extensive searches or compilations without first requiring the requesting party to pay fees as provided below. If any search request will require more than 15 minutes of the Custodian's time, then the Custodian should require an advance deposit for the estimated time and expense required to search for and copy the records.

**Section Nine. Fees for Retrieval and Copies.** The District reserves the right to charge any and all fees authorized by § 610.026 of the Sunshine Law for researching, accessing, retrieving, copying, and sending records to requesting parties. A summary of such charges is as follows:

1. If responding to a request involves 15 minutes or less of staff time, there will be no retrieval fee.
2. For a search, retrieval, accompanying, and return of documents requiring more than 15 minutes a \$10.00 fee will be included for the first 30 minutes, including the first 15-minute period. And will be included for every 30 minutes to follow
3. Fees will generally be charged if more than 15 minutes of staff time is required to search, retrieve, copy, and return the requested documents. The District will attempt to minimize the cost of responding to all requests for records. Upon request, the District shall estimate the cost of a request prior to producing records for the requesting party
4. The hourly fee for research time will be based on the actual cost to the District.
5. The hourly fee for providing access to electronic records shall not exceed the average hourly rate of pay for District staff.
6. The hourly fee for making copies will not exceed the average hourly rate of pay for clerical staff.
7. Fees for copies of documents shall be: The standard fee for making copies is 10 cents per page, but the District may charge its actual costs of making color copies or copies of irregular size.
8. Delivering copies of requested documents, the District will charge the actual costs incurred for postage, messenger service, etc.

**Section Ten. Inspection of Records.** To reduce the cost to both the requesting party and the District, the Custodian of Records may permit a physical inspection of the records by the requesting party to help specify what documents are needed. The Custodian may impose such security requirements as is deemed appropriate to guarantee that no record is removed from District files. The requesting party shall pay the cost of that security at the rate provided in Section 9(b).

**Section Eleven. Waiver of Fees.** The Custodian of Records is empowered to waive the collection of any of the fees totaling less than \$5.00 provided in Section 9 above to any citizen of the District requesting documents from the District, or to any representative of news media that routinely sends a reporter to cover meeting of the district Board of Directors. No person or organization shall receive more than 3 such waivers in any 12-month period.

**Section Twelve. Closed Records and Votes.** When designing public records, District staff shall make every effort to separate information that is exempt from disclosure from material that is not. There are numerous reasons why the District might be permitted or required to close or keep confidential certain records (or information within such records) under state or federal law. For example, § 610.021 lists numerous exemptions, § 610.035 governs the disclosure of social security numbers, § 610.132 addresses handling personally identifying information, and § 610.024 discusses records containing both exempt and nonexempt information. If the Custodian is unsure whether a records request encompasses information that the District should not or cannot disclose, then the Custodian shall consult with the Board and/or the District's attorney before releasing such records or information. Closed records and confidential information shall not be released to any person who is not a part of the District staff. Except that the District's auditor may see such records when reasonably necessary to prepare an audit report as requested by the District and the District's attorney may see such records when reasonably necessary to represent the District. Requests that closed records be opened to public inspection will be considered on a case-by-case basis by the District's Board of Directors.

**Section Thirteen. Subpoenas for Closed Records.** If the Custodian receives a subpoena for a closed record, then the matter shall be referred to the District's attorney for a response.

**Section Fourteen. Public Notice Board.** The Custodian of Records publishes the yearly schedule for the Board of Directors meetings on the PUBLIC NOTICE Boards at each of the fire stations.

**Section Fifteen. Standing Request for Meeting Notices/Packets.** The District maintains a list of all persons who request information regarding "all meetings" of the Board and its committees. Such requests may include simply a request for the notice and tentative agenda, or may include a request for the preparatory packet also. A deposit shall be posted in advance when such a request is made, and such request shall be honored as long as the deposit continues to cover the costs.

**Section Sixteen. Meetings via Electronic Devices.** Any meeting initiated by the Fire District board members (except those having a purely social purpose) is presumptively public. If any District board member must attend such meeting via electronic means (speaker phone, web camera, internet instant messaging, etc. – or even via a method not yet invented), then the members of the public who desire to attend such meeting will be allowed to do so at the District offices, where the electronic communication will be shared with members of the public at the same time they are shared with members of the Board.

**Section Seventeen. E-mails and Electronic Records.** The District recognizes that certain electronic records in its possession may be subject to disclosure to the public, even if such records bear little relationship to public business, unless such records are

closed for a specific reason. As a general rule, all e-mails are retained in the District's computer system until overwritten by that computer, including all "deleted" e-mails. The retrieval of those e-mails, however, is not something that is routinely done by the district. Any retrieval of e-mails or other electronic records may require the services of a computer expert. Request for the retrieval of stored e-mails or other electronic records may require the requesting party to provide an advance deposit for the services of such an expert.

Employees of the district and volunteers serving the district are, however, allowed to use District Internet facilities for personal purposes, provided they do not access pornographic, obscene, racist, or extremist web sites using District equipment. Even if records of internet site visits are not public records, they may be used by the District for disciplinary purposes.

E-mails which are directed to (either addressed to, or by copy sent to) a majority of the members of the District Board of Directors are presumptively public records and will be disclosed, unless a specific reason for nondisclosure exists. All parties sending such e-mails are required by law to copy such e-mail to the Custodian of Records.

Other emails relating to the District's operations, finances, personnel, etc., are probably subject to disclosure, unless a specific reason for disclosure exists. Emails of a personal nature may also be subject to disclosure, although the District will not release such emails to the public without first informing the sender.

**Section Eighteen. Records Discussing District Operations, on Private Equipment.** It is recognized that many employees, volunteers, and officers of this district have their own privately owned cell phones, computers, and other electronic equipment that is available for the preparation and sending of, and for the receipt of, communications relating to district operations. The use of such private equipment for district operations is discouraged. THE FIRE DISTRICT WILL NOT PROVIDE A LEGAL DEFENSE, NOR WILL IT INDEMNIFY ANY EMPLOYEE, VOLUNTEER, OR OFFICER who chooses to utilize private equipment for the conduct of public business. Any district employee, volunteer, or officer who receives an electronic communication on private equipment is directed to (1) forward a copy of the communication to the Custodian of Records so it may be kept in the official records of the district, and to (2) respond to the communication either using district equipment if doing so is convenient, or respond using the private equipment and send a copy of the response to the Custodian of Records for retention by the district. Any district employee, volunteer, or officer who initiates an electronic communication on private equipment is directed to send a copy of all communications to the Custodian of Records for document retention purposes.<sup>i</sup>

**Section Nineteen. Normal Meeting Place, Time, and Date.** Regular meetings of the Fire District Board of Directors are held on third Monday of each month at the Fire District Headquarters located at 5206 Monticello Road, Jefferson City, Missouri. Meetings begin at 8:30 p.m. The Board may hold special meetings from time to time. Public notice of all meetings will be posted in accordance with § 610.020.

**Section Twenty. Meetings Initiated by Others.** From time to time, members of the Board of Directors may be invited to attend meetings held by others (Chamber of Commerce, City or County government, employee or citizen groups, etc.) At such meetings government business may be discussed. The fire district will try to give notice of all these invitations, and such meetings are generally open to the public. However, we have no control over the facilities at which the meetings are held, and concerns relating to compliance with the Sunshine Law at such meetings should be addressed with the group that initiated the meeting.

**Section Twenty-One. Penalty for Disclosure of Closed Records.** Any elected official or anyone else who is employed by, does work for, or volunteers for the District shall be subject to termination, removal from office, or other discipline if such individual wrongfully discloses information or records of the District that are “closed” or “confidential”.

**Section Twenty-Two. Effective Date and Adoption.** This policy will take effect and be in full force from and after its adoption by the Board of Directors, this policy will be adopted by the Board of Directors of the Cole County Fire Protection District this 12<sup>th</sup> day of March 2007.

---

President, Board of Directors

---

Vice President, Board of Directors

---

Director, Board of Directors

---



# COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

## ***Standard Operating Guidelines:*** **Section 115-01**

### **CCFPD Landing Zone Procedures**

**EFFECTIVE DATE: December 18, 2006**  
**REVISION DATE:**

#### ***Policy:***

The Cole County Fire Protection District has organized the following standards for the procedures of establishing a landing zone (LZ):

#### ***Procedure:***

1. Establish an LZ Group Leader – will be assigned by the Incident Commander.
2. Coordinate plan to the LZ group.
3. Group Leader **MUST** be in communications with the landing helicopter(s) on an agreed frequency with EMS Dispatch, Group leader and the pilots.
4. When using a GPS unit the coordinates must be given to EMS dispatch.
5. The group leader shall make all efforts to **ABORT** the landing of all helicopters if communications with the pilots is not successful. Aircraft can communicate with each other. However they may not be aware of specific circumstances on the ground.
6. **ABORT** command should be given to any or all aircraft if something on the ground is not correct or if you feel the pilot is not aware of a potential hazard to personnel or the helicopter(s).
7. Walk the LZ.
8. Check for obstacles. I.E. Trash, power lines, uneven terrain.
9. Set up Vehicles and/or LZ lighting. Mark the landing zone with lights in a triangle pattern about 20 to 25 feet in area where you want the aircraft to land. Communicate with the pilot to land in the lighted zone.
10. Once communications with the pilot(s) have been establish reconfirm the landing zone coordinates, turn off all unnecessary lighting that may blind the pilots on approach and landing. Also advise the pilot(s) of any hazards they may need to be aware of. Communicate with them as you are seated in the aircraft. Refrain from using directions of north, south, east and west.
11. Land one aircraft at a time.
12. Aircraft land and take off into the wind. They can hover around once near the ground if needed.



# COLE COUNTY FIRE PROTECTION DISTRICT

5206 MONTICELLO ROAD ■ JEFFERSON CITY, MO 65109  
PHONE: 573.634.9011 ■ FAX: 573.634.9004  
EMAIL: admin@ccfpd.net ■ WEB SITE: www.ccfpd.net

## ***Standard Operating Procedures:***

**Please sign & date after reading the following:**

### **General Statement**

I have read the Standard Operating Guidelines and understand its contents. I understand its content is Cole County Fire Protection District Board of Directors policy and will be strictly enforced by the Fire Chief at his discretion. I further understand there is no way a single document such as the Standard Operating Guidelines can possibly address all situations that could arise. The Standard Operating Guidelines are merely a guide for the fire district. By undersigning I acknowledge I have read and I am aware of the contents.

---

(Date)                      (Radio # Signature, FDID)                      (Print Name)                      (Telephone)