

ADMINISTRATION

FMO

GEAR / UNIFORM

APPARATUS

COMMUNICATIONS

RESPONSES

RESCUE / EMS / MEDICAL

SOC





ADMINISTRATION

ADMINISTRATION

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

ACTING OUT OF RANK

PURPOSE: To establish guidelines to insure a member has gained the skills, knowledge and ability to be qualify to “Act Out of Rank”.

POLICY: The below criteria shall be met prior to a member Acting Out of Rank:

1. Must be a qualified apparatus driver.
2. Must have considerable knowledge of the operation and maintenance of the various types of equipment and apparatus used in firefighting activities.
3. Must have knowledge of EMT principles and methods.
4. Must have considerable knowledge of the Department’s Rules and Regulations; S.O.P.(s), etc.
5. Must have considerable knowledge of rescue techniques.
6. Must have the ability to apply sound supervisory principles and practices in the training of Firefighters.
7. Must have the ability to analyze situations quickly and accurately, and must be able to determine the proper course of action that needs to be taken.
8. Must have the ability to lead personnel effectively.
9. Must have the ability to maintain discipline through example and must be able to cooperate with other employees and Officers.
10. Must have the ability to maintain accurate records and prepare clear reports.
11. A Firefighter must have three years.
12. A Captain shall not be considered for the listing of Acting Battalion Chief if said member has less than six months of on-the-job experience in the Captain rank.
13. All considerations for Acting Out of Rank will be considered for approval by their Division Commander and the Chief of Fire.
14. A letter will be submitted for approval for all Acting Lieutenants and Captains. This letter will state that the candidate complies with the Acting Out of Rank S.O.P. dated November 30, 2017. The letter will be signed by the submitting Officer, the respective Deputy Chief and the Chief of Fire.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue
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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

BEREAVEMENT LEAVE NOTIFICATION

PURPOSE: To properly document a member's use of bereavement leave.

POLICY: Upon being notified that a member is reporting off duty for bereavement leave, the on-duty Company Officer will complete an F-60 Bereavement Notification Form and forward to Fire Headquarters.

When funeral arrangements are confirmed, the F-60-A form will be submitted to Fire Headquarters.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

CALLBACK OF BATTALION CHIEFS

PURPOSE: To recall Battalion Chiefs in a timely manner when needed during a working fire or significant incident with multiple companies committed for an extended period of time.

POLICY: Whenever a working fire has been communicated to Fireboard by the Incident Commander and multiple companies have been committed to an incident for an extended period of time, the following departmental policy for the recall of Battalion Chiefs will be implemented:

1. Once Fireboard has been notified by the Incident Commander that a working fire is in progress and multiple companies are committed on the fire grounds. Fireboard will make notification by text message to all Battalion Chiefs that a working fire is in progress.
2. It shall be the responsibility of the Incident Commander to notify Fireboard if a recall of two Battalion Chiefs is needed.
3. Fireboard will have a list of Battalion Chiefs and Captains by Zone. This list will include accurate cell phone numbers and the Platoon to which they are assigned.
4. The first two available Battalion Chiefs/Captains will notify the Deputy Chief of Operations they are responding and report to Station # 1.
5. The first arriving Battalion Chief/Captain will be responsible for the call back of Companies and for maintaining adequate coverage in the City of Wilmington.
6. The second arriving Battalion Chief/Captain will be responsible for making responses throughout the City. A reserve vehicle will be kept at Station #1 for his/her usage.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

CALLBACK OF BATTALION CHIEFS

7. Fireboard \Will use the following calling sequence: Zone #1 Battalion Chiefs will be called first. If unavailable, Zone #2 Battalion Chiefs will be called. ff unavailable, Zone #3 Battalion Chiefs will be called. If no Battalion Chiefs are available, then Captains will be called from the Contingency List Zones using the same procedure. Fire board will notify the Deputy Chief of Operations if they are unable to recall any Battalion Chiefs or Captains.
8. The Deputy Chief of Operations will detcm, ire the number of personnel to be called back and will coordinate their assignments \With the recalled Battalion Chiefs/Captains based upon the availabiitiy of reserve apparatus and the status of the working fire.
9. At all times, the minimum staffing for City coverage will always be two (2) Engine Companies and one (1) Ladder Company. Station #1 and Station #4 are the primary stations to cover when reserve apparatus is placed in service.
10. Once the Battalion Chiefs receive a text notification for a working fire in progress. notification to fireboard may be made by off duty Battalion Chiefs advising Fire-board of their availability for a call back *to* duty.

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ORDERED BY: John M. Looney

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

CALL BACK OF PERSONNEL (CAPTAINS, LIEUTENANTS, FIREFIGHTERS)

PURPOSE: To recall off-duty personnel whenever a working fire or significant incident is in progress and the Incident Commander has requested a call back of personnel due to multiple companies committed for an extended period of time.

POLICY: It shall be the responsibility of the Incident Commander to notify Fireboard when a working fire or significant incident is in progress and there is a need to recall a Battalion Chief/Captain for the purpose of a call back of off duty personnel. This policy will be implemented whenever multiple companies are committed for an extended period of time and it has been determined that the recall of off-duty personnel is necessary to staff additional apparatus to respond to the incident scene or cover the appropriate fire stations. The call back of personnel will be as follows:

1. A three zone system has been developed for recalling off-duty personnel.
2. Every recall will start With Zone #1 at all times.
3. If recall staffing has not been achieved through Zone #1, Zone# will be called. If recall staffing has not been achieved through Zone- #2. Zone #3 will be called.
4. Members who are contacted must be able to report to their assignment within 30 minutes.
5. For responses requiring special expertise (i.e. tiller boat operator; etc.) the Battalion Chief/Captain in charge of the call back has the authority to prioritize by the need.
6. When contacted for the call back, all members will answer yes or no and ask for instructions.
7. In the event New Castle County units respond into the City for an extended period of time. the Battalion Chief making the recalls will attempt to relieve the county units with call back companies if possible.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

CALLBACK OF PERSONNEL (CAPTAINS, LIEUTENANTS, FIREFIGHTERS)

9. The Contingency Recall Books will be assigned to the following locations:
 - a. One book assigned to District #2.
 - b. One book assigned to District # 1.
 - c. One book assigned to the Battalion Chief of Support Services
10. A copy of the emergency contact personnel from First Vehicle Services will be included in the Contingency Recall Books. Those names. in order of contact are as follows:
 - a. Jeff Mace - (302) 420-3423
 - b. Jake Harvey - (412) 475-4350

****Off duty members will not respond to the fire grounds or fire stations until they are contacted by the recalled Battalion Chief/Captain.**

REV. DATE: 07/01/23 ORDERED BY: John M. Looney

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

CALLING FOR OVERTIME

PURPOSE: To establish hours of calling for overtime under normal circumstances.

POLICY:

1800-2200 hours: For the on-coming unit (0800-2000) for known vacancies

0600-0800 hours: For the on-coming unit (0800-2000) for vacancies created due to members reporting off after 2200 hours of the previous tour.

0800-1100 hours: For the night unit (2000-0800) for known vacancies.

1700-2000 hours: For the night unit (2000-0800) for vacancies created due to members reporting off after 1100 hours.

If contact is not made, the caller will leave a brief voicemail, if possible, to confirm that the contact was attempted. The voicemail will include:

- Caller's name
- Date call was made
- Time call was made
- Overtime unit (day or night) being filled
- Call will also state that they have moved onto the next person on the overtime list

Overtime call sheets will be filled out with the following information:

- Date call was made
- Assignment accepted, not accepted, or could not reach
- Initials of the caller
- If member ordered, entry will be made in red ink

These call sheets will be saved and maintained at District #2 and submitted to Fire Headquarters on a monthly basis. An internal department audit of the overtime process will be conducted on a quarterly basis.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

CALLING FOR OVERTIME

OVERTIME STAFFING PROCEDURES

- (a) The Deputy Chief of Operations shall determine the placement of Officers and Firefighters per unit of duty. The Deputy Chief of Operations may enhance officer and platoon strength during an emergency. Replacement of employees, when overtime is required to maintain platoon strength, will be on a rank for rank basis unless otherwise noted below:

BATTALION CHIEFS

- (1) One (1) Battalion Chief will be on duty at all times regardless of platoon strength.
- (2) Battalion Chief overtime will be filled by using the Battalion Chief's Department-Wide Overtime Rotational List.
- (3) If no Battalion Chief from the Battalion Chief's Department-Wide Overtime Rotational List is available or fit to work overtime, a Captain from the Captain's Department-Wide Overtime Rotational List will be called.
- (4) If no Captain from the Captain's Department-Wide Overtime Rotational List is available or fit to work overtime, a Battalion Chief will be ordered to work.

CAPTAINS

- (1) Captain overtime will be filled by using the Captain's Department-Wide Overtime Rotational List.
- (2) If no Captain from the Captain's Department-Wide Overtime Rotational List is available or fit to work overtime, a Lieutenant from the Lieutenant's Overtime Rotational List will be called.
- (3) If no Lieutenant from the Lieutenant's Department-Wide Overtime Rotational List is available or fit to work overtime, a Captain will be ordered to work.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

CALLING FOR OVERTIME

LIEUTENANTS

- (1) Lieutenant overtime will be filled by using the Lieutenant's Department-Wide Overtime Rotational List.
- (2) If no Lieutenant from the Lieutenant's Department-Wide Overtime Rotational List is available or fit to work, a Firefighter from the Firefighters' Platoon Overtime Rotational List (per Firefighter's overtime procedures number (1) & (2) will be called.
- (3) If no Firefighter from the Firefighters' Platoon Overtime Rotational List is available or fit to work overtime, a Lieutenant will be ordered to work.

FIREFIGHTERS

Firefighter overtime, when required to maintain platoon strength, will be filled by using the Firefighter's Platoon Overtime Rotational List utilizing the following procedure:

DAY UNIT OVERTIME

Day unit overtime will utilize the working shift using the Firefighters' Platoon Overtime Rotational List.

If no member is available or fit for duty from the working shift, overtime will be filled with the following procedures:

- (a) Firefighters' Platoon Overtime Rotational List for their second day off.
- (b) Any member of the oncoming Platoon on the Firefighters' Platoon Overtime Rotational List that is fit for duty and is off for any reason (i.e., Kelly day, vacation, exchange off, etc.) shall be called. Any member off on illness, injury or suspension shall not be called.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

CALLING FOR OVERTIME

NIGHT UNIT OVERTIME

Night unit overtime will utilize members from the Firefighters' Platoon Overtime Rotational List on their second day off.

If no member is available or fit for duty on the second day off, overtime will be filled with the following procedures:

- (a) Firefighters' Platoon Overtime Rotational List for their first day off.
- (b) Any member on the working Platoon on the Firefighters' Platoon Overtime Rotational List that is fit for duty and is off for any reason (i.e., Kelly day, vacation, exchange off, etc.) shall be called. Any member off on illness, injury or suspension shall not be called.

If vacancies still exist after following the above sequence, the first eligible Firefighter from the Firefighters' Platoon Overtime Rotational List shall be ordered to work.

REV. DATE: 07/01/2020 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

CHAIN OF COMMAND PERMISSION FORM

PURPOSE: To request permission for an appointment to meet with a superior Officer above their direct supervisor.

POLICY: The attached form (F-35) will be completed in its entirety whenever a member request permission to meet with a superior Officer above their direct supervisor. This request is not to circumvent the normal Chain of Command procedure that can be handled at the Company level.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

COMPANY DETAIL PROCEDURE

PURPOSE: To insure the proper sequence of detail assignments and to insure that all details are properly administered.

POLICY:

1. Company Officers will maintain a listing of their Company members who are subject to being detailed.
2. All members assigned to Suppression are eligible to be detailed after six (6) months of employment.
3. To avoid confusion, regular Company Officers are to leave a list of details in the Officer's book which will be maintained when they are going to be absent.
4. Detailed or Acting Officers are **NOT** to adjust or list **ANY** details or cause to be adjusted any details assigned in the book by the Company Officer.
5. **All details will be for one complete (24) hour period. No member will be able to exchange the detail once it has been scheduled by the Company Officer.**
6. Battalion Chiefs or persons Acting as such will insure the orderly dispatch of details.

REV. DATE: 07/01/2020 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

COMPANY TRAINING

PURPOSE: To emphasize the importance of standardized training.

POLICY: All Company Officers will complete a training entry in the New World Fire Records system for all Company schooling. The Company Officer will conduct Company level training for a minimum of two hours every tour of duty. The Battalion Chief may also conduct Platoon level training depending upon the needs of the Department.

Use of televisions, radios, cell phones, personal computers, social media or any other non-fire related material will not be permitted during this training session.

The Company Officer will notify their respective Battalion Chief of the training topic and location. All Company members will participate.

REV. DATE: 6/01/23 **ORDERED BY:** John M. Looney

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

COVID-19 EMPLOYEE SCREENING TOOL

PURPOSE: To establish a procedure for temperature scanning of all fire department personnel and civilians entering fire department property.

POLICY: Effective immediately, employees and visitors will be screened for COVID-19 symptoms by having their temperature taken when reporting for duty or visitors entering the building. The House Watchperson will be responsible for taking all temperatures including Battalion Chiefs by using the non-contact infrared thermometer and making entry into the house journal with employee's name; report time; and temperature as normal or elevated. If the Company is out of quarters, the first member reporting will assume the house watch duties and conduct the screening.

Visitors with temperatures of 99.5° or higher will be denied entry and will be logged into the house journal.

Any personnel who presents with a temperature of 99.5° or higher will immediately don an N-95 mask. The respective district Battalion Chief will be contacted immediately who will then contact the Infectious Control Officer who will make arrangements for COVID-19 testing. The employee will be guided through the testing process. The employee will be relieved of duty and will be informed by the Infectious Control Officer of the time and location of the testing. During normal business hours (8-4) the testing will be conducted at Saint Francis Hospital. After hours, the same notification procedure will be conducted and the employee will be notified by the Infectious Control Officer of when and where to report for testing on the following day.

The screening will be documented in the house journal by the House Watchperson. In the roll call entry, the Company Officer will include the following statement: "COVID-19 screening has been completed for all members working (Officer's Name)".

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

COVID-19 EMPLOYEE SCREENING TOOL

When an employee presents with a temperature higher than 99.5°, the normal guidelines for sick leave will be followed by the Company Officer. An employee that has been relieved of duty due to an elevated temperature will be placed off for a minimum of seven days. The employee will be tested for COVID-19 at the Saint Francis Hospital; test results may take 24-48 hours. While the employee is home they shall practice self-isolation until test results are provided. The department will contact the employee with test results and the procedure to return to work.

The Battalion Chief will be notified if any member refuses to comply with this S.O.P. and disciplinary action will be initiated.

Contact numbers for Infectious Control Officers:

Primary contact: Battalion Chief of Safety and Training – 302-932-4364; if unable to contact;

Secondary contact: Lieutenant of Support Services – 302-757-2849; if unable to contact;

Alternative contact: Deputy Chief of Operations – 302-757-3898

If off-duty and experiencing any of the below listed symptoms, do not report for duty and contact your PCP:

- Fever (at or above 99.5°F)
- Prolonged sore throat
- Excessive sneezing
- Productive cough
- Flu-like symptoms (fever, cough, shortness of breath or muscle aches)
- Diarrhea associated with an acute illness

*Seasonal allergies, COPD, and asthma are known to have similar symptoms.

The above self-monitoring guidelines and symptoms are provided by the Delaware Health and Social Services Division of Public Health.

REV. DATE: 12/02/2020 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

DAYS OWED TO MEMBERS – DAYS OWED TO DEPARTMENT

PURPOSE: To establish a policy to determine when days are owed to members and when days are owed to the Department.

POLICY: The following policy will apply to Suppression personnel due to promotion, transfer, or change in Kelly group assignment.

Suppression personnel work six (6) tours of duty to receive a Kelly day (24 hours) which equates to four hours per tour; six (6) tours equal 24 hours. Therefore, one to three tours worked equate to one Kelly day unit; four to six tours work equates to one Kelly day tour.

Suppression personnel will be owed days or will owe the Department days based on the above.

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

DEPARTMENTAL ROLL CALL

PURPOSE: To insure all working Firefighters are fit for duty.

POLICY: At 0800 and 2000 hours, the Company Officer will conduct roll call of all Company members. Firefighters will form in front of the watch box and will be inspected for fitness for duty: proper uniform; haircut; clean shave; etc. The Company Officer will review all Departmental mail, i.e., memorandums, General Orders, etc.

At the start of each tour of duty for each Platoon, the Company Officer will insure that all personal firefighting equipment including but not limited to SCBA, portable radios, and Personal Accountability Tags, are inspected to insure serviceability.

Upon completion of both roll calls, the Company Officer will make his/her entry in the House Journal. The entry will read:

- All members present and accounted for and are fit for duty.
- Apparatus and equipment checked by members and are ready for service.
- Past entries and Orders read and understood.
- Shift roster checked and all members have verified clocking into Kronos.

NAME: _____

REV. DATE: 07/01/2020 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

EDUCATION POLICY

PURPOSE: To encourage and provide assistance to Fire Department members pursuing higher education to improve their professional and job related knowledge and skills which will benefit the Department and citizens of Wilmington.

POLICY:

1. Any member applying for any job related course whether offered by the Delaware State Fire School, National Fire Academy, or any college, university, DEMA, FEMA, etc., must submit a memorandum to the Chief of Fire for approval prior to enrolling in the class.
2. Employees taking courses in fire science, fire or safety management may have the cost of tuition paid in advance when prior written approval by the Chief of Fire is granted. The taking of any such courses shall be on a voluntary basis only. Employees shall reimburse the City through payroll deductions if the course requirements are not satisfactorily or fully completed.
3. In the event course requirements are not met for any other approved Fire Department training the employee shall reimburse the City through payroll deductions.
4. Members enrolled in approved fire related courses are eligible for reimbursement under the City of Wilmington's Education Reimbursement Policy 400.1. It should be understood that only one course of reimbursement (either the Personnel Department or Fire Department budget) can be used if funding is available.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

EDUCATIONAL EXCHANGE DAY OFF

PURPOSE: To encourage members of the Department to advance their education.

POLICY: In order to be approved for an Educational Exchange Day Off, the member must be registered in a recognized educational program which has the prior approval of the Fire Department. Any member of the Wilmington Fire Department who participates in educational programs will be permitted to exchange a unit (12 hour period) or a tour (24 hour period) or a vacation day for an Education Day Off. The member making the request will submit an Educational Exchange Day Form (F-25-A) approved by the Deputy Chief of Operations. The form will state the unit or tour you are requesting to be off and the unit or tour you will pay back. The date of pay back will be a date after the schooling/training is completed. If the member requests to use a vacation day as the payback day, the date of the vacation day you are relinquishing will be listed. The Educational Exchange Day must be paid back within six months.

NOTE: **THE PAYBACK UNIT OR TOUR MUST BE A UNIT OR TOUR THAT HAS A KNOWN VACANCY FOR THE RESPECTIVE RANK. THE PAYBACK UNIT OR TOUR CAN NOT BE USED ON THE FRIDAY AFTER THANKSGIVING.**

This Program will be regulated by the Deputy Chief of Operations who will insure that the exchange is implemented and that the proper manning for the shift is maintained. No more than three (3) members can be off on any combination of Education Exchanges and/or Comp Time in one given unit (0800-2000; 2000-0800 hours). Should the shift strength drop below 34 members because of an Educational Exchange Day Off, the overtime pool will be utilized.

After completion of the educational program, the member will submit to the Deputy Chief of Operations documentation from the agency certifying the member met all requirements. The documentation will include the name of the agency providing the course/class; course/class title; date attended; and authorized signature of the instructor.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

EQUIPMENT REPAIRS

PURPOSE: To account for all equipment in need of repairs.

POLICY: Equipment that is placed out of service for any reason shall be tagged with an “Out of Service Tag” and sent to Station #7, along with a memorandum to the appropriate Division Commander and the Support Services Unit.

- The out of service tag shall be completed with all pertinent information including unit, officer, date, and reason.
- The officer shall retain the detachable stub.
- Once an inventory asset is repaired and returned, the officer receiving the replacement asset shall email the Support Services unit as to receipt of the returned items.

A memorandum will be submitted to both the Deputy Chief of Operations and the Battalion Chief of Support Services for tracking of repairs. **A memorandum for lost or damaged equipment is still required.**

Any equipment that is sent to the service center will be cleaned prior to delivery. For example: smoke ejectors will be free of carbon, screens cleaned, and blades cleaned, etc.

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

EXCHANGE DAY POLICY

PURPOSE: To establish a procedure for Fire Department personnel to utilize exchange days.

POLICY: Members of the Fire Department shall be permitted to work as replacement for other members providing that:

1. At least twenty-four (24) hours' notice is given to the commanding officer of the member for whom another member is substituting and the officer approves the substitution.
2. That such substitution shall not require the payment of overtime compensation by the City under the provisions of the Fair Labor Standards Act of 1938, as amended.
3. Exchange of days/units will be completed within six (6) months provided that any Firefighter who retires owing exchange days/units must pay those back to the City.
4. If, on the second part of the exchange, the member being replaced is on sick or off-duty injury, the member scheduled to work will still work but the member being replaced will not be charged a sick day/unit for the duration of the exchange period.
5. If either member is unable to work the agreed date due to sickness or off-duty injury, that member will not be permitted to exchange for a period of three (3) months from the day/unit they reported off and will be required to work a "day/unit owed" which must be repaid within sixty (60) calendar days. The day/unit repaid will be at the member's choice from three (3) options proposed by the Department.
6. Both members involved in an exchange must be qualified to perform the job functions required by the exchanged shifts.

REV. DATE: 10/26/23 **ORDERED BY:** John M. Looney

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

FIRE DEPARTMENT & NON-FIRE DEPARTMENT RELATED SUBPOENAS AND OTHER COURT REQUESTS

PURPOSE: To grant leave whenever a Firefighter is summoned for jury service or subpoenaed as a witness.

POLICY: Whenever a member receives a subpoena or other related court document, the following procedure will be followed:

- At least one week (1) in advance of the scheduled date, members will submit a copy of the subpoena or other court document to their respective Deputy Chief along with a memo requesting to be excused to attend the court proceeding.
- All requests will be honored with the understanding that if the case does not involve the Wilmington Fire Department, i.e., arson, apparatus accident, etc., or the member is not subpoenaed as a witness as defined in Article 9, Section 9.4 of the Collective Bargaining Agreement, the member will still be excused to attend.

NON-FIRE DEPARTMENT RELATED

- If the member is not subpoenaed as a witness or the court appearance is non-Fire Department related, the Court Absence/Overtime Form (F-89) will also be filled out by the member and sent to Fire Headquarters to have a payroll adjustment form completed.
 - The member may have the option to have another member work for them, or use any comp time that has been accrued rather than have their pay deducted for the hours excused.

FIRE DEPARTMENT RELATED

- Any member, on their scheduled day/tour off, who is subpoenaed as a witness or required to appear in court for a Fire Department related matter will send a memo to their respective Deputy Chief indicating the reason for the court overtime along with a copy of the subpoena or other court document. Upon completion of the court appearance, the member will submit the Court Appearance Off Duty (F-89A).

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

FIRE SCENE/ CRIME SCENE PRESERVATION

PURPOSE: The purpose of this SOP is to emphasize the need to preserve as much of the fire scene as possible without jeopardizing life safety or causing further damage. It is absolutely essential that a crime scene or potential crime scene be treated with an eye towards potential court testimony.

POLICY: This SOP is directed at fire scene/crime scene preservation. It is understood that some fires which occur in the City of Wilmington are suspicious or incendiary; or that the cause is not immediately apparent to the Incident Commander. It is also understood that life safety and fire extinguishment are the primary objectives of the Incident Commander and this Department.

It must also be understood that after the fire is under control, the Incident Commander must turn his/her attention to a fire origin/cause determination. The Incident Commander may sometimes be able to determine that a fire is accidental or that a child was playing and no extraordinary circumstances (fatality, serious injury) exists. This SOP does not address procedures in those fire incidents.

This SOP outlines steps when an Incident Commander requests an FMO Investigator because of a fatality; serious injury; incendiary fire; suspicious fire; or a fire where the cause is undetermined. This SOP is flexible and allows for judgment on the part of the Incident Commander but it will assure security and preservation of a scene so that the investigative process will be enhanced.

The Incident Commander, at the earliest possible time, will limit activity at a fire scene to fire watch and minimum overhaul and salvage. This shall be accomplished with minimum personnel; and every effort is to be made to preserve, keep intact as much room content as possible.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

FIRE SCENE/ CRIME SCENE PRESERVATION

The Incident Commander will post, at entrances, Firefighters or uniform Police Officers who will not allow entry to anyone not directly connected to the fire scene investigation unless extraordinary circumstances (rekindle) occur.

When an FMO Officer or investigator responsible for the investigation arrives, they will identify themselves to the Incident Commander and assume the responsibility of scene security and fire department operations regarding the cause and origin through the Incident Commander. If Wilmington Police Department Detectives directly responsible for a crime scene investigation are on site, the Officer in Charge will identify his/her self to the Incident Commander and assume responsibility of scene security in conjunction with the FMO Investigator and through the Incident Commander. When both the Fire and Police Departments are working a concert, a Chain of Command within the crime scene shall be established by the investigative teams.

At no time shall Fire Department personnel enter the fire scene after security has been established by the Incident Commander.

REV. DATE: 11/01/17 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

House Watch

PURPOSE: To outline a standard which serves to support the operations of the Fire Suppression Division of the Wilmington Fire Department.

POLICY: The Captain of each house will determine the rotation of each watch person. Company Officers will ensure that each member of their Station has completed a watch prior to starting the house rotation list again.

The watch rotation will be as follows:

0800 – 1000 hours	1600 – 1800 hours
1000 – 1200 hours	1800 – 2000 hours
1200 – 1400 hours	2000 – 2200 hours
1400 – 1600 hours	2200 – 0800 hours

*There will be no adjustments to the house watch rotation time outlined in this SOP.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

PAGE: 1 of 1

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

INCIDENT CRITIQUE ON SUPPRESSION SAFETY

PURPOSE: To establish a procedure to review accidents or injuries which occur in the workplace or on the firegrounds with the goal of preventing such future accidents or injuries.

POLICY: A joint concern of Labor and Management is safety. Therefore, the Department will follow a particular format after each large incident. A meeting will be called to address all issues. Included in the meeting will be Labor/Management, the Incident Commanders, and the Incident's Safety Officer. When requested by the City Personnel Department, the City Health and Safety Program Manager or his designee will be notified and attend the critique. From this critique the Incident Commanders can better inform Suppression forces on operational issues which should be addressed in a safety format.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

INCIDENT CRITIQUE

PURPOSE: To establish a procedure to review fire and rescue incidents when deemed necessary by the Incident Commander, Chief of Fire or the Deputy Chief of Operations.

POLICY: The goal of the incident critique is to address any and all issues associated with the fire/rescue incident. On all fire/rescue critiques the following items will be addressed:

- Strategy
- Tactics
- Apparatus Placement
- Water Supply
- Accountability
- Safety Concerns
- Injuries
- Comments

The goal of any critique is to identify our strengths and weaknesses. This will enable us to improve our overall operation and to work more efficiently and safely.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

INVENTORY CONTROL

PURPOSE: To provide control, accountability, procurement procedure, and disposal procedure for the fixed and liquid assets of the Wilmington Fire Department. This SOP will centralize all directions for officers and staff.

POLICY: The function of Inventory Control will fall under the supervision of the Battalion Chief of Support Services. This function will be the key processing point for all movement of inventory for the department.

Accountability/Tracking

All fixed assets (i.e. computers, radios, select tools) within the Wilmington Fire Department will be tagged with a unique barcode and a tracking record in the "Inventory Database" by Support Services prior to being issued.

Accountability and tracking of inventory will be accomplished through daily equipment checks, weekly preventive maintenance reports, quarterly inspections, and annual testing. The proper station log entry or departmental forms shall be completed.

- F-30 "Quarterly Uniform Inspection"
- F-38 "Apparatus Checklist"
- F-39 "Ambulance Checklist"
- F-49 "Inventory Adjustment"
- F-50 "Quarterly Supply Inventory"
- F-51 "Work Request"
- F-56 "Annual SCBA Bottle and Harness Audit"
- F-57 "Annual Hose Test Report"
- F-58 "Fuel Log"
- F-59 "Inventory Loan Form"

Captains shall maintain up-to-date records of all inventories within their command. An annual audit will be completed by Support Services and the Divisional Commander every February.

Equipment Loaning

Any loaner equipment received or loaned out will be tracked with an F-59 "Inventory Loan Form." This will serve to track any inventory assets that are loaned between units. A copy of the form will be maintained by the unit loaning the equipment and the second copy will be sent to the Support Services unit.

Procurement Procedure

To request replacement inventory assets a departmental purchase order must be completed and submitted to the Support Services Unit. Each request will be reviewed, approved, or denied based on priority and need.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

INVENTORY CONTROL

When filling out a purchase order the following sections will be completed:

- A. "SHIP TO:" will be completed with the name of the person/unit/station needing the inventory asset
- B. "Requisitioned By" will be completed with the name of the Company Officer
- C. The quantity and description of the inventory being requested will be entered. The officer will include any serial numbers, sizes, make/model information. A reason for the request will also be provided. (i.e. torn pants, damaged light, out of stock)
- D. "Authorized by:" The Company Captain should authorize all purchase orders. However the Company Officer can authorize an emergency request through the Battalion Chief.

Disposal Policy

Any inventory asset, other than medical supplies, that are damaged or used past serviceability shall be placed out of service and a memorandum sent to the Support Service unit. The proper disposal of all assets will be handled by Support Service. The asset will be removed from the "Inventory Database." Any damaged equipment must be reported to the appropriate Deputy Chief via memorandum.

REV. DATE: 07/01/2020 ORDERED BY: Michael Donohue
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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

JURY SERVICE

PURPOSE: To establish a procedure whereby a member can perform their Civic Duty by performing Jury Service.

POLICY: Any member of the Wilmington Fire Department who receives a “Summons for Jury Service” will submit a copy of the Summons with a memorandum indicating their work schedule to their respective Deputy Chief as soon as possible.

Member Working a Tour of Duty – the member will report for regular duty and will then be excused for Jury Service. The member will report back to their station once they are released from Jury Service.

Member Working the 0800-2000 Unit – The member will report for regular duty and will then be excused for Jury Service. The member will report back to their station once they are released from Jury Service.

Member Working the 2000-0800 Unit – The member will report for regular duty at 2000 hours.

At the conclusion of Jury Service for one day or more, the member **MUST REQUEST** the Jury Services Certification form from the Court. This form will verify the date(s) and time of your service. The completed form will then be forwarded to your respective Deputy Chief.

It will be the member’s **RESPONSIBILITY** to notify their Company Officer of their status each day so that the shift roster can be maintained correctly by the Battalion Chief.

Article 9, Section 9.4 of the Collective Bargaining Agreement relating to Jury and Court Leave will be adhered to.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

KRONOS

PURPOSE: To ensure that the proper time reporting information is recorded in Kronos.

POLICY: To establish a time reporting procedure in accordance with the City of Wilmington's policy.

SUPPRESSION

- ❖ Members should always Punch IN & OUT when:
 - Reporting for and after being relieved from regularly scheduled shift
 - Exchange Working
 - Unscheduled Meetings
 - City-Sponsored Events
 - Working two 12 hour units
 - ✓ Changing Stations OR Same Station Changing Equipment
 - Arrive at home station and called to another station. Punch IN at home, OUT at other station
 - ✓ Changing Equipment at Same Station
 - Going from an Engine to a Ladder for the same station.
 - ✓ If Telestaff breaks your shift into two units in two different stations, Punch In-Out at one station and In-Out at 2nd station. KRONOS will be looking for 4 Punches!
 - Working 24 hour shift into 12-hr O.T. Shift
 - ✓ Punch in at beginning of 24- hr shift and punch out at end of 24-hr shift.
 - ✓ Wait five minutes then punch in at beginning of 12 hr O.T. shift, then out at end of 12-hr O.T. shift. KRONOS will be looking for 4 Punches! This process shall occur for each 12 hr O.T. shift.
- ❖ DO NOT PUNCH FOR:
 - Non-City sponsored events (paid details)
 - Partial exchange days
 - Any time that is NOT paid by the city

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

KRONOS

Responsibilities:

1. Firefighters are responsible to ensure that the Kronos clock accepted their punch in and punch out and that all recorded time in Kronos is correct.
2. Officers are responsible to ensure that the Kronos clock accepted their personal punch in and punch out and that all recorded time in Kronos is correct. It will be the Officers' responsibility to ensure that the members under their command have correctly punched in and out and that all recorded time in Kronos for those members is correct.
3. Battalion Chiefs' are responsible to ensure that the Kronos clock accepted their personal punch in and punch out and that all recorded time in Kronos is correct. It will be the Battalion Chiefs' responsibility to ensure that the members under their command have correctly punched in and out and that all recorded time in Kronos for those members is correct.

EXCEPTIONS:

Acting out of Rank:

- a. If Acting Out of Rank is for an entire unit/tour, Kronos will be populated by Telestaff.
- b. If Acting Out of Rank is less than an entire unit/tour, the Acting hours must be manually input into Kronos (partial Acting is not to be entered into Telestaff.) This input will be done by the WFD Administrative Kronos team. Battalion Chiefs will send an email to WFD_Kronos@cj.state.de.us providing the pertinent information needed for input regarding partial Acting Out of Rank.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

KRONOS

ADMINISTRATIVE/PREVENTION DIVISIONS

PURPOSE: To ensure that all uniformed and civilian personnel assigned or detailed to the Administrative/Prevention Divisions follow the proper time recording procedure in Kronos.

SCOPE: To adhere to current time reporting procedures for the City of Wilmington.

- Members will punch in and out according to his/her scheduled shift.
- Any work hours outside of the normal schedule must be approved by a supervisor.
- Any problems with Kronos should be reported in a timely manner through the Chain of Command.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

MODIFIED DUTY

PURPOSE: To establish a policy that will afford members the opportunity to work modified duty.

POLICY: This S.O.P. will address members on sick leave and members off duty due to an approved on-duty injury:

Members on Sick Leave

1. The guidelines set forth in Article 8 of the Collective Bargaining Agreement (CBA) will be followed with no exceptions.
2. All accumulated sick leave must be utilized in accordance with Article 7 of the CBA prior to submitting a request for Modified Duty. Any employee who has exhausted all accumulated sick leave and vacation time as indicated by Article 7, Section 7.9 of the CBA may request modified duty in a letter to the Chief of Fire. No request for modified duty will be considered until a written request is received and evaluated by the Chief of Fire. An exception may be made if sick leave is being utilized due to a pending decision on Workers Compensation claim.
3. Modified Duty may be assigned if such duty is available at the discretion of the Chief of Fire or his representative and only in accordance with the CBA Section 8.2. Any changes in work status must be reported to the Supervisor and the Medical Dispensary immediately. A medical doctor's certification must be provided with work status changes.
4. Personnel assigned to Modified Duty must submit a memorandum listing scheduled doctor's appointments, therapy, etc., which are associated with their illness/injury to the Deputy Chief of Operations when assigned to Modified Duty in the Administrative Division. Personnel assigned to Modified Duty must submit a memorandum listing scheduled doctor's appointments, therapy, etc., to the Deputy Chief of Fire Prevention when assigned to Modified Duty in the Prevention Division.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

MODIFIED DUTY

5. Modified Duty personnel must coordinate their daily activities with their respective Officer.

Members Off Duty due to An Approved On-Duty Injury

1. The guidelines set forth in Article 8 of the Contract will be followed with no exceptions.
2. Immediately upon being released to Modified Duty by the Medical Dispensary, the member must report to the Office of the Chief with the form(s) provided by the Medical Dispensary.
3. If available, members may be assigned to Modified Duty once written medical clearance is provided by the Dispensary. The member's personal physician must concur that the modified duty is within the scope of the employee's ability. If the physicians disagree as to the employee's ability to perform such duty, then the matter shall be referred to a third physician mutually agreed upon by the employee's physician and the employer's physician, whose decision shall be final and binding.
4. Modified Duty may be assigned at the discretion of the Chief of Fire or his representative and only if permitted by the City Physician, in concert with the member's personal physician. Should there be a discrepancy between the member's physician and the City physician, a third party physician will make the decision. Any changes in work status must be immediately reported to the Supervisor and the Medical Dispensary. A medical doctor's certification must be provided with work status changes.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

MODIFIED DUTY

5. Personnel assigned to Modified Duty must submit a memorandum listing scheduled doctor's appointments, therapy, etc., which are associated with their illness/injury to the Deputy Chief of Operations when assigned to Modified Duty in the Administrative Division. Personnel assigned to Modified Duty must submit a memorandum listing scheduled doctor's appointments, therapy, etc., to the Deputy Chief of Fire Prevention when assigned to Modified Duty in the Prevention Division.
6. Modified Duty personnel must coordinate their daily activities with their respective Officer.

Availability of Modified Duty Assignments

1. Modified duty is a temporary assignment that fulfills a necessary job function and aligns the operational needs of the Department with the member's skills, knowledge, and experience; and conforms to the medical limitations imposed as a result of a temporary disability, sickness, or injury.
2. There shall be a limit of four (4) modified duty assignments at any given time.
3. Modified duty assignments shall be filled in the order in which the member is placed on or released to modified duty.

REV. DATE: 04/04/2023 ORDERED BY: John M. Looney

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

MODIFIED SEFO COVID-19

PURPOSE: The following S.O.P. is a modified SEFO Plan designed for staffing for the COVID-19 Pandemic. There will be two levels of staffing for this plan. The potential for department personnel to be exposed to COVID-19 is apparent. Based on guidelines from the CDC, State OEMS and the Department of Health, the level of exposure to our personnel will be determined and handled immediately. If/when our manpower falls below established levels based on fire department personnel being quarantined; the following levels of SEFO will be initiated.

This procedure establishes guidelines for the recall and deployment of fire department personnel during the Modified SEFO COVID-19.

POLICY: The need for Modified SEFO COVID-19 activation will be determined by the Chief of Fire or the Deputy Chief of Operations based on department operational needs. There will be two levels of SEFO under this policy: Level 1 and 2. The Chief/Deputy Chief of Operations will determine the level of activation. Once activated fire department personnel will report for duty in accordance with instructions and specific assignments provided by superiors.

SEFO LEVEL 1

- The staffing of SEFO Level 1 will be determined by the Chief of Fire or the Deputy Chief of Operations based on operational needs.
- Under SEFO Level 1, a 24/48 hour work schedule will be implemented.
- Members will be notified of their specific shift and assignment.
- Under SEFO Levels 1 and 2, Staff Officers will operate the Emergency Operations Center if activated.

SEFO LEVEL 2

- The staffing for SEFO Level 2 will be determined by the Chief of Fire or the Deputy Chief of Operations based on operational needs.
- Under SEFO Level 2, a 24/24 hour work schedule will be implemented.
- Members will be notified of their specific shift and assignment.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

MODIFIED SEFO COVID-19

*There is no way to determine the number of personnel on any given Platoon that could be potentially exposed and quarantined. Therefore, if/when we institute staffing of SEFO Level 1 or 2, it may be done on short notice. Fire department personnel will be notified of their specific shift and assignment.

The following personnel will not report back for Modified SEFO COVID-19:

1. Members on sick leave
2. Members on injured leave
3. Members on light duty
4. Members on vacation only if he/she volunteers to report

If called, the member will inform the caller if he/she is in one of the above categories.

REV. DATE: 03/26/2020 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

MONTHLY PROBATIONARY EVALUATION FORM

PURPOSE: To identify the strong points and/or deficiencies of a Probationary Firefighter.

POLICY: The Monthly Probationary Evaluation Form (F-31) includes five pages to more specifically identify all areas of a Probationary Firefighter's work habits. The form is divided into three main sections and is available on the WFD Intranet.

SECTION A – TRAINING FOR THE MONTH

This section is on the cover sheet of the form to place more focus on the training the Probationary Firefighter has received during the month.

SECTION B – RELIABILITY AND ATTITUDE

This section covers sixteen specific areas with four choices in each area. When marking a particular section, an (X) shall be used to best describe the recruit.

SECTION C – COMMENTS

This area allows the Probationary Firefighter and his/her supervisor to explain any deficiencies which may have been noted and to address the remedial training that is needed. This form can also identify any strong points as observed by the supervisor.

The Monthly Probationary Evaluation Form should be submitted to the Deputy Chief of Operations by no later than the fifth day of the preceding month where the evaluation took place.

EXAMPLE: The Month Probationary Evaluation Form for the month of January shall be submitted by no later than February 5.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

OFF-DUTY ACCIDENT/INJURY

PURPOSE: To establish a procedure for reporting accidents/injuries that occur to members while off-duty.

PROCEDURE: When a member of the Wilmington Fire Department is involved in an accident or incurs an injury while off-duty, he/she shall report the occurrence to their immediate supervisor when the member returns to regular duty. A typed statement will be submitted to the Deputy Chief of Operations.

If the accident/injury results in the member not being able to report for regular duty, the Sick/Injury Report (F-63 form) will be completed by the immediate supervisor.

Reference will be made to the Wilmington Fire Department's Rules and Regulations, Article 3:00, (Conduct), Section 3:20 and Article 15:00 (Medical), and the Wilmington Fire Department's Sick Leave Standard Operating Procedure.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

ON-DUTY ACCIDENTS INVOLVING FIRE DEPARTMENT VEHICLES, APPARATUS AND BOATS

PURPOSE: To establish a procedure for reporting and investigating accidents that occur in the work place with the goal of preventing future accidents; while maintaining the proper documentation consistent with Occupational Safety and Health “OSHA” guidelines.

POLICY: When a member of the Wilmington Fire Department is involved in an accident he/she will report the occurrence immediately to his/her supervisor. Reference will be made to the Wilmington Fire Department’s Rules and Regulations, Article 3:00 (Conduct), Section 3:19.

A thorough investigation will be conducted by the respective Battalion Chief for Fire Suppression units and by the Captain/Lieutenant of the Fire Marshal’s Office for Fire Prevention personnel.

PROCEDURE:

Following any accident the member involved, any witnesses, and any occupants of the vehicle will complete an Accident Statement (F-67 form).

For any accident a Report of Accident to Motor Vehicle (F-68 form), will also be completed by the driver, tiller person (if applicable), and Company Officer.

If the immediate supervisor is unable to complete the F-67(s) or F-68(s) prior to the end of the shift do to an injury incurred by a member during the accident; the supervisor will make note of this on the injured individual’s Report of Injury (F-66). The SOP for On Duty Injury should also be referenced.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

ON-DUTY ACCIDENTS INVOLVING FIRE DEPARTMENT VEHICLES, APPARATUS AND BOATS

For **property damage accidents only**, copies of the F-67 and F-68, when completed, will be sent to the respective Division Commander and the Safety and Training Unit via departmental mail. **All forms will be signed prior to submittal.**

For **personal injury accidents resulting in a member of the Department being injured**, copies of the F-66, F-67 and F-68, when completed, will be sent to the **Medical Dispensary, the respective Division Commander and to the Safety and Training Unit**, via departmental mail. **All forms will be signed prior to submittal.**

All forms must be typed and completed prior to the end of the shift in which the accident occurred. When possible a copy of the WPD report will be attached. If the report is not available, the WPD Case Number MUST be written on all forms.

All motor vehicle accidents will require the immediate supervisor to notify the City's Claims Supervisor (Norma Ramirez) at qramirez@wilmingtonde.gov and/or voice mail at 576-2471 within 24 hours of the accident. The information required will include:

1. Name of Member leaving the message
2. Phone number at which they can be contacted
3. Location of accident
4. Date of accident
5. Time of accident
6. WPD Case Number

REV. DATE: 9/25/19 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

ON-DUTY INJURY

PURPOSE: To establish a procedure for reporting and investigating injuries that occur in the work place with the goal of preventing future injuries; while maintaining the proper documentation consistent with Occupational Safety and Health “OSHA” guidelines.

POLICY: When a member of the Wilmington Fire Department incurs an injury while on duty, he/she will report the injury immediately to his/her supervisor. Reference will be made to the Wilmington Fire Department’s Rules and Regulations, Article 15:00, Section 15:07.

A thorough investigation will be conducted following any injury to identify causal factors. Recommendations will be made and corrective actions may be taken to avoid future accidents/injuries.

PROCEDURE:

In cases of minor on-duty injuries occurring Monday through Friday, 0800 to 1600 hours, the injured member will be transported to the City Medical Dispensary for evaluation and treatment. Reference will be made to the Wilmington Fire Department’s Rules and Regulations, Article 15:00 (Medical).

In the event of a serious injury or any other injury that may occur when the Medical Dispensary is closed, the injured member will be transported to the appropriate hospital’s emergency room.

If a member is treated for their injury at a facility other than the Medial Dispensary they must report to the Medical Dispensary (during business hours) as soon as they are capable of doing so. Unless incapacitated, the member will report to the Medical Dispensary the following business day during normal business hours.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

ON-DUTY INJURY

NOTE: If a member receives the original bill for services, it will be the member's responsibility to forward the bill to the Safety and Training Unit.

If a member is not able to complete their shift due to an injury, a Sick/Injury Report (F-63 form) will be completed by the immediate supervisor. The Battalion Chief in District 2 will be notified and the form forwarded via departmental mail.

For any on-duty injury, the immediate supervisor will complete the Employee Injury Report (F-66 form).

Following any injury, the member involved and any witnesses will complete an Accident Statement (F-67 form).

If the immediate supervisor is unable to complete the injured individual's statement section of the F-66 or the F-67 prior to the end of the shift, a comment will be entered in the statement section of the F-66 that the member is not available to make a statement at the present time and that the F-67 will be completed by the member when they are able to do so.

If the injury was caused due to a motor vehicle accident while on duty, reference will also be made to the Wilmington Fire Department's Standard Operating Procedure for On-Duty Accidents Involving Motor Vehicles.

****Whenever a member is treated at the Medical Dispensary for an on-duty injury or on-duty sickness and no time is lost, an F-63 and F-63A will be completed and submitted indicating same.****

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

ON-DUTY INJURY

All forms are accessible via the Department's intranet. Forms will be typed on the computer and completed prior to the end of the shift in which the injury/accident occurred. Completed forms will then be sent to your respective Division Commander, the Safety and Training Unit and the City of Wilmington's Medical Dispensary via e-mail. Current e-mail addresses for the Medical Dispensary is:

Dispensary@wilmingtonde.gov

All hard copies of forms will be signed and submitted to your respective Division Commander and the Safety and Training Unit.

The immediate supervisor must notify the Medical Dispensary of an injury prior to the end of the shift in which the injury occurred. The Medical Dispensary will be contacted at 576-3854 both during business hours and after hours. The following information will be required by the medical dispensary when they are contacted:

1. Name of injured employee
2. Station number (Station 1)
3. Station Telephone number
4. Date of injury
5. Time of injury
6. Location of Incident (address)
7. Body part injured (be specific, ex: left eye, upper right arm)
8. Brief description (i.e., slip, fall)
9. Where Treatment was received (i.e., Wilmington Hospital)
10. Name of person submitting information
11. Phone number of person submitting information

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

ON-DUTY INJURY

Once notified, the Medical Dispensary will review the report, examine and interview the member, and determine any appropriate follow-up. **The member must be cleared by the Medical Dispensary prior to reporting back to regular duty.** If warranted, the Medical Dispensary Staff will complete the First Report of Injury Form.

Immediately upon being placed back to regular duty by the Medical Dispensary, the member must report to Fire Headquarters with the Work Status report. The member will then report back to duty to the on-duty Officer at their assigned Company or Division. The Officer will complete and submit an F-63A and notify the Battalion Chief at District #2.

REV. DATE: 11/01/17 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PAID DETAILS

PURPOSE: To establish a procedure to providing medical, fire, and/or specialized coverage for special events in the City of Wilmington.

POLICY: The paid detail program for the Wilmington Fire Department will be managed by an administrative officer, the Paid Detail Coordinator, who will be responsible for managing the program with coordination from the City of Wilmington Special Events Coordinator.

Eligibility

Any member of the fire department may request to be added to an eligibility list for which they are qualified for (i.e. EMT, Haz-Mat, Confined Space, FMO), by memorandum to the Office of the Chief between December 1 and December 15. A member wishing to be removed from the eligibility lists may do so at any time by memorandum to the Office of the Chief. The eligibility list will be by seniority and qualification.

New members may submit a memorandum to be added to the eligibility lists any time during the year after they have served at least one (1) year.

Members assigned to the Administration, Marine Unit, and Fire Prevention unit will be divided between the four platoons.

Coverage Guidelines

The Paid Detail Coordinator will determine the number of members, apparatus, and equipment for each special event with coordination through the Deputy Chief of Operations. A general guideline is listed below:

EMS Coverage

500 -1500 participants = 1 EMS unit

1500-3000 participants = 2 EMS units

3000 or greater = 2 EMS units, 1 OIC

Fire Watch

One member, unless additional required

Fire Works Stand-by

One member will be assigned.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PAID DETAILS

Filling Process

Paid Details will be filled approximately two weeks from the event date. If coverage for the event cannot be secured, the vendor and City of Wilmington Special Event Coordinator will be notified and referred to secondary agencies. Calling will be done from one rotating list.

If the detail requires a particular skill, qualification, or rank the Paid Detail Coordinator may skip members on the eligibility list to fill the requirement.

Accepting a Paid Detail

Once a member accepts a paid detail, the member will receive an F-84 "Paid Detail Memo" which will provide the detail unit, location, contact person, and hours. The member(s) will report to the assigned location on time and notify fireboard of the special assignment, hours, and location. An incident number shall be assigned to each detail. The member(s) must complete an Aegis Fire Report once the detail is complete.

Payment

Upon completing a detail, the member(s) will submit an F-85A "Extra Job Payment" form to the Paid Detail Coordinator to process payment. Payments will be processed through the City of Wilmington and paid on the off-week pay cycle.

Injury

If a member is injured during a paid detail the member will report the injury to the working District # 1 Battalion Chief and complete all forms and statements as described in the On Duty Injury SOP.

Cancellation of Accepted Detail

If a member accepts a paid detail and then becomes sick or injured prior to the detail, that member must notify the Paid Detail Coordinator 24 hours prior to the detail by phone and submit a memorandum. If the Paid Detail Coordinator cannot be reached or the cancellation is within the 24 hours prior to the event the member must contact the working Battalion Chief in Fire District # 1. Any member that accepts a paid detail may not cancel the detail to accept overtime. The only exception will be for emergency call backs. If the member's cause for cancellation is deemed unacceptable, the member will be removed from the eligibility list for a period of six (6) months. In the event of a last minute cancellation of a confirmed paid detail, a member of the working shift will be assigned to the detail.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PAID DETAILS

Conduct

Member(s) that are working a paid detail are held to all rules and regulations, directives, and SOPs of the Wilmington Fire Department.

REV. DATE: 07/01/2020 ORDERED BY: Michael Donohue
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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PARENTAL LEAVE

POLICY: Parental Leave shall be granted to any member who has completed one year of service. Members shall be entitled to take up to 20 days /10 tours of paid leave, without the use of the members sick leave or vacation within the first four calendar weeks immediately following the birth of their child or upon adoption by the member of a minor child six years of age or younger. The benefit shall commence on the first scheduled work day after the birth or adoption. In order to be eligible for Parental Leave, the member must first be approved for FMLA. FMLA packets are available on Target Solutions. The member must forward the completed packet to Human Resources (HR). Once FMLA is approved, the member will receive a letter of approval and a telephone call from HR. The member must notify the HR representative upon the birth/adoption of the child.

PROCEDURE: The below procedure will be followed when a member is reporting off for the birth/adoption of a child:

1. Member will report off on Sick Leave as per the current Sick Leave S.O.P. and an F-63 will be submitted.
2. When the child is born or the adoption is final, the member will contact their station officer to report the date and time the child was born or adoption was completed. An F-63C will be submitted.
3. When on approved Parental Leave, all Sick Leave rules and regulation will apply.
4. If the member is off on approved Parental Leave during a scheduled vacation tour, the vacation tour will not be deducted. The member will have the option to run out this vacation time or receive payment.
5. If Parental Leave falls in a period where the member is off due to an Exchange, the member will be carried Exchange Off, not on Parental Leave.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PARENTAL LEAVE

6. If Parental Leave falls on a date when the member is scheduled to work an Exchange, the member will be carried Parental Leave and will owe the department a day/tour and this will be repaid after the member reports back from Parental Leave.
7. At the conclusion of Parental Leave, if the member does not report back to regular duty they will be carried sick FMLA.
8. An F-63A will be submitted when the member reports back to regular duty.

REV. DATE: 03/09/2022 ORDERED BY: John M. Looney

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PERFORMANCE EVALUATION

PURPOSE: To establish guidelines for the evaluation of an employee's job related performance for the purpose of enhanced career development.

POLICY: Performance evaluations should be completed in accordance with guidelines set forth in the "Wilmington Fire Department's Performance Evaluation System." The employee performance evaluation is used to evaluate an employee's work performance on an annual basis and should be completed by the immediate supervisor on the appropriate evaluation form. The supervisor should have had the employee under their supervision for at least 90 days to provide an objective evaluation of the employee's performance. If an employee is promoted or transferred less than 90 days of a pending evaluation, the new supervisor will conduct the evaluation after the employee has been observed for at least 90 days.

Probationary Firefighters will be evaluated using the Monthly Probation Evaluation Form. After completing the probationary period, the supervisor will review the Performance Evaluation System and the Firefighter Evaluation Form with the employee.

In the event an employee receives an evaluation that they are not in agreement with a "Chain of Command Permission Form (F-35)" will be submitted to their immediate supervisor within 30 days of receiving the evaluation. The purpose of submitting this form is to schedule a meeting with the next level of supervision to discuss the evaluation.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

PAGE: 1 of 1

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

<p>PERSONAL CELLULAR PHONES, RECORDING DEVICE AND RADIO LISTENING DEVICES WITH EARPHONES</p>

PURPOSE: To standardize and comply with the City of Wilmington's Personnel Policy Manual for Personal Cellular Phones, Recording Devices and Radio Listening Devices.

POLICY: All members will adhere to the attached City of Wilmington's Personnel Policy Manual – Policy 109.2 – Personal Cellular Phones, Recording Devices and Radio Listening Devices with Earphones.

PROCEDURE:

All members will review the attached City of Wilmington Personnel Policy Manual – Policy 109.2 – Personal Cellular Phones, Recording Devices and Radio Listening Devices with Earphones. Members will sign and return page 2 of the policy to Fire Headquarters.

In addition to adhering to the City of Wilmington's Policy regarding Personal Cellular Phones, Recording Devices and Radio Listening Devices with Earphones, Wilmington Fire Department members are prohibited from having personal cellular phones, recording devices and Radio Listening devices with earphones in their possession while attending meetings, training or for any other official business being conducted at Fire Headquarters, the Fire Marshal's Office or when in the office of any Superior Officer without the authorization of the Chief of Fire.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

PAGE: 1 of 1

ATTACHMENT – Page 1 through 2

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PREGNANCY

PURPOSE: In the interest of the health and welfare of all Fire Department members and in order to protect the expectant mother from the inherent dangers associated with firefighting the following S.O.P. is implemented.

POLICY: The member is required to immediately notify the Office of the Chief of Fire when the member becomes aware that she is pregnant. At that time, in order to protect the member from the inherent dangers of firefighting, the member will be placed on non-suppression work until such time that the member requests leave associated with pregnancy and childbirth. A Certification of Health Care Provider Form shall accompany the notification to the Chief of Fire who will forward the form to the Medical Dispensary.

The member will follow all guidelines of Local 1590's contract with the City of Wilmington, Article 7 – Sick Leave. Subsequent medical certifications may be required.

An employee will continue to receive health/medical benefits and their seniority and sick leave will continue to accrue within the terms of the Collective Bargaining Agreement.

All forms can be obtained through the Office of the Chief of Fire.

REV. DATE: 11/01/17 ORDERED BY: Michael Donohue

PAGE: 1 of 1

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PRESS RELEASES AND NEWS MEDIA RELATIONS

PURPOSE: To continue to maintain a favorable working relationship with the news media and to establish clearly defined guidelines for all personnel regarding press releases.

POLICY:

A. General Procedures:

1. The designation PIO for the Wilmington Fire Department is the Officer of Safety and Training and his/her designee. Both PIO(s) will be responsible for all press releases.
2. In situations where neither PIO is available, press releases will be made by the Deputy Chief of Operations or after hours and on weekends, the working Battalion Chief.
3. Whenever a person other than the PIO makes a press release, a memorandum will be sent to the designated PIO(s) stating the information and incident that was released.

4. A news release should be provided to the press whenever incidents such as those listed below occur:

Arson

Accidents

Explosion

Fatality

Fire

Public Education

Public Information Rescue

Marine Operations

a. boat rescue

b. drowning

c. pollution control

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PRESS RELEASES AND NEWS MEDIA RELATIONS

Other incidents of public interest such as incidents involving complex or unusual circumstances and outstanding or heroic actions taken by any member or the Fire Department or civilian.

B. What information can be released:

1. Information relative to the incident such as:
 - a. Type of incident
 - b. Location, time, injuries, or damage
 - c. Length of time at incident, number of personnel involved
 - d. A brief description of the incident

C. What NOT to release:

1. To avoid liability issues, or to adverse publicity, do not:
 - a. Disclose any name of injured or fatality
 - b. How the incident happened (if under investigation)
 - c. Be careful how you describe victim(s) or suspect(s); be politically correct
 - d. Any other information you feel should not be known at the time of the release

D. Special considerations – Photographing or Televising

1. In public places and places where the press may otherwise lawfully be, no member shall take any action to prevent or interfere with the news media in photographing or televising an event, except that the presence of cameramen and crews shall not be allowed to significantly interfere with the safety and investigation of the incident.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PRESS RELEASES AND NEWS MEDIA RELATIONS

A proper action for the Officer in charge of the scene would be to make allowances for the presence of cameramen and photographers and try to facilitate their job when appropriate.

2. Fire Department photographs or films shall not be released except by the Chief of Fire

E. Press Information

1. Fire personnel will insure that the press release contains all current information. However, the information will be screened to insure that the following is deleted:
 - a. Identity of juveniles, witnesses, informants, suspects, or wanted persons
 - b. Any investigative lead which, if published, would compromise the investigation
 - c. In any case in which the City of Wilmington may be involved as a defendant in the civil suit, the facts may be released, but not the investigative results
 - d. Any other information that may be detrimental to the good order of the Wilmington Fire Department or protection of any other individual's rights.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PRESS RELEASES AND NEWS MEDIA RELATIONS

F. Release of Firefighter's names, internal and criminal investigations

1. It is the policy of this Department NOT to release the names of any personnel involved in an internal investigation that is being conducted by this Department. The following exceptions allow for the release of a member's name, when properly requested by a recognized news media, and only upon proper request through the Public Information Officer (PIO). The exceptions are as follows:
 - a. Any member who is dismissed for a disciplinary violation of the directives of this Department dealing with conduct as a member of this Department.
 - b. Any member who is arrested for violation(s) of the laws governing the State of Delaware.

REV. DATE: 11/01/17 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PROCEDURE FOR ORDERING MEMBERS TO WORK OVERTIME

PURPOSE: To provide for proper staffing when overtime is required to fill vacancies.

POLICY: When overtime is needed to maintain Platoon strength and vacancies still exist after following the “Calling for Overtime” SOP, the following procedure will be utilized:

Firefighter Overtime “A” Platoon Day Unit

The “C” Platoon is on duty and the Battalion Chief is calling overtime to fill Firefighter vacancies on the “A” Platoon day unit, the “C” Platoon rotational list will be utilized. This includes FMO Firefighters that are on the overtime call lists. If an insufficient number of members from the “C” Platoon accept overtime, the “B” Platoon will be called. If vacancies exist after calling the “B” Platoon, “A” Platoon members who are off on vacation, Kelly days, exchange off and FMO will be called.

If vacancies still exist after following the above procedure, the next “C” Platoon member or members in line on the Platoon seniority list will be ordered to work. If the next member in line is off duty, the list will continue with the next member working. The list will not go back to members who were skipped because they were off duty.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PROCEDURE FOR ORDERING MEMBERS TO WORK OVERTIME

Firefighter Overtime “A” Platoon Night Unit

The “A” Platoon is on duty and the Battalion Chief is calling overtime to fill Firefighter vacancies on the “A” Platoon night unit, the “B” Platoon overtime rotational list will be utilized. This includes FMO Firefighters that are on the overtime call lists. If an insufficient number of members accept overtime from the “B” Platoon, the “C” Platoon will be called. If vacancies exist after calling the “C” Platoon, “A” Platoon members who are off on vacation, Kelly day, exchange off, and FMO will be called.

If vacancies still exist after following the above procedure, a member or members working in any capacity during the day unit will be ordered to work. The order sequence will begin with the next Firefighter in line on the “B” Platoon call list who is currently working the “A” Platoon day unit, followed by the next Firefighter in line on the “C” Platoon call list followed by the next Firefighter in line on the “A” Platoon call list. This includes exchange day Firefighters and FMO. This procedure will be utilized to maintain Platoon strength.

Firefighter Overtime “B” Platoon Day Unit

The “A” Platoon is on duty and the Battalion Chief is calling overtime to fill Firefighter vacancies on the “B” Platoon day unit, the “A” Platoon overtime rotational list will be utilized. This includes FMO Firefighters that are on the overtime call lists. If an insufficient number of members accept overtime from the “A” Platoon, the “C” Platoon will be called. If vacancies exist after calling the “C” Platoon, “B” Platoon members who are off on vacation, Kelly day, exchange off and FMO will be called.

If vacancies still exist after following the above procedure, the next “A” Platoon member or members in line on the Platoon seniority list will be ordered to work. If the next member in line is off duty, the list will continue with the next member working. This list will not go back to members who were skipped because they were off duty.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PROCEDURE FOR ORDERING MEMBERS TO WORK OVERTIME

Firefighter Overtime “B” Platoon Night Unit

The “B” Platoon is on duty and the Battalion Chief is calling overtime to fill Firefighter vacancies on the “B” Platoon night unit. The “C” Platoon overtime rotational list will be utilized. This includes FMO Firefighters that are on the overtime call lists. If an insufficient number of members accept overtime from the “C” Platoon, the “A” Platoon will be called. If vacancies exist after calling the “A” Platoon, “B” Platoon members who are off on vacation, Kelly day, exchange off and FMO will be called.

If vacancies still exist after following the above procedure, a member or members working in any capacity during the day unit will be ordered to work. The order sequence will begin with the next Firefighter in line on the “C” Platoon call list who is currently working the “B” Platoon day unit, followed by the next Firefighter in line on the “A” Platoon call list followed by the next Firefighter in line on the “B” Platoon call list. This includes exchange day Firefighters and FMO. This procedure will be utilized to maintain Platoon strength.

Firefighter Overtime “C” Platoon Day Unit

The “B” Platoon is on duty and the Battalion Chief is calling to fill Firefighter vacancies on the “C” Platoon day unit. The “B” Platoon overtime rotational list will be utilized. This includes FMO Firefighters that are on the overtime call lists. If an insufficient number of members accept overtime from the “B” Platoon, the “A” Platoon will be called. If vacancies exist after calling the “A” Platoon, “C” Platoon members who are off on vacation, Kelly day, exchange off and FMO will be called.

If vacancies still exist after following the above procedure, the next “B” Platoon member or members in line on the Platoon seniority list will be ordered to work. If the next member in line is off duty, the list will continue with the next member working. The list will not go back to members who were skipped because they were off duty.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PROCEDURE FOR ORDERING MEMBERS TO WORK OVERTIME

Firefighter Overtime “C” Platoon Night Unit

The “C” Platoon is on duty and the Battalion Chief is calling to fill Firefighter vacancies on the “C” Platoon night unit. The “A” Platoon overtime rotational list will be utilized. This includes FMO Firefighters that are on the overtime call lists. If an insufficient number of members accept overtime from the “A” Platoon, the “B” Platoon will be called. If vacancies exist after calling the “B” Platoon, “C” Platoon members who are off on vacation, Kelly day, exchange off and FMO will be called.

If vacancies still exist after following the above procedure, a member or members working in any capacity during the day unit will be ordered to work. The order sequence will begin with the next Firefighter in line on the “A” Platoon call list who is currently working the “C” Platoon day unit, followed by the next Firefighter in line on the “B” Platoon call list followed by the next Firefighter in line on the “C” Platoon call list. This includes exchange day Firefighters and FMO. This procedure will be utilized to maintain Platoon strength.

Battalion Chief

Battalion Chief vacancies will be filled using the Battalion Chief’s Overtime rotational list. If no Battalion Chief accepts overtime, the Captain’s overtime rotational list will be used. If no Captain accepts overtime, the next available Battalion Chief in line on the Battalion Chief’s seniority list will be ordered.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PROCEDURE FOR ORDERING MEMBERS TO WORK OVERTIME

Captain

Captain vacancies will be filled using the Captain's overtime rotational list. If no Captain accepts overtime, the Lieutenant's overtime rotational list will be used. If no Lieutenant accepts overtime, the next available Captain in line on the Captain's seniority list will be ordered.

Lieutenant

Lieutenant vacancies will be filled using the Lieutenant's overtime rotational list. If no Lieutenant accepts overtime, the Firefighter's Platoon overtime rotational list will be used. If no Firefighter accepts overtime, the next available Lieutenant in line on the Lieutenant's seniority list will be ordered.

REV. DATE: 08/14/2020 ORDERED BY: _____

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

RECORDING OF TIME PAYROLL PROCEDURES

PURPOSE: To assure that the proper information is recorded on timecards.

POLICY: Electronic timecards are completed by all City employees through use of Kronos. The system is used to verify payment of all time worked by the employee. All employees are paid for 80 hours over a two week period. All other hours worked (i.e., Overtime and Acting Out of Rank) are paid based on the appropriate hours.

The Codes for Kronos may change and hours worked sometimes vary. A brief synopsis of the pay codes and their description is as follows:

Regular hours worked (24 hours) – Code 120

Acting Out of Rank (8 hours or less) – Code 480

REGULAR TOUR (0800 until 0800)

24 HOURS REGULAR PAY – CODE 120

REGULAR TOUR (0800 until 0800) IN AN ACTING CAPACITY

24 HOURS REGULAR PAY – CODE 120

8 HOURS ACTING OUT OF RANK (EACH UNIT) – CODE 480

STRAIGHT OVERTIME (PER UNIT)

12 HOURS STRAIGHT OVERTIME – CODE 200

STRAIGHT OVERTIME (PER UNIT) IN AN ACTING CAPACITY

12 HOURS STRAIGHT OVERTIME – CODE 200

8 HOURS ACTING OUT OF RANK – CODE 480

TIME AND HALF OVERTIME (PER UNIT)

12 HOURS TIME AND A HALF OVERTIME – CODE 201

TIME AND A HALF OVERTIME (PER UNIT) IN AN ACTING CAPACITY

12 HOURS TIME AND A HALF OVERTIME – CODE 201

8 HOURS ACTING OUT OF RANK – CODE 480

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

RECORDING OF TIME PAYROLL PROCEDURES

The frequently used Codes that may apply when your shift is scheduled to work and a member does not work are listed below. These listed Codes are calculated on eight (8) hours per day/unit, and will be recorded as same on the timecard:

Vacation – 300

Bereavement Leave – 390

Union Business – 340

Sick – 310

Injury – 905

Suspended – 395

Military Leave – 399*

Jury Duty – 350

*Military Leave Code – Military pay will not be deducted from the member's paycheck until their Military pay voucher is received by Support Services and submitted to the Payroll Division.

Sick No-Pay (315), Sick Double Deduct (Code 316), Extended Leave (Code 313)

These codes will be imputed in the system by the Administrative Staff. The appropriate notification of the status will be made to the employee.

When a member is on vacation and works overtime, both codes will be documented by the Kronos system.

Any problems or questions concerning payroll issues will be directed to Support Services only.

REV. DATE: 11/01/17 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

RED FLAG DAY

PURPOSE: To establish guidelines for training exercises, extra curricular activities, etc. during excessive heat.

POLICY: A “Red Flag” day will be called when weather conditions are not optimal for outside activities. The Deputy Chief of Operations or the working Battalion Chiefs will be responsible for declaring a Red Flag Day.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

PAGE: 1 of 1

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

RIDE-ALONG PROGRAM

PURPOSE: To properly document participation in the Ride-Along Program.

POLICY: To ensure the safety of those participating in the Ride-Along Program, the following guidelines will be used by Wilmington Fire Department personnel:

OPERATIONS DIVISION

1. The person requesting a ride-along in the Suppression Division will complete a Ride-Along Form (F-16) and return it to the Division Commander for approval.
2. To schedule the ride-along, the person will contact the Division Commander by phone (576-3153) to ensure that the date requested does not conflict with Department training or activities. Once the date is approved, the Division Commander will forward a copy of the form to the respective Battalion Chief.
3. The respective Battalion Chief will ensure proper notifications are made.
4. The duration of a ride-along shall not exceed four hours unless prior approval is received from the Division Commander. Participants will dress as indicated on the Ride-Along Form. Turnout gear will not be allowed.
5. The participant shall be instructed that they are an observer of the Wilmington Fire Department's operations and can not interfere with or hinder said operations.
6. As stated on the Ride-Along Form, the person will have one year from the date the form is submitted to complete three ride-alongs.
7. The Company Officer will ensure all ride-along guidelines are followed and instruct participants that use of recording devices for the duration of the ride-along time is strictly prohibited.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

RIDE-ALONG PROGRAM

FIRE PREVENTION DIVISION

1. The person requesting a ride-along will complete a Ride-Along Form (F-16) and return it to the Division Commander for approval.
2. To schedule the ride-along, the person will contact the Division Commander by phone (576-3120) to ensure that the date requested does not conflict with Department training or activities. Once the date is approved, the Division Commander will forward a copy of the form to the Captain assigned to the Fire Prevention Division.
3. The Captain assigned to the Fire Prevention Division will ensure that proper notifications are made.
4. The duration of a ride-along shall not exceed four hours unless prior approval is received from the Division Commander. Participants will dress as indicated on the Ride-Along Form. Turnout gear will not be allowed.
5. The participant shall be instructed that they are an observer of the Wilmington Fire Department's operations and can not interfere with or hinder said operations.
6. As stated on the Ride-Along Form, the person will have one year from the date the form is submitted to complete three ride-alongs.
7. The Company Officer will ensure all ride-along guidelines are followed and instruct the participant that using any recording devices for the duration of the ride-along time is strictly prohibited.

REV. DATE: 04/25/2023 ORDERED BY: John M. Looney

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

S.E.F.O. Staffing (Special Emergency Fire Operations)

PURPOSE: This procedure establishes guidelines for the recall and deployment of Fire Department personnel during Special Emergency Fire Operations (SEFO).

POLICY: The need for a S.E.F.O. Activation will be determined by the Chief of Fire or Deputy Chief based on Special Emergency situations. There will be two levels of SEFO: Level 1 and Level 2. The Chief of Fire will determine the level of the S.E.F.O. Activation. Once activated, Fire Department Personnel will report for duty in accordance with the instructions and specific assignments provided by superiors.

S.F.E.O. Level 1

SEFO Level 1 is designed to be implemented with on-duty personnel (normal shift strength) at any time.

- During SEFO Level 1, the Wilmington Fire Department will operate on a normal 24/48 shift schedule.
- Staff Officers will operate the Emergency Operations Center (EOC) if activated.
- All calls for service will be coordinated through Fireboard.
- The on-duty Suppression units will be divided into four Task Forces.
- The Task Force ID number will correspond with the Station the Task Force is assigned.
- The Station locations will be determined by the affected geographical area.
- Task Forces will be commanded by a Deputy Chief, Battalion Chief or Acting Battalion Chief.
- Task Force Commanders will be briefed on tactical objectives by the EOC Staff.
- All incident operations will continually communicate with Fireboard.
- Upon arrival, Task Force Commanders will report the incident conditions, their actions, and needs.
- If help is requested an additional Task Force will be dispatched.
- The EOC Shift Commander will establish guidelines and/or protocols which may differ from established SOP(s).
- All Task Forces will remain together responding, operating, and returning from all incidents unless otherwise ordered by the EOC Shift Commander.
- Task Forces will not respond to medical calls unless needed for special circumstances.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

S.E.F.O. Staffing (Special Emergency Fire Operations)

***SEFO Operations during civil unrest may require staging several blocks out.
Wilmington Police will secure area prior to responding to the incident location.**

SEFO LEVEL 1 TASK FORCE ASSIGNMENTS

EOC Staffing
Deputy Chief (Shift Commander)
Administrative Battalion Chief
Administrative Captain
Administrative Lieutenant
Saint Francis EMS Supervisor

DISTRICT #2

Task Force 1

Battalion #2
Engine #1
Engine #2

Task Force 6

Deputy Chief
Engine #6
Ladder #2

Task Force 3

Deputy Chief
Engine #3
Engine #5

DISTRICT #1

Task Force 4

Battalion #1
Squad #4
Ladder #1

S.E.F.O. Level 2

- SEFO Level 2 will operate in a Task Force concept. All Task Forces will have enhanced manpower and apparatus. Firefighting Task Forces will not respond to EMS incidents. Upon implementation of SEFO Level 2 activation, medical responses will be dispatched independently of firefighting task forces.
- During a SEFO Level 2, the Wilmington Fire Department will operate on a 24 on and a 24 off schedule.
- The Wilmington Fire Department Three Platoon system will revert to a two Platoon system if required. The combining of Platoons will be determined when SEFO Level 2 is implemented. The two Platoon system will be identified as Platoon #1 and Platoon #2. Members called back will be advised of their Platoon and their Company assignment.

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REVISED: April 22, 2022

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

S.E.F.O. Staffing (Special Emergency Fire Operations)

- All fire apparatus to include reserve apparatus, ambulances, and pick-up trucks may be manned.
- All fire apparatus will be manned with an Officer and three Firefighters.
- Staff Officers will operate the Emergency Operations Center (EOC).
- All calls for service will be coordinated through Fireboard.
- The Suppression units will be divided into three Task Forces.
- The Task Force ID number will correspond with the Station the Task Force is assigned.
- The Station locations will be determined by the affected geographical area.
- All Task Forces will be commanded by a Deputy Chief, Battalion Chief or Acting Battalion Chief.
- Task Force Commanders will be briefed on tactical objectives by the EOC Staff.
- All incident operations will continually communicate with Fireboard.
- Upon arrival, Task Force Commanders will report the incident conditions, their actions, and needs.
- If help is requested the reserve Task Force will be dispatched.
- The EOC Shift Commander will establish guidelines and/or protocols which may differ from established SOP(s).
- All Task Forces will remain together responding, operating, and returning from all incidents unless otherwise ordered by the EOC Shift Commander.
- Task Forces will not respond to medical calls unless needed for special circumstances.

***SEFO Operations during civil unrest may require staging several blocks out. Wilmington Police will secure area prior to responding to the incident location.**

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

S.E.F.O. Staffing (Special Emergency Fire Operations)

SEFO LEVEL 2 TASK FORCE ASSIGNMENTS

EOC Staffing
Deputy Chief (Shift Commander)
Administrative Battalion Chief
Administrative Captain
Administrative Lieutenant
Saint Francis EMS Supervisor
NCC EMS Supervisor

Task Force 1

Battalion #2
Engine #1
Engine #101
Engine #2
Ladder #2

Task Force 4

Battalion #1
Engine #3
Squirt #3
Engine #4
Ladder #1

Task Force 6

Deputy Chief
Engine #6
Engine #5
Engine #106
Ladder #3

Reserve Equipment will be located at Fire Headquarters

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REVISED: April 22, 2022

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

S.E.F.O. Staffing (Special Emergency Fire Operations)

Fire Marshals will operate together as a City Wide resource which will be dispatched through the EOC. Fire Marshals will be equipped to handle Law Enforcement and Fire/Arson Investigation and will be assigned responsibilities as directed by the EOC FM Lieutenant.

The following personnel will not report back for SEFO:

1. Members on Sick Leave.
2. Members on Injured Leave.
3. Members on Kelly Day only if he/she volunteers to report.
4. Members on vacation only if he/she volunteers to report.

If called, the member will inform the caller if he/she is in one of the above categories.

MEDICAL TASK FORCE

During SEFO Level #2 all medical task forces will operate independently from fire task forces. All medical task forces will be coordinated through St. Francis EMS and NCC EMS, in coordination with EOC.

***SEFO Operations during civil unrest may require staging several blocks out.
Wilmington Police will secure area prior to responding to the incident location.**

REV. DATE: 07/01/2020 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

SERVICE AWARDS

PURPOSE: In the Wilmington Fire Department there is a need to recognize the dedication shown by its members.

POLICY: The hierarchy for Service Awards is listed and shall be displayed on the member's Class-A Uniform as shown on Page-4 of this S.O.P.

MEDAL OF HONOR – Presented to a member of the Wilmington Fire Department who goes above and beyond the call to duty in the preservation of life and property.

This ribbon has a red background with gold stars throughout

PUBLIC SAFETY AWARD – Presented to any member within the City of Wilmington, Department of Public Safety who performs his/her duties in a manner that reflects pride on both the Police and Fire Departments. The actions taken must be considered above and beyond the call of duty.

This ribbon has a blue background with gold stars throughout

INDIVIDUAL VALOR AWARD – Presented to a member of the Wilmington Fire Department who displays the courage and initiative to complete an assignment under hazardous conditions.

This ribbon has a yellow background; one green, one white, and one blue block

EMS INDIVIDUAL LIFE SAVING AWARD – Presented to a member of the Wilmington Fire Department who displays the courage and initiative to complete an assignment using their EMS skills and knowledge under extreme conditions.

This ribbon has a white background with two blue blocks

MERIT SERVICE AWARD – Presented to a member of the Wilmington Fire Department who uses their skills and abilities in accomplishing a specific goal. This will include those acts, on or off-duty, that result in arrests that are made in fire related incident or an incident that may prevent injury or possible death to civilians. Detailed documentation must be provided before consideration is given.

This ribbon has a gold background with one white and one green block

UNIT AWARD – Presented to a Company within the Wilmington Fire Department for operating in a hazardous situation and using the teamwork required in order to complete a difficult assignment.

This ribbon is red with a white stripe on each side of the bar.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

SERVICE AWARDS

KIWANIS AWARD (of the Year) – Presented annually to a member of the Wilmington Fire Department, by the Kiwanis Club of Wilmington, who demonstrates the ideals of both Dedication and Valor, within the Fire Department.

This ribbon will replace the Kiwanis Award of the Quarter, if awarded the same year.

This ribbon is royal blue with a gold star in the center

KIWANIS AWARD (of the Quarter) – Presented quarterly to a member of the Wilmington Fire Department, by the Kiwanis Club of Wilmington, who demonstrates the ideals of both Dedication and Valor, within the Fire Department.

This ribbon will be replaced by the Kiwanis Award of the Year, if awarded the same year

This ribbon is navy blue with a gold border

COMMUNITY GROUP AWARD – Presented to a member of the Wilmington Fire Department who is recognized by any community association or group for services performed in a manner that reflects the traditions of the Fire Department.

This ribbon is half white and half blue

The Wilmington Fire Department will issue awards for those members who have advanced in educational development:

MASTER'S OF ARTS OR SCIENCE

This ribbon is white with two gold stars and a gold border.

BACHELOR OF ARTS OR SCIENCE

This ribbon is half red and half white with a gold border.

ASSOCIATE OF ARTS AND SCIENCE

This ribbon is white with a gold border.

FIREFIGHTER PROFESSIONAL DEVELOPMENT AWARD – Presented to those members of the Wilmington FD who have successfully completed 1000 or more hours of continuing education in fire related courses. Documentation must be provided.

Fire related degrees from Colleges and/or Universities cannot be used to attain this award. EMS Training and Police Academy Training are also not permitted.

This ribbon has a black border with two gold blocks and one red block

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

SERVICE AWARDS

ATTENDANCE AWARD – Presented to those members of the Wilmington Fire Department who have perfect attendance for 10 years or 20 years of service:

20 years – *This ribbon is Green with Gold Stars*

10 years – *This ribbon is Solid Green with a Gold Border*

PHYSICAL FITNESS AWARD – Presented to those members of the Wilmington Fire Department who have achieved the 50th percentile or above in their age group in the following “Cardio-Kinetics” testing categories: push-ups; sit-ups; and treadmill duration.

This ribbon has one gold block and one red block

EMERGENCY MEDICAL TECHNICIAN AWARD – Presented to those members of the Wilmington Fire Department who have successfully completed and maintained all Certifications mandated by the National Registry.

This ribbon has one gold and blue block

WFD HONOR GUARD – Worn by those members of the Wilmington Fire Department Honor Guard. When acting as such, this will be the only citation worn in place of all other earned Service Awards.

OUTSIDE AGENCY AWARDS

The Wilmington Fire Department members are, at times, recognized by outside agencies. Upon approval of the Chief of Fire these awards may be worn on the Departmental Class “A” uniform.

NEW CASTLE COUNTY EMS – Sudden Cardiac Survivor Award is authorized and will follow the NCC EMS protocol for multiple awards.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

SERVICE AWARDS

MULTIPLE AWARDS: Upon a member being awarded a duplicate of the same award (i.e.: Unit Award), the member will contact the Support Service Unit. The member will be given a new citation with a star to indicate multiple awards. *Members are prohibited from displaying duplicate Service Awards on their Class-A Uniform.*

HEIGHT OF DISPLAY: Upon a member being awarded six or more Service Awards, the member will begin to stack the Service Awards into two rows. *When Service Awards are placed side-by-side, the higher award will be placed on the inside of the Class-A Uniform, towards the heart.*

The following shall be the hierarchy for Service Awards. Members of the Wilmington Fire Department shall display the awards earned, as shown on the Class-A Uniform:

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

SERVICE AWARDS



REV. DATE: 07/01/2020 ORDERED BY: Michael Donohue
PAGE: 5 of 5

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

SICK LEAVE

POLICY: Sick leave shall be granted to employees when they are incapacitated from the performance of their duties by sickness, injury or for medical reason, when certified by a dental or optical examination, or by a physician, or medical professional. Sick leave shall also be granted when a member of the immediate family (i.e., spouse, children, parents, brother, sister, grandparents, spouse's grandparents, mother-in-law, father-in-law, son-in-law, daughter-in-law, grandchildren, brother-in-law, sister-in-law or any person who stands in loco parentis to the employee or any person or relative with whom the employee is making his/her home) is afflicted with a contagious disease or requires the care and attendance of the employee, or when, through exposure to a contagious disease, the presence of the employee at their employment position would jeopardize the health of others. Furthermore, if an employee utilizes sick time while caring for an immediate family member, a certificate from a physician will be required.

PROCEDURE: In order to qualify for sick leave, all employees must comply with the following conditions:

- A) Report off sick by notifying their immediate supervisor one (1) hour prior to starting time if they are off sick or will be off sick in order to care for an immediate family member.
- B) After three (3) days/units of continued absence, **upon return to work**, a treating physician certificate shall be furnished by the firefighter to the immediate supervisor and forwarded to the Support Services Unit satisfactorily demonstrating why the firefighter was **unable to work**, or that he/she was caring for a sick immediate family member. *All* physician certificates will be forwarded to the Medical Dispensary where they will become a part of the Firefighter's permanent record.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

SICK LEAVE

- C) Any member who requests to go home as a result of an illness after working less than one half unit/day will be charged a unit of sick leave for that unit. Any member who requests to go home as a result of illness after working more than one half unit/day will not be charged a unit of sick leave for that unit. They will be charged one (1) unit of sick leave for each subsequent unit they are off as per Article 7, Section 7.2 (b) and providing they comply with Local 1590's Contract Article 7, Section 7.7 (a).

- ▶ The on-duty Battalion Chief will make note of the name of the member, time member left, and nature of illness in their daily report.
- ▶ An F-63 will be required regardless of the time the member leaves. The member will be considered on sick leave until the member reports back to duty. Upon reporting back to duty, an F-63A will be required.
- ▶ The member who requests to go home as a result of illness after the start of the shift will not be required to report to the Medical Dispensary and/or hospital.

- D) If an employee is absent from work due to personal illness or illness of an immediate family member for longer than nine (9) consecutive calendar days the Firefighter shall telephone the immediate supervisor or on-duty supervisor to inform him/her of the anticipated length of continued absence due to illness. A Family and Medical Leave Act Certification of Healthcare Provider Form (Appendix B) and a Leave of Absence Form (Appendix A) must be received by the immediate or on-duty supervisor by the fifteenth (15) calendar day as written confirmation of the anticipated length of absence.

***Any member, who is off on sick leave for 15 consecutive days or longer, must contact the Medical Dispensary prior to returning to work.**

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

SICK LEAVE

- E) Employees shall not be paid for a holiday (eight hours pay) if they are absent from work on the employee's last scheduled workday before the holiday, a holiday (is scheduled to work for the holiday), or the employee's next scheduled workday following the holiday unless excused for one of the following reasons: (a) medical absence, verified by a physician; (b) attending court as a witness under a subpoena or as a juror; or (c) death in the family as defined by the contract. The stipulation in this paragraph is not applicable if the employee works the actual holiday.

REV. DATE: 10/26/23

ORDERED BY: John M. Looney

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

SOCIAL MEDIA

PURPOSE: To standardize and comply with the City of Wilmington's Personnel Policy Manual for Social Media, Policy 108.1.

POLICY: All members will adhere to the attached City of Wilmington's Personnel Policy Manual – Police 108.1 – Social Media.

DATE: 11/01/17 **ORDERED BY:** Michael Donohue

PAGE: 1 of 1

ATTACHMENT – Page 1 through 4

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

SUPPORT SERVICES

PURPOSE: In order to increase the efficiency of the Support Services Unit, and to insure the continued and timely logistical support for Suppression forces, the following procedure will be followed:

POLICY: Requests for equipment, uniforms, supplies, etc., will be forwarded to Support Services for approval and disbursement. All requests for station supplies and apparatus equipment will be forwarded through the Station Captain. All other requests can be forwarded by the Company Officer.

The Station Captain and /or Company Officer will submit a Purchase Order to Support Services who will fill the order. When filling out the form, the following blocks will be completed:

- a. On the top left portion of the form where it says "TO" shall read: Support Services.
- b. On the right portion of the form, the date will be filled in; and in the column where it says "SHIP TO", the Company or Unit designation will be filled in. For example: Ship to Squad #1.
- c. In the middle left section of the form, it says "Requisitioned By". This will be filled in by the name of the Captain/Company Officer completing the Purchase Order. The remaining blocks in that section will be left blank.
- d. The lower portion of the Purchase Order will be filled out by quantity ordered, the stock number, or description of the item. The Captain/Company Officer will sign the form at the bottom where it says "Authorized by."

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

SUPPORT SERVICES

The Company will maintain the yellow copy of the Purchase Order.

NOTE: All household supplies will be ordered on a quarterly basis with the F-50 form filled out by the Station Captain. Reports shall be submitted on the following dates:

March 31
June 30
September 30
December 31

All uniforms and firefighting gear will be ordered on a quarterly basis in conjunction with the F-30 Form.

Emergency Requisition – Should there be a need to obligate City funds in an emergency that effects the operation of the Department or Firefighter safety, the on-duty Battalion Chief shall notify the Battalion Chief of Support Services via cell phone. If unable to contact the Support Services Battalion Chief, the Deputy Chief of Operations or Chief of Fire can authorize purchases.

REV. DATE: 11/01/17 ORDERED BY: Michael Donohue

PAGE: 2 of 2

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

TRANSFERS

PURPOSE: This S.O.P. will be used to outline guidelines for transfers in the Wilmington Fire Department.

POLICY: All transfers are to be made without regard for racial or gender. In making transfers, shift balances and cross training will be considered and every attempt will be made to minimize expenses.

Every attempt will be made for all members to obtain as much knowledge of firefighting in his/her career as possible or within the confines of the Administration's prerogative.

All personnel may request a transfer by submitting a confidential letter to their respective Division Commander stating in detail the reason for the requested transfer. An Application for Transfer Form (F-34) will accompany the letter. Transfers are subject to the final approval by the Chief of Fire.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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FMO

F.M.O.

12/08/17	Annual Firearms Training and Qualifications for Fire Marshals
11/01/17	Code Violations, Citations, Stop Work Orders
07/01/20	Community Events
11/29/17	C.O.P.T. Quarterly Inspection Form (F-30-A)
05/06/19	Departmental Weapons Use of Force
11/01/17	Evidence Control Custodian
07/01/20	Fire Drills
07/01/20	Fire Extinguisher Training Program
07/01/20	Fire Station Tours
09/25/19	FMO Investigative Coveralls
11/01/17	Major Investigative Response Team (M.I.R.T.)
11/01/17	Mandatory Wearing of Body Armor for Fire Marshals
07/01/20	Officer's Building Inspection Program
11/01/17	Procedures for Handling & Securing Evidence
11/01/17	Public Education Lockers
11/01/17	Shift Investigator

07/01/20	The Friendly Firefighter's Program
11/29/17	Weapon Accountability
11/01/17	WFD Evidence Room

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

ANNUAL FIREARMS TRAINING AND QUALIFICATIONS FOR FIRE MARSHALS

PURPOSE: To insure that all members who have completed the C.O.P.T. program have met the minimum training requirements.

POLICY:

General

The Wilmington Fire Department has sent several members through the Wilmington Police Academy to become fire investigators. Those investigators are currently assigned to both the Wilmington Fire Marshal's Office and Suppression. For the purpose of this Standard Operating Procedure, members who have graduated from the Wilmington Police Academy and have received the Council on Police Training Minimum Standards Basic Certificate shall be referred to as Fire Marshals.

All Fire Marshals will qualify as outlined in this S.O.P. and are individually responsible for completing the shooting program on schedule. In-service training is mandatory training time designed to complete the program in an orderly fashion throughout the season. As authorized by 8404 (a) (5) of the Council on Police Training: "A Fire Marshal who misses a session due to leave, vacation, or illness must reschedule a makeup session on their own, to be completed prior to the end of that particular training cycle."

This program is designed to meet or exceed the minimum training requirements established by the Council on Police Training effective January 1, 1992. The program will be held at the Police Pistol Range, which is located on the National Guard Facility, Route 9 south of New Castle, Delaware. The range will be available for firearms training Monday through Friday, from 0700 until 1500 hours, except during night qualification in-service training when the range will be available from 1200 to 2000 hours.

Fire Marshals on light duty will not be permitted to live fire unless authorized by the Fire Physician. Any Fire Marshal on extended light duty must make up any minimum requirements upon returning to regular duty.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

ANNUAL FIREARMS TRAINING AND QUALIFICATIONS FOR FIRE MARSHALS

Fire Marshals will participate in training to increase each member's understanding of and compliance with, the Department's Use of Firearms Policy. The Police Officer's Manual, Law Officer's Pocket Handbook and Title 11, Delaware Code, will serve as a basis for this training. In addition, officers will receive annual familiarization training in judgmental shooting. This will consist of SHOOT/DON'T SHOOT scenarios.

All Fire Marshals will be required to complete three (3) separate training/qualification sessions:

- | | |
|------------|---|
| Session #1 | March 1 to June 30 |
| Session #2 | July 1 to October 31 |
| Session #3 | November 1 to December 31 (Low light/night) |

Each session consists of a minimum of 100 rounds of pistol ammunition expended by each shooter. At least 50 rounds per session will be used for qualification. One session must be a low/night qualification. A memorandum will be issued listing dates and times. Fire Marshals are required to have a functioning flashlight for low/night qualifications. Old service ammunition will be used at this time, and officers will receive new service ammunition at the end of the training session.

Fire Marshals will be required to qualify with their uniform service holster and ammunition pouch. Fire Marshals who use other authorized and/or issued holster and ammunition systems will be required to qualify with this system once during a training calendar year and prior to the wearing of the same. No qualification courses will be fired without a holster. The only authorized ammunition to be used in the service pistol while on duty will be the ammunition that is issued by the Department.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

ANNUAL FIREARMS TRAINING AND QUALIFICATIONS FOR FIRE MARSHALS
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During each session, Fire Marshals will fire a minimum of 10 rounds of shotgun ammunition. Fire Marshals will utilize range shotguns. After qualifications are complete, the weapons will be cleaned by the individual Fire Marshal and inspected by the range officer.

The course(s) of fire for both the pistol and shotgun training will be the course(s) designated by the Delaware Council on Police Training. The Range Officer maintains a copy of the current course(s) of fire.

Any plain clothes type holster to be used by Fire Marshals for carrying their service pistol should meet the following criteria:

- a. Holsters should be in good working condition. No torn material, broken snaps or straps, etc.
- b. Holsters should be worn in accordance with the manufacturers' recommendations.
- c. The holster should be attached to the body so as not to come off while the Officer is engaged in a full speed run. This applies to devices to carry spare magazines or individual bullets. (Any holster could be torn from the body with enough force. However, the device should retain these items during a physical activity such as a foot pursuit without losing its contents.)

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

ANNUAL FIREARMS TRAINING AND QUALIFICATIONS FOR FIRE MARSHALS
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- d. All holsters must have a top strap that securest he weapon in the holster and said top strap should be the type that prevents the weapon from becoming accidentally snapped down. All holsters must hold the pistol when turned upside down and shaken moderately and it should retain the weapon during a full run.
- e. The minimum standards for any plain clothes magazine pouch will be that it shall be worn as specified by the manufacturer. It shall be designed to hold the magazine snug enough so that it will retain the magazine when turned upside down. The top can be open style without a flap. However, it shall be designed to remain in place during a full run.

DATE: 11/01/17

ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

CODE VIOLATIONS CITATIONS STOP WORK ORDERS

PURPOSE: To provide a procedure for communicating with a property owner, agent, occupant, or other responsible person regarding violations of the Wilmington City Code Chapter 12 (Fire Prevention and Protection) and/or the Delaware State Fire Prevention Regulations found at a location, to determine a schedule and procedure for corrective action and set forth a time limit for compliance, and to define the citation process and use of stop work orders if correction does not occur.

POLICY:

Violation notices for Company Officers

Whenever a Company Officer finds any violation of the Wilmington City Code, Chapter 12 (Fire Prevention and Protection) and/or the Delaware State Fire Prevention Regulations, he/she shall report and discuss such violations with the owner, agent, occupant, or other responsible person to determine a schedule and procedure for corrective action. He/she shall also issue written notices to confirm such findings and discussions, as may be necessary to ensure compliance with these regulations. Every notice shall set forth a time limit for compliance at the Officer's discretion. Such time limit may be correlated to the degree of hazard created by the deficiency and availability of means of abatement. The average time allowed for corrective action is 15 business days.

When a violation notice is issued from a Company Officer, and the prescribed time limit has expired and the Officer finds that the property owner, agent, occupant, or other responsible person is not complying with the corrections on the violation notice, or is not working towards compliance, or the Officer finds a significant life safety hazard, the violation notice can be forwarded to the Fire Marshal's Office (FMO) for follow up. All Company Officers will immediately send all documentation associated with the address to the FMO if the property owner, agent, occupant, or other responsible person is unavailable or refuses to sign a violation notice issued.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

CODE VIOLATIONS CITATIONS STOP WORK ORDERS

Violation notices for the Fire Marshal's Office

Violation notices can be initiated through the FMO or can be received by the FMO through submission by a Company Officer requesting FMO follow up.

If a violation notice is forwarded to the FMO by a Company Officer, the FMO Inspector assigned the violation notice follow up will perform a re-inspection of the property and issue a new violation notice if deficiencies are found not related to the original violation. The FMO Inspector will provide re-inspection documentation within the CAD fire report. Time frame for correction of the violation notice will be determined using the FMO Inspector's discretion. Any extension of time requested by the property owner, agent, occupant, or other responsible person must be submitted in writing for FMO review. If the FMO Inspector finds that the property owner, agent, occupant, or other responsible person is not complying with the corrections to the violation notice, or is not working towards compliance, or the FMO Inspector finds a significant life safety hazard, a citation or stop work order can be issued.

Citations and Stop Work Orders

According to Wilmington City Code, Chapter 12, Section 55(c) – In the administration and enforcement of the provision of this code and regulations, whenever the Chief of Fire or his/her designee determines that there has been a violation, or there are reasonable grounds to believe that there is a violation of any provision of this chapter or any rule or regulation adopted or promulgated pursuant thereto, he/she may issue a citation after appropriate notice and providing a reasonable time for the date of such notice within which the performance of the acts he/she require to correct the violation shall be completed.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

CODE VIOLATIONS CITATIONS STOP WORK ORDERS

A summons may, but need not, be issued for any misdemeanor or violation of City Code and/or Delaware State Fire Prevention Regulations. FMO Inspectors must carefully consider the nature of the violation, the character of the offender, and other relevant circumstances in determining whether to issue a citation or stop work order.

DELJIS will be utilized to write citations referencing violations of the City Code and/or the Delaware State Fire Prevention Regulations. If the citation references a violation notice issued from a Company Officer, this information would be utilized in the “witness” section of the DELJIS report. The FMO Inspector will call City Arraignment-Civil Court 20 (302-577-7234) prior to an appearance date to ensure adequate time is provided to the offender and to confirm the selection date is placed on the court document. Selected court dates must be on a Tuesday date and on the FMO Inspector’s work schedule. Notice of the Court date will be provided to the owner, agent, occupant, or other responsible person through hand delivery or certified mail to confirm receipt. Stop work orders must be signed by the Fire Marshal and placed in a conspicuous location.

Fire Protection Systems Maintenance

According to Delaware State Fire Prevention Regulations 703 Chapter 1, Section 3.1.1 All fire protection systems, devices, units, and service equipment shall be maintained in an operative condition at all times, and it shall be unlawful for any person owning, controlling, or otherwise having charge of any fire protection system to reduce the effectiveness of the system without the proper impairment permit or approval. Permits or approvals will not be required for temporary impairments caused by periodic testing and inspection.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

CODE VIOLATIONS CITATIONS STOP WORK ORDERS

According to Delaware State Fire Prevention Regulations 703 Chapter 1 Section 3.1.3.1 in all health care, institutional, place of assembly, educational, and day care occupancies an impairment permit shall be obtained immediately after discovery of any impairment which will render the system inoperable or out of service. If the Office of the State Fire Marshal (Wilmington) is not open when the impairment is discovered, the office shall be notified by calling the local fire dispatch center, submit an email to WFD_FMO@cj.state.de.us distribution group and asking for the "On call Fire Marshal". Wilmington Fire Department suppression personnel are responsible to notify any person owning, controlling, or otherwise having charge of any fire protection system to report to the Fire Marshal's Office to attain necessary permit approval.

TYPE OF OCCUPANCY	RECOMMENDED TIME LIMIT
ASSEMBLY	IMMEDIATELY Pursuant to DE Reg. 703 Ch. 1 §3.0
EDUCATIONAL	IMMEDIATELY Pursuant to DE Reg. 703 Ch. 1 §3.0
DAY CARE	IMMEDIATELY Pursuant to DE Reg. 703 Ch. 1 §3.0
HEALTH CARE	IMMEDIATELY Pursuant to DE Reg. 703 Ch. 1 §3.0
AMBULATORY HEALTH CARE	IMMEDIATELY Pursuant to DE Reg. 703 Ch. 1 §3.0
DETENTION AND CORRECTIONAL	IMMEDIATELY Pursuant to DE Reg. 703 Ch. 1 §3.0
RESIDENTIAL	8 HOURS Pursuant to DE Reg. 703 Ch. 1 §3.0
INDUSTRIAL	8 HOURS Pursuant to DE Reg. 703 Ch. 1 §3.0
STORAGE	8 HOURS Pursuant to DE Reg. 703 Ch. 1 §3.0

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

COMMUNITY EVENTS

PURPOSE: To represent the Wilmington Fire Department at community events.

POLICY: All requests for apparatus to attend community events will be scheduled through the Fire Marshal's Office. A hard copy memorandum will be sent to the Deputy Chief of Operations and to the respective Company requested for the Program. Information will include date, time, and site of presentation.

Upon arrival at the event, the Company Officer will determine a site for the apparatus to be displayed. At least two members are to stay with the apparatus for the length of the Program. Compartment doors are to be opened and equipment shall be visible for the public to view. Public Education literature should be available for members to hand out. The Company Officer will be responsible for having this literature available and for obtaining it from the Fire Marshal's Office from Monday through Friday, 0800 until 1600 hours. At the conclusion of the event, an F-83 will be completed in it's entirety and will be submitted to the Fire Prevention Division.

This is a goodwill endeavor and all members must remember that we are public servants for the City of Wilmington. Members are to be neatly dressed and cordial in their attitude towards the general public.

***BY-PASS STATUS IS AT THE DISCRETION OF THE DISTRICT BATTALION CHIEF.**

REV. DATE: 07/01/2020 ORDERED BY: Michael Donohue

PAGE: 1 of 1

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

C.O.P.T. Quarterly Inspection Form (F-30-A)

PURPOSE: This procedure will ensure that all equipment assigned to C.O.P.T. personnel is inspected and accounted for at all times.

POLICY: the Lieutenant of the Fire Marshal's Office (FMO) will inspect on a quarterly basis (January, April, July, and October) all equipment assigned to C.O.P.T. personnel.

1. The F-30-A will be used to document the inspection. The box next to the item needing attention will be marked with an "X" and an explanation of the problem will be entered in the remarks section.
2. The form will be signed by the C.O.P.T. certified member and the Lieutenant of the FMO. The FMO Lieutenant will retain all copies of the F-30-A.
3. A Purchase Order will be submitted by the FMO Lieutenant for items that need to be upgraded or replaced. The reason for the request (i.e., torn, worn, etc.) will be noted on the Purchase Order. The Purchase Order Number will be recorded on the F-3-A. Purchase Orders will be submitted on a quarterly basis excluding emergency request.
4. The form will be submitted by the 15th of the following month.
5. The inspection will be conducted as designated by the Lieutenant of the FMO.
6. The F-30-A does not take the place of a Purchase Order.

Any equipment damaged or lost will be reported immediately to the Lieutenant of the FMO via e-mail and followed-up by a hard copy memorandum

REV. DATE: 11/29/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

DEPARTMENTAL WEAPONS USE OF FORCE

PURPOSE: The Wilmington Fire Department has sent several members through the Wilmington Police Academy to become fire investigators. These investigators are currently assigned to both the Wilmington Fire Marshal's Office and Suppression. For the purpose of this Standard Operating Procedure (S.O.P.), members who have graduated from the Wilmington Police Academy and have received the Delaware Council on Police Training Minimum Standards Basic Certificate shall be referred to as Fire Marshals.

POLICY: This Department recognizes and respects the value and special integrity of each human life. The value of human life is immeasurable in our society. Fire Marshals have been delegated the ultimate responsibility to protect life and property and to apprehend criminal offenders. The apprehension of criminal offenders and the protection of property must, at all times, be secondary to the protection of life. The Officer's responsibility for protecting life must include his or her own.

In vesting Fire Marshals with the lawful authority to use force to protect the public welfare, a careful balancing of all human interests is required. Therefore, it is the policy of the Wilmington Fire Department to use the minimal degree of force that is reasonably necessary to effectively bring an incident under control while protecting the lives of the Officer or another.

Definitions:

a. Deadly Force

Any use of force that is likely to cause death or serious bodily injury, or which creates some degree of risk that a reasonably prudent person would consider likely to cause death or serious bodily injury.

b. Non-deadly force and less than lethal force:

Any use of force other than that which is considered deadly force.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

DEPARTMENTAL WEAPONS USE OF FORCE

c. Reasonable belief:

The facts or circumstances the Fire Marshal knows, or should have known, are such as to cause a reasonable and law enforcement prudent person to act in similar circumstances.

d. Serious Physical Injury:

That which creates a substantial risk of death, or which causes serious and prolonged loss or impairment of the function of any bodily organ.

Continuum:

The use of force should follow a prescribed continuum: physical presence, verbal warning, verbal command, hands-on control, hands-on counter measures, intermediate weapon (which includes the choice of a chemical weapon, Asp baton), and finally, if necessary, the use of deadly force.

However, members should be mindful that the force needed to control an incident may not fall on the prescribed continuum sequentially in all circumstances. Therefore, the member should use their discretion to quickly and safely apply the necessary level of force to meet situations involving arrest, safety of citizens or Officer self-defense.

Procedure:

A. Parameters for use of deadly force:

1. A Fire Marshal is authorized to un-holster his/her pistol whenever he/she has reasonable suspicion to believe that he/she or anyone in his/her immediate vicinity is in imminent danger or physical harm.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

DEPARTMENTAL WEAPONS USE OF FORCE

2. If feasible, prior to using a firearm, the member shall identify himself/herself as a Fire Marshal and shall give a warning.
3. A Fire Marshal is authorized to use deadly force if the Fire Marshal has reasonable belief that the suspect poses an imminent threat of serious physical harm to the Fire Marshal or others.
4. If a Fire Marshal has probable cause to believe that a fleeing felon poses a significant threat to human life, said Fire Marshal shall use deadly force to prevent the escape. Deadly force will only be used when it does not appear likely that innocent people may be injured.
5. A Fire Marshal may also discharge a weapon under the following circumstances:
 - a. During range practice or competitive sporting events.
 - b. To destroy an animal under the following circumstances:
 1. For self-defense
 2. To prevent substantial harm to the Fire Marshal or another
 3. To prevent suffering of a dying animal

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

DEPARTMENTAL WEAPONS USE OF FORCE

6. Fire Marshals shall adhere to the following restrictions when their weapon is exhibited:
 - a. Except for maintenance or during training, Fire Marshals shall not draw or exhibit their firearm unless circumstances create reasonable cause to believe that it may be necessary to use the weapon in conformance with this policy.
 - b. Warning shots are prohibited.
 - c. Fire Marshals shall not fire their weapon at, or from a moving vehicle except for under exigent life-threatening circumstances.
 - d. Firearms shall not be discharged when it appears likely that an innocent person may be injured.
 - e. Firearms should not be drawn when it appears that the drawing of the firearm may provoke the use of deadly force from any individual while there is a crowd of innocent persons that may be injured by the gunfire, i.e., a crowded street or public facility.
7. Only those weapons designed by the Chief of Fire and issued to all sworn personnel as the authorized departmental firearms will be carried while on duty.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

DEPARTMENTAL WEAPONS USE OF FORCE

B. Parameters for use of non-deadly force:

1. Where deadly force is not authorized, Fire Marshals should assess the incident in order to determine which non-deadly technique or weapon will best de-escalate the incident and bring it under control in a safe manner.
2. Fire Marshals are authorized to use departmental approved non-deadly force techniques less than lethal force and issued equipment for resolution of incidents as follows:
 - a. To protect themselves or another from physical harm,
 - b. To restrain or subdue an actively resisting individual, or
 - c. To bring an unlawful situation safely and effectively under control

C. Training and Qualifications

1. Deadly Weapons:
 - a. While on and off-duty, Fire Marshals shall carry only weapons and ammunition authorized by and registered with the Department.
 - b. Authorized weapons are those with which the Fire Marshal has qualified and received departmental training on proper and safe usage, and that are registered and comply with Departmental specifications. (Refer to S.O.P. on Annual Firearms Training and Qualifications.)
 - c. The firearms instructor shall schedule regular training and qualification sessions for duty that will be graded on a pass/fail basis.

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- d. Fire Marshals who fail to receive a passing score with their duty weapon(s) in accordance with departmental testing procedures shall be relieved of their police powers.
 - e. A Fire Marshal shall not be permitted to carry any weapon with which the Officer has not been to qualify during the most recent qualification period.
 - f. A Fire Marshal who has taken extended leave or suffers from an illness or injury that could affect his use of firearm ability will be required to turn in his firearm at the beginning of his disability and be required to re-qualify before returning to enforcement duties.
 - g. A Fire Marshal who has been recommended for psychological evaluation will be required to hand in his firearm at the time of the request and not return to enforcement duties until he is cleared for duty by the appropriate medical standards.
 - h. The City physician or any appropriate medical provider at the request of the City may disqualify a Fire Marshal from carrying a firearm and/or his law enforcement duties.
2. Non-deadly force weapons and Less Lethal Weapon:
- a. A Fire Marshal is not permitted to use a non-deadly weapon or less lethal weapon unless qualified in its proficient use as determined by training procedures.
 - b. Chemical weapons and the Asp Baton, when used in accordance to departmental policy and training, are the only non-deadly weapons authorized by the Department.

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DEPARTMENTAL WEAPONS USE OF FORCE

D. Reporting Use of Force:

1. A Use of Force Report will be required in the following circumstances:
 - a. When a firearm is discharged outside of the firing range.
 - b. When a use of force results in death or injury.
 - c. When a non-lethal (such as chemical weapon) is used on a person.
 - d. When a Fire Marshal sustains or complains that an injury has been inflicted as a result of any use of force.
 - e. When a suspect or bystander sustains or complains that an injury has been inflicted as a result of any use of force.
 - f. Whenever an impact weapon (Asp) is used.
 - g. Fire Marshals are required to immediately report to an F.M.O. supervisor whenever they draw or exhibit their weapon whether on or off-duty, and submit a Display of Weapons Report (FM-13) of the circumstances as soon as possible.
 - h. Any Fire Marshal will be immediately suspended from law enforcement duties if any of the above regulations are violated or any report they have submitted contains untrue or misrepresented facts that is material to the report.
2. A Fire Marshal Officer will be immediately summoned to the scene and conduct an investigation of the incident. The Officer assigned to the Fire Marshal's Office shall submit a report detailing the circumstances and facts surrounding the incident along with any medical results/findings and his conclusions as a result of the investigation.
 - a. The Use of Force Report (FM-14) is an addition to other required departmental paperwork, such as a Crime Report, a Statement, etc., that may be required by the supervisor and/or involved Officers.

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- b. Additionally, FMO Officers will be responsible for completing a Preliminary Use of Force Report (FM-15). This form is to be completed as a means to notify, in a timely fashion, the Wilmington Police Department, Internal Affairs, that force has been used. The form should include the names of any witnesses in the event there is a need for later contact. The Deputy Chief of Fire Prevention will sign off on the form and forward it to Internal Affairs by the next business day.
 - c. The Preliminary Use of Force Report is not intended to be a substitute for a normal, complete Use of Force investigation. The report is submitted for informational purposes only and would append the Use of Force Report (FM-14).
- 3. Use of Chemical Weapons
 - a. Description of Departmental issued Chemical Weapons:

The chemical weapon currently used by the Department is a liquid extract of Oleoresin Capsicum, a powerful irritant that occurs naturally in cayenne pepper. It is an aerosol designed to incapacitate violent or combative subjects.

It is designed to be sprayed directly into the subject's face for maximum effect, and should cause direct incapacitation. The chemical weapon has a maximum effective range of ten feet, with an optimum range of four to six feet.

A spray to the eyes causes discomfort, bringing tears and impairment to vision. Inhaling causes discomfort in the mucous membranes of the mouth, nose, and bronchial tubes. Recovery usually begins after a few minutes in fresh air. For obvious safety reasons, it is not recommended for use when the suspect has a firearm or other deadly weapon in his/her possession.

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b. Authorized Use of Chemical Weapons:

1. Protection of self or another Fire Marshal from assault.
2. Protection of citizens.
3. Performing an arrest of a combative or resistant subject.
4. For crowd control when the Fire Marshal or civilians are in immediate physical danger.
5. Against a violent animal threat.
6. When the situation and circumstances are such that a possible dangerous person must be driven out to cause apprehension.

c. Unauthorized Use of Chemical Weapons:

1. Chemical weapons shall not be used to threaten or attempt to gain information.
2. Chemical weapons shall not be used against a person in custody unless needed to overcome resistance.
3. Chemical weapons shall not be used to wake up a person who is intoxicated or asleep.
4. Chemical weapons shall be used near an open flame source.
5. At no time will chemical weapons be utilized to prevent an individual from ingesting suspected contraband.
6. Chemical weapons shall not be used when there is no threat of injury or physical injury to the Fire Marshal or another.

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- d. Post Use of Chemical Weapons:
 - 1. After a chemical weapon has been used on a subject, the Fire Marshal will insure that the subject is transported to a medical facility for treatment.
 - 2. After a chemical weapon has been used, the Fire Marshal will immediately notify their Supervisor as to the use of force and will submit a Statement documenting the circumstances.
 - 3. It will be mandatory for all Fire Marshals to carry the Department issued chemical weapon at all times when circumstances are such that they have to perform a police action.
 - 4. The chemical weapon has an unlimited shelf life and only requires an occasional shaking to insure its contents are thoroughly mixed.
 - 5. As with other similar aerosol products, chemical weapon canisters should not be exposed to heat or flame. Do not puncture, incinerate, or store above 130 degrees Fahrenheit. Prolonged exposure to sunlight may cause bursting.
 - 6. The duration of the spray should be only that amount necessary to affect the lawful police task.
- 4. The Departmental Shooting Investigation Process
 - A. The Departmental Shooting Investigation Process will be used to investigate EVERY incident of a firearm discharge where serious physical injury, penetration, or death occurs.
 - 1. Front Line Supervisor's Responsibility
 - a. An Officer assigned to the Fire Marshal's Office (FMO) will be dispatched to the scene of the incident and will assume responsibility for caring for the involved personnel.
 - b. The FMO Officer will make appropriate arrangements for all necessary medical treatment.

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- c. During any period where the involved Fire Marshal is required to remain on the scene but has no immediate duties to fulfill, the Fire Marshal shall be taken to a quiet area away from the scene of the incident.
 - d. The FMO Officer should briefly meet with the involved Fire Marshal and preliminary questions should be asked about the incident but in a minimal capacity. A walk through of the incident may be conducive to understanding how the incident transpired.
 - e. The Fire Marshal should be advised that a more detailed briefing will be conducted at a later time.
 - f. The FMO Officer should arrange for the Fire Marshal directly involved in the incident to leave the scene as soon as possible, and to be taken directly to a quiet secure setting at the Public Safety Building where they will be turned over to a supervisor from the Wilmington Police Department's Criminal Investigation Division.
 - g. Arrangements should be made for a peer counselor or other supportive friend or Fire Marshal to remain with the involved Fire Marshal(s). They should be advised not to discuss the incident with the Fire Marshal.
2. Whenever a firearm is used in the performance of duty, the Wilmington Police Department's Captain of Criminal Investigations or his designee will investigate the incident. The Inspector of Investigative Operations will assume this role when the Captain of Criminal Investigations is not available.

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The Captain of Criminal Investigations or his designee will conduct a complete investigation and report his findings directly to the Chief of Fire. It shall be the duty of the Captain of Criminal Investigations or the Inspector of Investigative Operations to notify the City Solicitor and the Attorney General's Office as soon as possible. The Battalion Chief of Internal Affairs shall be notified whenever any shooting occurs. They will contact the Captain of Criminal Investigations or his designee and monitor the investigation being conducted by the detectives. If the Chief of Fire determines that a possible violation of departmental procedures has occurred, he shall instruct the Battalion Chief of Internal Affairs to conduct an investigation that shall be coordinated with the detective's investigation. It will be the sole responsibility of the Battalion Chief of Internal Affairs to determine if there were any violations of any departmental procedures governing the Wilmington Fire Department.

3. When a Fire Marshal discharges a weapon, the Fire Marshal shall be temporarily assigned to duty within the confines of his respective Division or as designated by the Chief of Fire. The Fire Marshal shall remain on this assignment until all investigations are completed by the Criminal Investigations Division, the Battalion Chief of Internal Affairs, and any other organization authorized to investigate the incident (City Solicitor's Office, Attorney General's Office, Federal Bureau of Investigations or the appropriate courts).

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4. When a Fire Marshal(s) discharges a weapon and a person is either injured or killed, that Fire Marshal(s) will complete his preliminary report of the incident and then be directly placed on “Administrative Leave”.
 - a. This leave shall be without loss of pay or benefits pending the outcome of the investigation by the City Solicitor.
 - b. The assignment to Administrative Leave shall not be a presumption that the Fire Marshal(s) has acted improperly.
 - c. While on Administrative Leave, the Fire Marshal(s) shall remain available at all times for official departmental interviews and statements regarding the shooting incident and shall be subject to recall at any time.
 - d. The Fire Marshal(s) shall remain on Administrative Leave after completing all internal investigative requirements and until it is determined by a mental health professional that the Fire Marshal(s) is ready to return to duty.
5. All press releases relative to the incident will be made by the Public Information Officer, the Chief of Fire, or his designee. These releases must first be approved by the Chief of Fire.
6. The Deputy Chief of the Fire Marshal’s Office or his designee shall interview the Fire Marshal involved in the shooting. Upon completion of this interview, the Deputy Chief of the Fire Marshal’s Office shall submit a report directly to the Chief of Fire, including his recommendations.

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7. If the shooting investigation progresses to a point where the placing of criminal and/or departmental charges against a Fire Marshal(s) appears probable, it shall be the responsibility of the Captain of Criminal Investigations, Battalion Chief of Internal Affairs, or their respective designees, to immediately notify the President of Local 1590 that an investigation is being conducted. The Battalion Chief of Internal Affairs will appraise the President of Local 1590 of the nature of the investigation, to afford the President the opportunity to determine if the Fire Marshal(s) is eligible to receive the services of a union-paid attorney. (NOTE: All Fire Marshals should review and familiarize themselves with 11 Del.C467.)
8. Psychological Services for the Fire Marshal
 - A. the Deputy Chief of the Fire Marshal's Office will insure that the following guidelines are followed:
 1. In all cases where a Fire Marshal fires on or exchanged gunfire, or any person is injured or killed as a result of a firearm discharge by a Fire Marshal, that Fire Marshal will be required to meet with a departmental-furnished psychologist within five (5) days of the incident. The session will remain protected by the privileged Professional Psychologist Code of Ethics.
 2. In all cases where any person has been injured or killed as a result of a firearm discharged by a Fire Marshal(s), the involved Fire Marshal and his family will have available to them services provided by the Employee Assistance Program (EAP). The consultation sessions will remain protected by the privileged relationship.

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DEPARTMENTAL WEAPONS USE OF FORCE

3. In all cases where a Fire Marshal(s) fires or exchanges gunfire, or any person is injured or killed as a result of a firearm being discharged by a Fire Marshal, the involved Fire Marshal(s) will be required to re-qualify with this weapon prior to returning to on-duty status. The re-qualification shall be accomplished in the presence of a firearms training officer. THE CAPTAIN OF THE FIRE MARSHAL'S OFFICE WILL COORDINATE THE QUALIFICATION FIRING.
9. Records as training aids:
 - a. Annually, the Captain of the Fire Marshal's Office will study all pertinent Crime Reports and Preliminary Use of Force Reports (FM-15). Based on any findings thereof, a curriculum will be developed addressing specific areas, which need attention.
 - b. The Chief of Fire or his designee shall conduct an annual review and will revise, if necessary, the Deadly Force Procedure.

(NOTE: This S.O.P. is for departmental use only and does not apply in any criminal or civil proceeding. The department policy should not be construed as a creation of a higher legal standard or safety or care in an evidentiary sense with respect to third-party claims. Violations of this directive will only form the basis for departmental administrative sanctions.)

REV. DATE: 05/06/19 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

EVIDENCE CONTROL CUSTODIAN

PURPOSE: To establish a standard operating procedure regarding the duties and responsibilities of the Evident Control Custodian.

POLICY:

The Evidence Control Custodian will be responsible for the overall operation of the Wilmington Fire Department's Evidence Room. The Evidence Control Custodian will insure that the integrity and security of the evidence room is maintained at all times. The Evidence Control Custodian's responsibilities shall include:

1. Establish and insure that all evidence or property seized is properly labeled and sealed in evidence containers or evidence bags, as to insure that it is not tampered with, or subjected to cross-contamination.
2. Insure that any evidence that was placed in the temporary evidence room was entered into the temporary evidence log, and the associated property receipts contain the proper information.
3. Remove items from the temporary evidence room and secure these items in the permanent evidence room.
4. Any items that are subsequently secured in the permanent evidence room will be entered into the permanent evidence log.
5. Coordinate the relocation of evidence to testing laboratories.
6. Coordinate the release of evidence once the items are no longer needed.
7. Conduct a periodic review of stored evidence to determine if the items should be retained as evidence, destroyed, or returned to the appropriate party. Any item that is deemed no longer retainable will require the approval of the lead investigator, the FMO fire investigation's supervisor, and if applicable, the Attorney General's Office, before it is released or destroyed.
8. Maintain accurate records and receipt as it relates to items of evidence.
9. Testify in criminal or civil matters as it relates to departmental evidence control and chain of custody procedures.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

FIRE DRILLS

PURPOSE: To practice a systematic, safe, and orderly evacuation of an area of building.

POLICY: All fire drills and the review of evacuation plans will be coordinated through the Fire Marshal's Office. A memorandum will be sent to the respective Company. Information will include date, time, and site of drill. Remember, some buildings may not practice fire exit drills; the one you conduct may be the only drill of the year. Once they have had several drills, then an unannounced drill may be in order. Obtain a copy of their fire drill and evacuation plan to review so that you will know if the occupants are executing their plan properly.

If the building's alarm system is designed to alert only three floors (fire floor, floor above, floor below), then you can choose any three floors to represent the building. If the three floors execute the plan properly there is a good chance the rest of the building will do the same. Should the building have a general alarm throughout, we can still accept a three floor representation unless the building manager wants all the occupants to participate.

To conduct the drill, notify Fireboard prior to and after the fire drill; meet with building management, post one person on each of the three floors, and have the middle floor activate a manual pull station. Observe the occupants to see if they execute the plan. Take notes to record any problems encountered. For example: no alarm, no visual alarm, people not exiting, area not checked for occupants, doors not closed, not moving to primary assembly point, etc. The Officer can stay at the annunciator panel and observe that it works properly.

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FIRE DRILLS

Places of assembly, hotels and mercantile occupancies should have their employees trained in the proper procedures for fire drills. Only the employees are required to execute the plan during the fire exit drill NOT THE PUBLIC. The employee should know how to safely direct the public out of the building, turn on the alarm, know the proper use of fire extinguishers, and to segregate the fire.

Once the drill is completed, hold a meeting with the building manager and review any problems encountered. A memorandum will be forwarded to the Fire Marshal's Office with the results along with an F-83 completed in it's entirety

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

FIRE EXTINGUISHER TRAINING PROGRAM

PURPOSE: To familiarize our community on the proper use of fire extinguishers and the characteristics of fire.

POLICY: All requests for fire extinguisher training shall be scheduled through the Fire Prevention Unit of the Fire Prevention Division. All training will be conducted using the BullEx BullsEye Laser-Driven Fire Extinguishing System or equivalent.

All training will include an overview of the types and use of fire extinguishers; the characteristics of fire (tetrahedron of fire); situational awareness; and the following acronyms:

R.A.C.E

R - Rescue

A - Alert

C - Confine

E - Extinguish

P.A.S.S.

P - Pull

A - Aim

S - Squeeze

S - Sweep

WILMINGTON FIRE DEPARTMENT

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FIRE EXTINGUISHER TRAINING PROGRAM

Safety Tips:

- A portable fire extinguisher can save lives and property by putting out a small fire or containing it until the fire department arrives; but portable extinguishers have limitations. Because fire grows and spreads so rapidly, the number one priority for residents is to get out safely.
- Use a portable fire extinguisher when the fire is confined to a small area, such as a wastebasket, and is not growing; everyone has exited the building; the fire department has been called or is being called; and the room is not filled with smoke.
- For the home, select a multi-purpose extinguisher (can be used on all types of home fires) that is large enough to put out a small fire, but not so heavy as to be difficult to handle.
- Choose a fire extinguisher that carries the label of an independent testing laboratory.
- Read the instructions that come with the fire extinguisher and become familiar with its parts and operation before a fire breaks out.
- Install fire extinguishers close to an exit and keep your back to a clear exit when you use the device so you can make an easy escape if the fire cannot be controlled. If the room fills with smoke, leave immediately.
- Know when to go. Fire extinguishers are one element of a fire response plan, but the primary element is safe escape. Every household should have a home fire escape plan.

At the conclusion of the program, an F-83 will be completed in it's entirety and submitted to the Fire Prevention Division.

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

FIRE STATION TOURS

PURPOSE: To make children aware of the dangers of fire and how to protect themselves.

POLICY: A fire station is an ideal setting and the tour is a perfect opportunity to help children become aware of fire dangers and how to protect themselves. The “tour” must become a carefully planned and executed learning experience for all persons involved. The Engine Company Officer will ultimately be responsible for the conduction of Station tours.

Fire education is a primary method of saving lives. If the Company Officer shows dislike or an attitude of triviality to the visit, the visiting personnel will pick up on this and it will result in an unpleasant experience for all. The Officer should be selective in which Firefighter(s) conduct the tours. Forcing an unwilling Firefighter to teach children a short class on fire safety is defeating our purpose of the tour. He/she will be ineffective and the students will conduct this insincerity. Also, he/she is more inclined to give partial or careless answers to questions that could cause misunderstanding in the minds of the students.

GENERAL OBJECTIVES

Teach the students something that will help same them in case of a fire. In the past, the fire station tour has been thought of as a time to show the equipment and the apparatus. While this is a part of the visit, the students should never leave the Station without having learned something which could save them from injury or death from a fire

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

FIRE STATION TOURS

GUIDELINES

A. Tour Scheduling

All fire station tours will be scheduled through the Fire Marshal's Office at 576-3120. Through memorandum, the following information will be relayed to the Fire Station's Company Officer: desired fire station; date; time; name of organization; number of participants; age group; contact person; and telephone number. If there is a conflict with date or time, upon receipt of the memorandum, the Company Officer will contact the Fire Marshal's Office to reschedule. Keep in mind that Fire Stations are public places and unscheduled tours may occur at any time.

B. Before the Scheduled Tour

The Company Officer shall outline the subjects to be presented and in what order, and shall determine who will conduct the tour. Personnel will gather all needed materials and instructional aids and make certain they are working properly. Obtaining resources from the Fire Marshal's Office is ultimately the responsibility of the Company Officer. Pick up audio visual materials and return them in a timely manner. Officers and Firefighters will be in uniform shirt and pants. Fire Stations and apparatus will be thoroughly cleaned.

C. Arrival

The Company Officer and Firefighters assigned to the tour shall greet the visitors at the door. Supervisors and teachers shall be met and informed on how the tour will be conducted. Also at this time the method of keeping children against a wall and clear of all Firefighters and apparatus in case of an alarm shall be discussed.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

FIRE STATION TOURS

Arrival (continue)

The first fifteen minutes of the tour should consist of a short learning experience. Suggested topics include: Stop, Drop and Roll; Match and Light Safety; 911 the Emergency Telephone Number; Crawl Low in Smoke; Kitchen Fire Safety; and Home Fire Escape Planning. The Fire Marshal's Office has plenty of resources available to you as long as they are contacted prior to the tour.

The next half of the tour should include a tour of the Fire Station and apparatus. Do not speak over the heads of the audience; keep it simple. An example of this is that water goes from a hydrant through the pump and out the hose. Keep all comments and explanations simple and the audience will remain intact.

Start with the watchbox area. Children enjoy learning about radios and computers. Explain the sequence of receiving an alarm and have Fireboard broadcast a test announcement. Again, reinforce to teachers and students where to go and what to do if an alarm is received.

Proceed to the dayroom and explain about a Firefighter's typical day or night. Use the kitchen to demonstrate kitchen fire safety. A tour of the bunkroom should follow with an explanation of what the night shift is like for a Firefighter.

The next area would be the apparatus floor. Here several activities will take place. The first should be a tour of the apparatus. Open all compartment doors and explain the tools and appliances inside. Remember to keep the explanations short and simple. A highlight of the tour is when the child gets to sit in the driver's seat and hold the steering wheel. One Firefighter should be in the Officer's seat supervising the child while another Firefighter is helping children in and out of the seat. Turning the apparatus lights on (no sirens) is also an enjoyable moment.

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FIRE STATION TOURS

The next activity should be the Friendly Firefighter's Program. (See S.O.P. on The Friendly Firefighter for details.) The Firefighter selected to don their gear will always do this in front of the children. Never dress away from the students and enter the room in full turn-out gear. This frightens the children, especially the young ones, and defeats the purpose. Don gear one item at a time explaining the purpose of each item as you go.

The last activity should be a fun one and accomplished only when weather permits. Examples of this would be a charged hose line taken off of the apparatus and letting each child take a turn at the nozzle. Another example might be aerial ladder demonstrations.

The Company Officer should distribute educational materials to the teachers at the conclusion of each tour. Make sure there is enough hand-out material for each attendee.

The Fire Station Tour can be an enjoyable event for all involved. It is up to each member of the Department to represent the Department in a professional manner and conduct himself/herself accordingly.

At the conclusion of the tour, an F-83 will be completed in it's entirety and will be submitted to the Fire Prevention Division.

REV. DATE: 07/01/2020 ORDERED BY: Michael Donohue

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FMO INVESTIGATIVE COVERALLS

PURPOSE: To establish a procedure to the proper wearing and cleaning of departmental FMO investigative coveralls.

POLICY: An FMO Investigator that has been issued a departmental coverall may wear it for the purposes of conducting a fire scene investigation or construction site visit. After each use at a fire scene the coverall must be washed in accordance with the Carcinogen Reduction Policy.

The investigator will take the soiled coverall to the laundry facility at Fire Headquarters and wash the coverall utilizing the Washer 1 “Liners/Hoods Only.” Members may utilize the gear dryer to dry the coveralls.

DATE: 09/25/19

ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

MAJOR INVESTIGATIVE RESPONSE TEAM (M.I.R.T.)

PURPOSE: The purpose of this S.O.P. is to establish response and investigative protocols for major investigations within the City of Wilmington. In responding to the demands of fire and arson incidents, the Wilmington Fire Marshal's Office has implemented a **Major Investigation Response Team (M.I.R.T.)** in order to effectively investigate major incidents.

POLICY: A Major Investigation Response Team (M.I.R.T.) shall respond to incidents which are classified within the Investigative Response Protocol as "High Priority".

M.I.R.T. – INVESTIGATIVE RESPONSE PROTOCOL

M.I.R.T. shall only be authorized by the Chief of Fire, the Deputy Chief of Administration or an Officer assigned to the Fire Marshal's Office. The M.I.R.T. shall respond to all major fires or significant incidents in the City of Wilmington that come under the following High Priority categories:

- Fires or explosions causing the death of any person.
- Fires or explosions resulting in critical injury to any person.
- Incendiary or undetermined fires or explosions resulting in the evacuation of any person from a building.
- Fires or explosions resulting in destruction to multiple buildings or structures.
- Fire or explosion causing destruction to any government property or to any storage facility containing and storing public documents.
- Fire or explosion damage to a commercial or residential structure, unknown in cause or of substantial nature.
- Any other fire or explosion incident causing damage to a building.

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MAJOR INVESTIGATIVE RESPONSE TEAM (M.I.R.T.)

The M.I.R.T. Section Leader shall be the **Highest Ranking Investigative Member** and will determine the need for a M.I.R.T. deployment. The role of the M.I.R.T. Section Leader will be responsible for overseeing all operations/tasks concerning the investigative process, and shall have line supervisory authority over all fire investigative personnel for the purpose of conducting fire and arson investigations within the City of Wilmington. The M.I.R.T. Section Leader shall establish the required “Investigative Teams” using FMO and Shift Investigators, taking into account the fire/arson investigation experience and training of each individual, so that each of the Teams will be approximately equal in capability.

The M.I.R.T. Section Leader shall meet with each Team after its formation and shall select a “Team Leader”. This individual shall have line supervisory authority of other members of his Team for the purpose of conducting fire and arson investigations and associated activities within jurisdiction. The Team Leader will utilize the Incident Command System (ICS) at fire scenes for the purpose of safely coordinating investigations and fire scene examinations.

INVESTIGATIVE OBJECTIVES

Once M.I.R.T. has responded to fire scene/incident, the M.I.R.T. Section Leader shall ensure the following basic objectives/tasks will be completed during the course of the investigative process. **NOTE: The listed objectives/tasks are basic in nature, not to be considered as a comprehensive list of objectives.**

WILMINGTON FIRE DEPARTMENT

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MAJOR INVESTIGATIVE RESPONSE TEAM (M.I.R.T.)

PRE-INVESTIGATIVE MEETING

The M.I.R.T. Section Leader will conduct a meeting with members prior to the on-scene investigation in an effort to address questions or jurisdictional boundaries and assign specific responsibilities. Members should be advised of the condition of the scene and the safety precautions required.

PHOTOGRAPHY

Member(s) assigned to task will be responsible for accurately recording any fire investigation through media in an effort to recall their observations at a later date. Thorough and accurate documentation of the investigation is critical because it is from this compilation of factual data the investigative opinions and conclusions can be supported and verified.

NOTE TAKING

Member(s) assigned to task will be responsible for the collection of data concerning the fire investigation in an effort to effectively analyze the incident. Items that may need to be documented in notes may include the following: names/address; model/serial numbers; identification of items; types of materials (e.g., wood paneling, foam, plastic, carpet); and observations by the investigator (e.g., burn patterns, building conditions; positions of switches and controls).

SCENE DIAGRAMMING

Member(s) assigned to task will be responsible for providing clear/concise sketches and diagrams for the purpose of documenting fire growth, scene conditions, and other details of the fire scene. Diagrams are useful in providing support and understanding of the fire scene photographs. Diagrams may be useful in conducting witness interviews. However, no matter how professional a diagram may appear, it is only as useful as the accuracy of data used in the development of the document.

WILMINGTON FIRE DEPARTMENT

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MAJOR INVESTIGATIVE RESPONSE TEAM (M.I.R.T.)

INTERVIEWS

Member(s) assigned to task will be responsible for gathering both useful and accurate information. Witnesses can provide such information about the fire and explosion incident even if they were not eyewitnesses to the incident. In addition, member will be responsible for evaluating the quality of data obtained from witnesses at the time of the interview.

SCENE EXAMINATION

Member(s) assigned to task will be responsible for starting the initial scene assessment and data collection to determine the point of origin. Care should be taken within the initial scene assessment to protect the investigator(s) from scene hazards and to preserve the scene. The purpose of the initial examination is to determine the scope of the investigation such as equipment and additional manpower needed, to determine the safety of the fire scene, and to determine the areas which warrant further study.

EVIDENCE COLLECTION AND PRESERVATION

Member(s) assigned to task will be responsible for locating, collecting, identifying, storing, examining, and arranging for the potential testing of physical evidence. Member(s) assigned should be thoroughly familiar with the recommended and accepted methods of processing such physical evidence. Physical evidence is defined as any physical or tangible item that tends to prove or disprove a particular fact or issue. Physical evidence at the fire scene may be relevant to the issues of the origin, cause, spread, or the responsibility for the fire. The decision on what evidence to collect at the incident scene for submission to a laboratory or other testing facility for examination or support of a fact/opinion rests with the assigned member(s). The decision may be based on a variety of considerations such as the scope of the investigation or legal requirements, etc. The assigned member(s) should be made aware of standards and procedures relating to evidentiary issues and those issues related to spoliation of evidence.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

MAJOR INVESTIGATIVE RESPONSE TEAM (M.I.R.T.)

SECURING SITE/SCENE

Member(s) assigned will be responsible for promptly determining the identity of the individual, authority, or entity that has possession or control of the scene. Right of access and means of access should be established.

SAFETY ASSESSMENT

Member(s) assigned will be responsible for conducting an active, on-going examination and analysis of work processes, practices, procedures, equipment, and working conditions in an effort to identify potential hazards at a fire or explosion scene. Member(s) assigned should remain aware of the general and particular dangers of the scene under investigation. Member(s) should keep in mind the potential for serious injury at any time and should not become complacent or take unnecessary risks.

DATE: 11/01/2017 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

MANDATORY WEARING OF BODY ARMOR FOR FIRE MARSHALS

PURPOSE: The Wilmington Fire Department has sent several members through the Wilmington Police Academy to become Fire Investigators. These investigators are currently assigned to both the Wilmington Fire Marshal's Office and to Suppression. For the purpose of this Standard Operating Procedure, members who have graduated from the Wilmington Police Academy and have received the Delaware Council on Police Training Minimum Standards Basic Certificate shall be referred to as Fire Marshals.

POLICY:

1. When engaged in field activities, all Fire Marshals are required to wear the issued soft body armor on duty unless exempted as follows:
 - a. When the City of Wilmington's doctor determines that the member has a medical condition that would preclude use of body armor;
 - b. Where the Fire Marshal is assigned to perform an administrative function;
 - c. When the Deputy Chief of Fire Prevention determines the circumstances where it may be inappropriate to mandate body armor.
2. Fire Marshals shall only wear departmental issued body armor.
3. Body armor must be concealed except in extreme circumstances.
4. Supervisors are responsible for regular inspections of personnel to insure compliance with this Policy.

Fire Marshals, who are not able to comply with this Policy due to injury condition, etc., must submit, in writing, a request to be temporarily exempted.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

Officer Building Inspection Program

PURPOSE: To define the Officer Building Inspection (OBI) program and procedure for completing the necessary documentation. The OBI program allows for building familiarity and basic life safety inspections of commercial & multi-residential properties within the City of Wilmington. These inspections help to ensure the safety of the citizens served by the Wilmington Fire Department.

POLICY: The OBI program will be monitored and managed by the Captain of the Fire Prevention Division and District Battalion Chiefs through the MobileEyes System.”

Inspections

- Officers will be issued a new list of inspections every January and July through MobileEyes.
- Officers are expected to complete the assigned inspections in the month they are assigned to be completed through MobileEyes.
 - Exceptions may be made on a case by case basis via the Captain of the Fire Prevention Division.
- When conducting an inspection, make note of any permits that are required by a facility (FMO, Assembly, and Business License). If a facility is lacking a permit that is required, issue a violation. Any questions should be directed to the FMO.
- When conducting an inspection, be sure to document current business and/or facility name, owner/occupant contact information, and current emergency contact information so that this information can be inputted into the CAD system. In the Locations Tab input information and location of FACP, Fire Pump FDC, nearest hydrants and all utilities in the appropriate boxes. Make sure Property Use Type is correct. Make sure all Checklist Points in all sections are marked pass, fail or N/A.
- Each inspection requires an incident number and a fire report. The fire report should be entered by the completion of this tour of duty.
- Any inspection that results in the issuance of a violation notice should be held by the officer until the violation(s) are cleared or three (3) re-inspections are completed with no corrections. At that point the inspection will be forwarded to the FMO by email for follow-up. If a major violation is found the FMO will be contacted immediately and an Inspector will respond out and take responsibility for the inspection.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

Officer Building Inspection Program

Violations

- Any violation found during an inspection shall be documented in MobileEyes with a photo of the violation and notes.
- The property owner has up to 15-days to correct any violation(s) from the time they receive the violation through e-mail. If the owner or representative does not have e-mail capabilities, the Officer will print out the violation at the Station and return to the property with the printed copy at the earliest convenience. If time does not allow for the Officer to return with the violation on the same day, then the oncoming Officer will deliver the violation.
- Officers will have the representative sign the notice. If the owner or representative is not there or is not able to sign, the NPS (no person to sign) will be placed in the signature box.
- The violation notice is a legal document and should be completed with detailed information.
- Any violations needing immediate FMO attention, the officer should attempt to contact an on-duty Inspector and/or email WFD_FMO@cj.state.de.us
- Any violation not corrected after the third re-inspection will be forwarded to the FMO. Any violations forwarded to the FMO for follow-up will be accompanied by an e-mail for follow-up with pertinent information: address, name and number of owner/representative, and the violation(s) that were not corrected and the reason for same.

Aegis CAD Report

- Officers should refer to the “Inspection Guide” for detailed instructions on entering an Aegis CAD Report.
- Inspections should be entered as Incident Type 900 (Special Type of Incident)
- Once an inspection is completed the officer is expected to complete the inspection report into Aegis by the completion of the next tour of duty.
- The officer should document the status of the inspection as:
 - “Completed” – No violations, no follow ups
 - “Officer Re-Inspection” – violation notice issued
 - “FMO Follow Up” – Any major violations and/or violations not corrected in the allotted time period

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

Officer Building Inspection Program

- Any building file information that needs to be updated should be forwarded to the CAD specialist. For example:
 - FDC information
 - Special access codes
 - Building representative/emergency contact information

REV. DATE: 07/01/2020 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PROCEDURES FOR HANDLING AND SECURING EVIDENCE

PURPOSE: To establish a standard operating procedure regarding the handling and securing of evidence. This will include entering seized or recovered evidence into the proper evidence log book.

POLICY: Fire department personnel will frequently have the responsibility to seize or recover evidence. Evidence includes those items that can be used to prove that a certain offense did occur and that a certain individual was responsible for the offense. Items of evidence will be retained in the Wilmington Fire Department Temporary or Permanent Evidence Room until the evidence can be returned to the owner or disposed of in accordance with proper departmental procedures.

Labeling and Packaging of Items

The investigator seizing or recovering items will be responsible for promptly submitting items of evidence and properly packaging and labeling these items. All items will be packaged, labeled, and sealed as per departmental policy and NFPA 921 (Guide for Fire and Explosion Investigations). All pertinent information will be listed on the evidence labels/evidence tags. This information will include, but will not be limited to: the investigator(s) who collected the evidence, incident case number, type of incident, location of incident, location where evidence was recovered from, and a complete description of the item. When packaging items of evidence, the investigator will assure that the evidence label or evidence tag is securely affixed. Evidence with the potential to be submitted for ignitable liquids testing must be sealed in a pint or gallon evidence can. Once items are sealed, evidence tape must be affixed on three sides, initialed, and dated by the investigator. Certain items will require special consideration. Mass quantities of a suspected ignitable liquid should not be stored in the evidence room. A sample should be taken, and then packaged and labeled according to departmental policy and NFPA 921. The balance of the product should then be properly and safely disposed of. (i.e., waste oil/waste fuel tank at the City of Wilmington Public Works Yard).

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PROCEDURES FOR HANDLING AND SECURING EVIDENCE

Completing Evidence Receipts

When placing any item in the Wilmington Fire Department temporary evidence room, the investigator will complete, in triplicate, a Wilmington Fire Department property receipt. The investigator will provide all information on the receipt, including a detailed description of each item. The evidence custodian will accept evidence once it is placed in the temporary evidence room. The evidence custodian will sign the evidence receipt and then return the original evidence receipt to the lead investigator and affix the remaining two copies to the evidence. The investigator will retain the original evidence receipt to place in the case file. The two remaining evidence receipts will then be affixed to the item of evidence. In cases where there are multiple evidence items, the two remaining evidence receipts will be affixed to the evidence item that is considered “item 1”.

Temporary Evidence Log Book

When submitting evidence to the temporary evidence area of the evidence room, the investigator will be required to complete the temporary evidence (digital?) log book that is located in the room. All information that is requested in the log book will be completed including the date and time any item of evidence is placed in the temporary evidence room and a complete description of each item. Investigators will place submitted evidence only in the areas designated for evidence drop off. The investigator will ensure that the temporary evidence room door is secured when leaving. In addition, the temporary evidence room should never be left unattended when the door is not secured.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PROCEDURES FOR HANDLING AND SECURING EVIDENCE

Firearms, Narcotics, Explosives, and United States Currency

Should an incident or criminal arrest result in the discovery of firearms, narcotics, explosives or United States currency, the Wilmington Police Department will be contacted for the purpose of taking possession of these types of items. The Wilmington Police Department will be able to properly secure these types of items. Explosives will be collected and properly secured by Wilmington Police Department trained Explosive Ordnance Disposal Technicians and turned over to the bomb squad commander or their designee. Under no circumstances will firearms, narcotics, explosives, or United States currency be stored in the temporary or permanent evidence room.

Holding Vehicles for Evidence

Vehicles involved in a suspected arson that need to be held for evidence should be done so by contacting the Wilmington Police Department at (302) 576-3600. The investigator should leave a message with the following information: Name of investigator, a number the investigator can be reached at, the WPD case number, make, model, license number, and VIN of the vehicle, and to hold or not hold the vehicle for further investigation.

Removal of Evidence

The investigator will contact the evidence control custodian when evidence is required to be removed from the temporary or permanent evidence room. In instances that evidence will be analyzed at a forensic testing facility, the evidence control custodian will assist the investigator in ensuring the proper lab related request reports are completed.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PROCEDURES FOR HANDLING AND SECURING EVIDENCE

Documentation of Evidence Procedures in Official Reports

Investigators and the evidence control custodian will ensure that any evidence related procedures taken during the course of an investigation are properly and accurately documented in any official investigative report (i.e., LEISS report). This will include, but not be limited to: A detailed description of each and item of evidence, the date, time and location of where the evidence was taken from, how the evidence was packaged, and the date and time the evidence was placed in the Wilmington Fire Department Evidence Room.

Final Disposition of Evidence

The evidence control custodian will conduct periodic reviews of stored evidence to determine if items should be retained as evidence, destroyed, or returned to the appropriate party. An evidence status report will be periodically sent to investigators to determine the status of a particular case in which evidence is currently being retained. The investigator will be required to complete the evidence status report, and return it to the evidence control custodian. Any item that is deemed to be released or destroyed will require the approval of the lead investigator, the fire prevention division investigations supervisor, and if applicable, the Attorney General's Office. The evidence status report will be placed in the case file for documentation purposes.

Evidence Retention

Evidence from a criminal case will be held until the Attorney General's Office gives permission for the evidence to be destroyed. Evidence pertaining to an open, intentional fire with no suspects will be considered a cold case five years after the incident date. Once a case is determined to be a cold case, evidence will be retained for an additional two years. After seven years has passed from the incident date, an evidence review will be conducted and if no solvability is found, the evidence will be destroyed. Evidence from a case deemed to be unintentional will be held for one year after the incident date for potential testing purposes. After one year from the incident date, evidence from a case concluded as unintentional will be destroyed. If requested, evidence from cases concluded as unintentional can be turned over to the owner's insurance company.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PROCEDURES FOR HANDLING AND SECURING EVIDENCE

Returning Evidence

Found property will be held in the temporary evidence locker for a period of 60 days after the evidence was collected. After 60 days, the owner will be contacted by the lead investigator or evidence custodian notifying the owner that the property is available for pick up. When found property or evidence available for return is claimed by the owner, a property release form must be completed in its entirety and retained in the case file. Found property and evidence available for return not claimed within 60 days of notification, or if no owner steps forward within 90 days of collection, will be considered abandoned property in accordance with City law, and ownership of the property may revert to the City.

Destroying Evidence

After following the above procedures, abandoned property and evidence will be destroyed by the Evidence Custodian. Abandoned property and nonflammable evidence will be considered destroyed when the item can no longer be used for its original intended purpose. Evidence labels will be covered (i.e., painted over) so that no information can be retrieved from the label. Dangerous materials, including flammable and combustible liquid samples, will be destroyed following current Delaware Department of Natural Resources and Environmental Control (DNREC) procedures.

REV. DATE: 11/01/17 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PUBLIC EDUCATION LOCKERS

PURPOSE: To maintain an educational resource library in each Fire Station. The stored literature is to assist Fire Department personnel with the delivery of programs, and the materials to be available to the public when requested.

POLICY: The Station Captain will be responsible for his/her public education locker. Materials may be obtained from the Fire Marshal's Office, Monday through Friday, 0800 until 1600 hours. Examples of materials to be included but not limited to:

- Smoke Detector Pamphlets
- Home Fire Safety Pamphlets
- Fire Extinguisher Literature
- Junior Firefighter Badges
- 911 Telephone Stickers
- Firefighter Coloring Books
- Smoke Detectors

Place orders for material in a timely manner and expect some delays if the item is not in stock.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

SHIFT INVESTIGATOR

PURPOSE: When the Incident Commander is able to determine the origin and cause of a fire, a shift investigator will be utilized for documentation purposes.

POLICY: Regardless if the Incident Commander is able to determine the origin and cause of the fire, the Incident Commander is responsible for fire scene preservation at all times (see Fire Scene/Crime Scene Preservation S.O.P.). When a shift investigator is utilized by the Incident Commander, the Incident Commander must send an e-mail to the Fire Marshal's Office e-mail chain providing a summary of the incident including their origin and cause determination. The Incident Commander will insure that the shift investigator completes, at minimum, the following documentation:

1. Photos were taken
2. Interviews were completed
3. An Investigative Worksheet was completed
4. A Fire Information Sheet was completed

If the Incident Commander is unable to determine the origin and cause of the fire, the Fire Scene/Crime Scene Preservation S.O.P. will be followed regarding calling an FMO Investigator.

For major incidents, the MIRT (Major Incident Response Team) S.O.P. will be followed.

REV. DATE: 11/01/17 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

THE FRIENDLY FIREFIGHTERS' PROGRAM

PURPOSE: To familiarize children with what a Firefighter in full turnout gear looks like and what they sound like when using breathing apparatus. The objective is to teach children not to be afraid of firefighters.

POLICY: Two members will be used to teach this program. One member will explain the equipment while the other member dons the gear.

Start the program by laying each piece of turnout gear on the floor in front of the children. Next, introduce yourself and your partner. First names are a lot easier for children to pronounce and remember. Example: Firefighter Jim and Firefighter Bob. Tell the children exactly what you are about to do and why it is important that they know what a Firefighter looks and sounds like.

Start with your boots and bunker pants. Walk around and let the students feel the boots and pants. Explain why you wear boots and tell them the boots have steel toes and heels. Next don your hood. First hold it up and show them that it is just like a hood. Ask them what parts of your head they think it protects. Your coat should be put on next. Remember to tell them it is made of the same material as your bunker pants and hood. Ask why we have reflection tape on our coats.

The breathing apparatus section will be next. Explain that it is similar to a scuba diver's tank and that it wears like a back pack. Facts like how heavy it is; how much air it holds; what the bell is for; etc., are all interesting to the students.

Before donning the mask, make certain that the students are comfortable with the situation, especially the younger ones. Explain that the mask has a window for you to see out of and what the breathing tube is. After the mask is on and the bottle is turned on, take a few deep breaths so the children can hear what you sound like. Finish dressing by pulling up your hood and putting on your helmet and gloves. Once you are fully dressed, crawl on your hands and knees towards the children and let them touch you.

These are several options when performing this Program. Remember these are basic guidelines and do not have to be strictly adhered to. However, it is the responsibility of the Company Officer to make certain the basic objectives have been accomplished.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

THE FRIENDLY FIREFIGHTERS' PROGRAM

These are several options when performing this Program. Remember these are basic guidelines and do not have to be strictly adhered to. However, it is the responsibility of the Company Officer to make certain the basic objectives have been accomplished.

REV. DATE: 11/01/17 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

WEAPON ACCOUNTABILITY

PURPOSE: To insure that all Fire Department issued weapons are kept in a secure and central location.

POLICY: The Wilmington Fire Department previously purchased and installed individual gun lockers in the Fire Marshal's Office. Each member who has been issued a Fire Department weapon will be assigned a locker.

All weapons issued to members not currently assigned to the Fire Marshal's Office will keep their weapon, magazines, and ammunition secured at the Fire Marshal's Office. Weapons will be available to members for training, qualification or when needed during a fire investigation.

Weapons will be signed in and out through the weapons custodian appointed by the Chief of Fire or his/her designee.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

WILMINGTON FIRE DEPARTMENT EVIDENCE ROOM

PURPOSE: To establish a Standard Operating Procedure regarding the operation and access to the Wilmington Fire Department's Evidence Room.

POLICY: The Wilmington Fire Department's Evidence Room is divided into two (2) areas: the temporary evidence room and the permanent evidence room. The temporary evidence room and the permanent evidence room are divided by a secure barrier. All evidence that is collected will be secured in the temporary evidence room and entered into the temporary evidence log book. Evidence will remain in the temporary evidence room until such time that it can be secured in the permanent evidence room by the evidence control custodian. The evidence control custodian will then enter the evidence into the permanent evidence log book. The permanent evidence room is utilized for the purpose of securing evidence for a long period of time. The purpose of the temporary evidence and the permanent evidence room is to insure the integrity, security, and chain of custody of any and all evidentiary items. It is not uncommon for evidence to be held by our Department for a long period of time due to criminal and civil issues.

TEMPORARY EVIDENCE ROOM

Access to the temporary evidence room will be restricted to the following personnel:

- All Fire Prevention Division personnel who are responsible for conducting and assisting with origin and cause fire investigations.

PERMANENT EVIDENCE ROOM

Access to the temporary evidence room will be restricted to the following personnel:

- The Evidence Control Custodian, the Deputy Chief of Fire Prevention, the Fire Prevention Division's Fire Investigations' Supervisor; and the Battalion Chief of Support Services/Internal Affairs.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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GEAR / UNIFORM

GEAR/UNIFORMS

01/29/19	Carcinogen Exposure Reduction
11/01/17	Class "C" Uniforms
07/01/20	Fire Suppression Uniforms
11/01/17	Personal Floatation Device (PFD)
07/01/20	Personal Protective Equipment Cleaning
11/11/19	Protective Vests for Fire Suppression Personnel
11/01/17	Quarterly Inspection
11/01/17	Service Insignias
11/07/19	Staff Uniforms
11/01/17	Summer/Winter Uniforms
11/01/17	T-Shirts

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

CARCINOGEN EXPOSURE REDUCTION

PURPOSE: To establish procedures to remove heavily soiled gear from service, clean and returned to service to help eliminate the amount of exposure to cancer causing carcinogens that exists with firefighting and align within the guidelines established in NFPA 1851.

FACTS: In recent studies, firefighters have been found to have an increased risk of cancer due to the very nature of their occupation. The unburned particles and carcinogens a firefighter is exposed to during and after an incident are the leading contributors to this risk.

- * When skin temperature is increased 5 °F, the skin becomes 400 times more absorbent.
- * Gross decon alone is not enough to mitigate the risk of exposure.
- * Areas of greatest exposure are: the head, neck, throat, wrists, and groin.

POLICY: The following steps shall be taken by all members that participate in interior operations during a working fire incident.

Part I - On Scene Gross Decontamination:

Every member that has conducted interior operations or has heavy debris/soiled contamination shall be gross decontaminated on scene. The second due engine company driver will set up a decontamination station utilizing the exposure kit. The kit contains 1½" to garden hose adapter, coiled garden hose, nozzle, small hand brush, and exposure wipes.

The engine operator will utilize a 2½" to 1½" adapter to connect the garden hose adapter to the hydrant to establish a water source. Hydrant pressure will be utilized. The driver will utilize water spray and the brush to remove as much debris as possible from the member's helmet, turnout coat, turnout pants, SCBA, and other equipment.

All members will wipe their face, neck, throat, and wrists with approved decon exposure wipes.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

CARCINOGEN EXPOSURE REDUCTION

Part II - Personal and Equipment Cleaning:

Once cleared from the fire scene, companies will return to their stations and thoroughly clean all gear and equipment, removing any/all soot and debris. It is **highly recommended** that members take a shower and launder their uniform to reduce further contamination of themselves or other equipment.

*Areas of greatest concern are to clean the neck, throat, wrists, groin, and face.

Members will take out of service any and all heavily soiled PPE and place into service their secondary PPE. Officers will coordinate with their respective Battalion Chiefs to clean all PPE at Fire Headquarters.

Part III - Record Keeping:

The "PPE Inspection/Cleaning" form will be completed and forwarded to the Office of Safety and Training each time a member performs a detailed inspection and/or cleaning. This record will help create a history for gear usage and ensure proper cleaning is conducted at a regular interval.

REV. DATE: 1/29/19

ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

CLASS “C” UNIFORMS

PURPOSE: To insure that members on-duty who are representing the Department dress in an appropriate manner.

POLICY: All members will be issued a Class “C” Uniform and shall wear the appropriate uniform while on duty.

The Class “C” uniform may be worn from May 1 to September 30. The Class “C” uniform will not be worn while performing building inspections, life safety checks, public education programs or paid details. All members will keep a complete Class “B” uniform in their locker to be available to wear when warranted.

The Class “C” uniform will consist of the following:

- Department issued navy blue cargo shorts
- Department issued white or navy blue golf shirt
- Black belt
- Solid black laced shoes
- Black or white ankle socks not to exceed six inches in height
- The Class “C” uniform embroidery will consist of:
 - Red for Firefighters
 - Silver for Lieutenants/Captains
 - Gold for Chief Officers

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

FIRE SUPPRESSION UNIFORMS

PURPOSE: To insure that members who are on duty or who are representing the Department dress in a professional manner.

POLICY: All members shall be issued uniforms and shall wear the appropriate uniform while on duty.

Only uniforms issued or approved by the Department shall be worn while on duty.

Class “A” Dress Uniform

- Uniform hat with badge
- Department issued navy blue dress coat with badge and collar insignia
- Service awards will be displayed in accordance with Service Awards S.O.P.
- Service insignias will be worn on the left sleeve
- Department issued navy blue dress trousers
- Black belt
- Department issued white shirt with collar insignia for Officers
- Department issued light blue shirt with collar insignia for Firefighters
- Black tie
- Solid black socks
- Solid black lace dress shoes

The Class “A” uniform shall be worn at all formal functions, e.g., Promotions, Funerals, Parades, or whenever ordered by the Chief of Fire or his designee.

THE SERVICE AWARDS ARE TO BE WORN WITH THE CLASS “A” UNIFORM ONLY.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

FIRE SUPPRESSION UNIFORMS

Class “B” Work Uniform

- Uniform hat with badge
- Department issued all weather jacket with badge when appropriate
- Department issued navy blue trousers
- Black belt
- Department issued embroidered navy blue shirt (appropriate color based on Rank). Company patch is authorized for wear on right shoulder.
- Solid black socks
- Solid black shoes

The Class “B” uniform will be worn for:

- Building Inspections
- Life Safety Checks
- Public Education Programs
- Training
- Paid Details
- Station and firefighting duties

NO SERVICE AWARDS OR PINS OF ANY TYPE WILL BE WORN ON THE CLASS “B” UNIFORM OR ON THE ALL WEATHER JACKET.

Approved t-shirts, job shirts, and sweatshirts will be worn for station wear and firefighting duties **ONLY**.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

FIRE SUPPRESSION UNIFORMS

Exercise Clothing

Exercise clothing may be worn when a member is working out. Immediately upon completion of exercising, members will change into their designated uniform. A Department approved “T” shirt or a uniform shirt will be worn on all responses.

Civilian Clothing

Members may report for duty in Class “B” uniforms or civilian clothing.

NOTE:

- A solid blue baseball cap (appropriate color based on Rank) with Department emblem or “WFD” may be worn for Station duties and hands-on-training
- A solid blue or black knit/wool cap with Department emblem, “WFD” or plain may be worn when weather appropriate.

REV. DATE: 07/01/2020 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PERSONAL FLOATATION DEVICE (PFD)

PURPOSE: To provide safe operational guidelines for the use of Personal Floatation Devices (PFD) on water related emergencies. This S.O.P. will apply to all members that respond and operate at water related emergencies under the jurisdiction of the Wilmington Fire Department.

POLICY: To establish procedures on the use of Personal Floatation Device (PFD).

LAND BASED WATER RESCUE

All personnel that respond to land based water rescues will be required to wear PFD when:

- Personnel enter the water to perform a rescue
- Operating within 10 feet of the shore line
- Operating equipment to include the Zodiac, Rapid Deployment Craft (banana boat), Jon Boat, or Avon boat
- With the exception of a helmet and gloves, no turn-out gear will be worn.

WATER BASED RESCUE

The PFD will be used at all times when underway when operating on any Wilmington Fire Department boat, Zodiac, rapid deployment craft, etc.

FIREBOAT #7

- PFD(s) will be required when operating outside the cabin of the Fireboat
- In the event of severe weather or special conditions, the Fireboat Captain or Officer in Charge may order PFD(s) at all times.

*No turnout gear to be worn during water related emergencies.

*Turn-out gear will be worn when actively engaged in fire suppression operations on Fireboat #7 or when adjacent to any waterway.

DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PERSONAL PROTECTIVE EQUIPMENT CLEANING

PURPOSE: The purpose of cleaning Personal Protective Equipment (PPE) is to remove substances that could affect the performance of PPE and to remove substances that are potentially hazardous to the users.

POLICY: It will be the policy of the Wilmington Fire Department to ensure all Fire Department personnel maintain clean PPE, to include turn-out coat and pants; helmets; helmet liners; protective hoods; boots; gloves; and facepiece.

PROCEDURE: All turn-out gear will be cleaned at a minimum twice annually. All turn-out coats and pants will be cleaned and inspected professionally by a certified vendor. This inspection and cleaning will be performed in July of each year. The remaining PPE (helmet, helmet liner, protective hood, boots, gloves, and Facepiece) will be cleaned and inspected by the user. Company Officers will ensure compliance of this procedure. A memorandum will be sent to the Office of Safety and Training once this procedure is completed.

During the month of January of every year, all turn-out coat and pants will be washed and dried by the user at Fire Headquarters. During this period the remaining PPE will be cleaned and inspected. Company Officers will ensure compliance and a memorandum will be sent to the Office of Safety and Training.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PERSONAL PROTECTIVE EQUIPMENT CLEANING

PERIODIC CLEANING

All PPE will also be cleaned on an as needed basis. The intention of this Policy is to keep all PPE as clean as possible. This cleaning will take place based on exposure to contaminated atmospheres due to by-products of combustion, hazardous materials incidents and exposure to blood borne pathogens/bodily fluids.

- During cleanings, secondary set of turn-out gear will be utilized. This will include turn-out pants, coat, helmet liner, protective hood, and gloves.
- Secondary turn-out gear will also be cleaned on an as needed basis.
- Only Department provided detergent will be utilized.
- Prior to washing gear, inner liner will be separated from the outer shell.
- Turn-out gear will not be washed at home, in Laundromats, or in any Station clothes washing machine.
- All gear will be air dried via dryer at Fire Headquarters.
- Gear can be air dried indoors; do not dry in direct sunlight.

Company Officers will be responsible to inspect all turn-out gear for cleanliness and serviceability prior to the 15th of each month. Company Officers will immediately report damaged turn-out gear to the Deputy Chief of Operations and the Officer of Safety and Training. Any time a Chief Officer/Company Officer deems necessary for an individual to clean his/her turn-out gear, the gear will be cleaned immediately.

*The intention of this SOP is to keep all PPE as clean as possible. Best practices recommend PPE should be rinsed off after every working fire incident when PPE is exposed to fire ground containments. The simple hose line flushing of PPE can remove approximately 95 percent of particulate contaminants encountered on the fire grounds. Semi-annual cleaning of PPE and Periodic Cleaning, as needed, will ensure Wilmington Fire Department's personnel's PPE is cleaned, serviceable and will limit personnel's exposure to contaminants.

REV. DATE: 07/1/2020 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PROTECTIVE VESTS FOR FIRE SUPPRESSION PERSONNEL

PURPOSE: To provide Fire Suppression personnel with guidelines regarding the use, wearing, and care of Department issued protective vests.

POLICY: This policy will apply to all members of the Wilmington Fire Department.

USE:

The use of protective vests is in no way meant to replace the use of sound judgment in avoiding potentially unsafe or harmful situations.

In cases when members are dispatched to calls that involve the possibility of violent or criminal actions, Fire Department units will stage a safe distance from the incident until the police secure the scene.

No member will lend their protective vest to another Fire Department member for any reason.

WEARING:

Members will only wear Department issued protective vests. All members will be issued a protective vest and an outer carrier. *Members assigned to the Fire Marshal's Office will be issued the appropriate carriers for both inner and outer wear.* Each apparatus will carry four hard "trauma" plates to be utilized during the working shift. Protective vests are designed as a protective garment that will be worn under or over an individual's uniform shirt depending on the assignment.

All members will have their vest available for service. The protective vest will be placed on the apparatus at the start of the shift along with their turn-out gear. Protective vests will be worn prior to responding to an incident or assignment.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PROTECTIVE VESTS FOR FIRE SUPPRESSION PERSONNEL

WEARING (cont.):

Personnel will wear their protective vests on all medical responses. All members assigned to an ambulance for a paid detail will wear their vests for the duration of the detail. Personnel will wear their protective vest on any incident deemed necessary by the Incident Commander/Officer.

CARE:

Members are responsible for the proper care, storage, and cleaning of the protective vest in accordance with the manufacturer's instructions.

Any lost or damaged protective vests must be reported to the individual's supervisor immediately and the appropriate paper work must be completed. Improper or negligent handling of the protective vest which results in its loss or damage may result in employee discipline. A member must create a police report for any lost protective vest and a copy of the report will be forwarded to the Deputy Chief of Operations.

The protective vest is comprised of an outer carrier that contains front and back ballistic panel inserts. The outer carrier provides no protection without the ballistic panel inserts. The care instructions for the carrier and ballistic panels are different and they must be cared for separately.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PROTECTIVE VESTS FOR FIRE SUPPRESSION PERSONNEL

Anytime an individual's body armor becomes damaged or requires repair, the supervisor will contact the Battalion Chief of Support Services to have the vest evaluated and replaced if necessary.

If a ballistic panel, at any time becomes submerged in a liquid, the members will notify their supervisor. The vest will be removed from service and the supervisor will contact the Battalion Chief of Support Services to have the vest evaluated.

Company Officers will inspect the protective vest of members assigned to their Company while conducting the Quarterly Inspections of the members' uniforms and gear. The inspection will be noted on the F-30 Form (Quarterly Uniform Inspection Report).

If a protective vest is condemned, the vest shall immediately be returned to the Battalion Chief of Support Services for proper disposal.

HARD "TRAUMA" PLATES:

Each Company will be issued four sets of hard "trauma" plates to be carried on the apparatus. These hard "trauma" plates will be utilized for any active shooter incident or any incident deemed necessary by the Incident Commander. When necessary to utilize the plates, members will insert the hard plate into both the front and back of their outer carrier serving as an additional level of protection. Members will complete this task prior to exiting the apparatus.

REV. DATE: 11/11/19 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

QUARTERLY INSPECTION

PURPOSE: This Standard is to insure that firefighting gear and uniforms are inspected and that damaged gear and uniforms are repaired or replaced in a timely manner.

POLICY: Company Officers will inspect the firefighting gear and uniforms of members assigned to their Company on a quarterly basis (January, April, July, and October).

1. The F-30 form will be used to document the inspection. The box next to the item needing attention will be marked with an X and an explanation of the problem will be entered in the remarks section.
2. The form will be signed by the Firefighter, the Company Officer and the District Battalion Chief.
3. A Purchase Order will be submitted for items need replacement. The reason for the request will be noted on the Purchase Order; i.e., torn, worn, etc. The Purchase Order number will be recorded on the F-30 form. Purchase Orders will be submitted on a quarterly basis excluding emergency requests.
4. The forms will be submitted by the 15th of the following month.
5. Firefighter gear will be inspected by having each member don all gear.
6. District Battalion Chiefs will inspect the Company Officer's gear.
7. The Inventory Officer will inspect all gear recommended for replacement. Questions regarding the serviceability of gear shall immediately be brought to the attention of the Company Officer.

*The F-30 does not take the place of a Purchase Order.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

SERVICE INSIGNIAS

PURPOSE: To specify Rank and years of service for all members of the Wilmington Fire Department.

POLICY: The following guidelines for service insignias will be followed when wearing the Class "A" uniform. Upon approval by Support Services, a change in Service Insignias will be done by Rush Uniforms.

SERVICE INSIGNIAS

Chief Officer

Chief of Fire – 5 gold stripes on each sleeve;
Deputy Chief – 4 gold stripes on each sleeve;
Battalion Chief – 3 gold stripes on each sleeve;
and a Maltese gold cross for each five years of service. The gold star on the left sleeve will be worn if the Chief Officer has twenty years of service.

Captain:

Two silver sleeve stripes on each sleeve and a Maltese silver cross for each five years of service. A silver star on the left sleeve will be worn if the Captain has twenty years of service.

Lieutenant

One silver sleeve strip on each sleeve and a Maltese silver cross for each five years of service. A silver star on the left sleeve will be worn if the Lieutenant has twenty years of service.

Firefighter

A red Maltese cross for each five years of service. A red star on the left sleeve will be worn if the Firefighter has twenty years of service.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

STAFF UNIFORMS

PURPOSE: To insure that members who are assigned to the Administrative and Prevention staff dress in a professional manner.

POLICY: All members shall be issued uniforms and shall wear the appropriate uniform while on duty.

Only uniforms issued or approved by the Department shall be worn while on duty.

Class “A” Dress Uniform

- Uniform hat with badge
- Department issued navy blue dress coat with badge and collar insignia
- Service awards will be displayed in accordance with Service Awards S.O.P.
- Service insignias will be worn on the left sleeve
- Department issued navy blue dress trousers
- Black belt
- Department issued white shirt with collar insignia for Officers
- Department issued light blue shirt with collar insignia for Firefighters
- Black tie
- Solid black socks
- Solid black lace dress shoes

The Class “A” uniform shall be worn at all formal functions, e.g., Promotions, Funerals, Parades, or whenever ordered by the Chief of Fire or his designee.

THE SERVICE AWARDS ARE TO BE WORN WITH THE CLASS “A” UNIFORM ONLY.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

STAFF UNIFORMS

Class “B” Staff Uniform

- Uniform hat with badge
- Department issued all weather jacket with badge when appropriate
- Department issued navy blue trousers
- Black belt
- Department issued light blue, navy blue or white shirt with Staff patch
- Solid black socks
- Solid black shoes

NO SERVICE AWARDS OR PINS OF ANY TYPE WILL BE WORN ON THE CLASS “B” STAFF UNIFORM OR ON THE ALL WEATHER JACKET.

Approved t-shirts, job shirts, and sweatshirts will be worn for station wear and firefighting duties **ONLY**.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

STAFF UNIFORMS

Exercise Clothing

Exercise clothing may be worn when a member is working out. Immediately upon completion of exercising, members will change into their designated uniform. A Department approved “T” shirt or a uniform shirt will be worn on all responses.

Civilian Clothing

Members may report for duty in Class “B” uniforms or civilian clothing.

NOTE:

- A solid blue baseball cap (appropriate color based on Rank) with Department emblem or “WFD” may be worn when appropriate.
- A solid blue or black knit/wool cap with Department emblem, “WFD” or plain may be worn when weather appropriate.

REV. DATE: 11/07/19 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

SUMMER/WINTER UNIFORM

PURPOSE: To specify the summer/winter uniform for all members of the Wilmington Fire Department.

POLICY: The following guidelines will be followed for the wearing of uniform shirts for all members of the Wilmington Fire Department:

SUMMER UNIFORM (will be worn May 1 until September 30)

- **Staff**
 - Short sleeve white dress shirt or short sleeve navy blue shirt may be worn.
- **Suppression**
 - Short sleeve Department issued embroidered navy blue shirt (appropriate color based on Rank).

Ties are not to be worn with Summer Uniform.

WINTER UNIFORM (will be worn October 1 to April 30)

- **Staff**
 - Long sleeve white dress shirt with tie or long sleeve navy blue shirt with tie.
- **Suppression**
 - Long sleeve Department issued embroidered navy blue shirt (appropriate color based on Rank).

THE DATES INDICATED FOR THE WEARING OF THE SUMMER AND/OR WINTER UNIFORM CAN BE CHANGED PER ORDERS OF THE CHIEF OF FIRE OR HIS DESIGNEE.

REV. DATE: 11/01/17 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

T-SHIRTS

PURPOSE: To identify the t-shirt that is approved for wearing while in the Station or conducting firefighting duties.

POLICY: The only approved T-shirt to be worn by Wilmington Fire Department members while on duty are the T-shirts issued by the Department as per the Collective Bargaining Unit.

*Department issued T-shirts are not to be worn off duty.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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APPARATUS

APPARATUS

11/01/17	Apparatus Checklist
11/01/17	Apparatus Regeneration
11/01/17	Company Colors
11/01/17	Driver Certification
02/01/21	Engine Pressures, Standpipe Outlet Pressures, And Monitor Discharge Pressures
11/01/17	Fire Apparatus
04/22/19	Fire Hose/Nozzles
11/01/17	Movement of Apparatus
11/01/17	Plymovent Vehicle Exhaust System

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

APPARATUS CHECKLIST (F-38)

PURPOSE: To establish a schedule for the inspection and maintenance of all fire department apparatus and support vehicles; and to insure that all emergency response vehicles are maintained and in a constant state of readiness.

GENERAL: All apparatus and support vehicles shall be:

1. Checked daily by the driver
2. Maintained according to manufacturer's specifications
3. Kept clean at all times
4. Refueled whenever the fuel level is at $\frac{3}{4}$ of a tank
5. Oil and ancillary fluid reservoirs shall be kept full at all times
6. All engine powered equipment shall be kept clean and fuel tanks and fluid reservoirs shall be full at all times

POLICY: The Apparatus Checklist (F-38) will be completed by the apparatus driver for each unit assigned to their Station. The F-38 will be filled out every Wednesday, will be reviewed and signed by the Company Officer, and submitted to the Deputy Chief of Operations. A visual inspection of the engine compartment will be performed by tilting the cab of the apparatus.

The apparatus driver will indicate in the first column of the form that each item has been checked and is okay. If a defect is found and cannot be corrected in house, it will be indicated in the repair column.

Any apparatus issue that requires prompt attention that is found after the F-38 has been submitted shall be e-mailed IMMEDIATELY to the WFD Chiefs' e-mail group.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

APPARATUS CHECKLIST (F-38)

In order to insure that all reserve apparatus are properly maintained and equipped, the F-38 form will be completed when reserve units are placed in service and when they are returned to their assigned Station.

Company Officers will notify the Deputy Chief of Operations and the Apparatus Battalion Chief via e-mail if repairs are not completed satisfactorily when the apparatus is picked up from the Motor Vehicle Shop.

NOTE: If during apparatus inspection an unsafe condition is discovered, the Company Officer will notify their District Chief **IMMEDIATELY** and an e-mail will be sent to the WFD Chiefs' e-mail group describing the issue.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

APPARATUS REGENERATION

PURPOSE: To establish a procedure to reduce the amount of apparatus out of service time and confusion over the Diesel Particulate Filters (DPF).

POLICY: Whenever the Diesel Particulate Filter (DPF) lamp is illuminated the apparatus driver will conduct a parked regeneration as soon as possible. No apparatus regeneration will be conducted inside of a fire station. Driving the apparatus on the Interstate Highways may cause the (DPF) lamp to turn off however, it does not regen the filter.

- When a parked regen is needed the Officer will place the unit in By-pass over the radio stating “in by-pass apparatus regen”. In the event that another unit is in bypass for regeneration and your apparatus DPF illuminates you may delay the regeneration until the other unit is out of bypass. **EXCEPTION; if your apparatus DPF lamp begins to flash and the Check Engine lamp illuminates an immediate parked regen is required.**
- **Do not use the Regen Inhibit Switch.** The apparatus is equipped with an on board function that logs the DPF operation and records when a regeneration is indicated. This function logs the date, mileage and engine hours and logs if the indicated regen is inhibited. This function should only be used for when operating in hazardous environments to prevent the high exhaust temperatures from impacting the incident. **EXCEPTION; if an apparatus is conducting regeneration and a working alarm occurs the driver shall interrupt the regen cycle.** The regeneration will be conducted as soon as possible.
- **Whenever an apparatus equipped with a DPF is parked with the engine running the High Idle function will be activated.** This will help increase the exhaust temperature which will reduce the frequency of parked regenerations.
- An e-mail will be sent to the Deputy Chief of Operations and the Apparatus Battalion Chief whenever a company conducts regeneration. The e-mail shall contain the apparatus mileage, engine hours and the length of time needed to complete the regen. This will help us track our regeneration cycle and recognize an issue with an apparatus before it requires the apparatus to be taken out of service.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

COMPANY COLORS

PURPOSE: To provide easy identification for assigned equipment.

POLICY: Each Company will be assigned a specific color to mark their equipment.

Engine Company No. 1	Dark Blue
Engine Company No. 2	Dark Green
Engine Company No. 3	Light Purple
Squad Company No. 4	Bright Red
Engine Company No. 5	Yellow
Engine Company No. 6	Brown
Ladder Company No. 1	White
Ladder Company No. 2	Orange
Reserve Ladder No. 3	Light Green
Fire Prevention Division	Black
Marine Units	Gray

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

COMPANY COLORS

Engine Company No. 101

Dark Blue and White

Engine Company No. 102

Dark Green and White

Engine Company No. 103

Light Purple and White

Engine Company No. 106

Brown and White

Special Operations No. 1

Bright Red and Black

SOC Trailer

Bright Red and Black

HazMat Trailer

Dark Blue and Black

Foam Trailer

Yellow and Black

REV. DATE: 11/01/17 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

DRIVER CERTIFICATION

PURPOSE: To establish guidelines assuring a member is qualified as an operator/driver.

POLICY: The Driver Certification Form (F-37) will be utilized when any member is to be qualified as an operator of any apparatus. It will also be utilized when a member is assigned to a different Company (Engine to Ladder, etc.)

1. The Company Officer is responsible for the training of their members.
2. When training is completed and the member is ready to be qualified, the Company Officer will notify the Battalion Chief.
3. At the completion of the qualification, the form will be submitted by the Battalion Chief to the Deputy Chief of Operations.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

ENGINE PRESSURES, STANDPIPE OUTLET PRESSURES AND MONITOR DISCHARGE PRESSURES

PURPOSE: To ensure proper engine pressure for providing safe, effective and manageable hose streams.

POLICY: The engine pressures, standpipe outlet pressures and monitor gauge pressures outlined are guides for the starting point on attack lines and master streams used for fire suppression. The minimum engine pressures, standpipe outlet pressures and monitor gauge pressures for our standard hose lengths are listed below.

1 ¾" Attack line

ENGINE PRESSURE

200 feet of 1 ¾" hose, 15/16" smoothbore nozzle	130 psi
200 feet of 1 ¾" hose, Chief XD break away	130 psi
300 feet of 1 ¾" hose, 15/16" smoothbore nozzle	150 psi
300 feet of 1 ¾" hose, Chief XD break away	150 psi
400 feet of 1 ¾" hose, 15/16" smoothbore nozzle	180 psi
400 feet of 1 ¾" hose, Chief XD break away	180 psi

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

ENGINE PRESSURES, STANDPIPE OUTLET PRESSURES AND MONITOR DISCHARGE PRESSURES

2 ½" Attack Line

ENGINE PRESSURE

200 feet 2 ½" hose, 1 1/8" smoothbore nozzle	80 psi
350 feet of 2 ½" hose, 1 1/8" smoothbore nozzle	100 psi
200 feet of 2 ½" hose, 100 psi automatic nozzle	130 psi
350 feet of 2 ½" hose, 100 psi automatic nozzle	150 psi

2 ½" Attack Line from Standpipe

STANDPIPE OUTLET PRESSURE GAUGE

200 feet of 2 ½" hose, 1 1/8" smoothbore nozzle	80 psi
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Blitzfire in Highrise

STANDPIPE OUTLET PRESSURE GAUGE

200 feet of 2 ½" hose, 1" smoothbore tip	120 psi
200 feet of 2 ½" hose, 1 ¼" smoothbore tip	150 psi
200 feet of 2 ½" hose, 1 ½" smoothbore tip	180 psi
200 feet of 2 ½" hose, automatic nozzle	180 psi

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

ENGINE PRESSURES, STANDPIPE OUTLET PRESSURES AND MONITOR DISCHARGE PRESSURES

Blitzfire master stream 500 GPM

ENGINE PRESSURE

100 feet of 3" hose, 1 ½" smoothbore tip	100 psi
100 feet of 3" hose, automatic nozzle	120 psi
200 feet of 3" hose, 1 ½" smoothbore tip	120 psi
200 feet of 3" hose, automatic nozzle	140 psi
300 feet of 3" hose, 1 ½" smoothbore tip	140 psi
300 feet of 3" hose, automatic nozzle	160 psi
400 feet of 3" hose, 1 ½" smoothbore tip	160 psi
400 feet of 3" hose, automatic nozzle	180 psi

Crossfire master stream 1250 GPM

MONITOR PRESSURE GAUGE

On apparatus, automatic nozzle	100 psi on monitor gauge
On apparatus, 2" smoothbore nozzle	80 psi on monitor gauge
On portable base, automatic nozzle	100 psi on monitor gauge
On portable base, 2" smoothbore nozzle	80 psi on monitor gauge

REV. DATE: 02/01/21 ORDERED BY: John Looney

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

FIRE APPARATUS

PURPOSE: To insure that all apparatus be maintained in the best possible condition.

POLICY:

1. All fire apparatus starting with front line vehicles will be cleaned inside and out. This means that all compartments will be cleaned and painted if necessary. All tools and equipment will be painted and marked with Company colors.
2. Company Officers will be responsible for insuring that all warning devices are working. Warning lights will be repaired by the Motor Vehicle Shop.
3. The undercarriage will be clean and free of excess oil and lubricants. All wheel wells will be cleaned and free of dirt.
4. All apparatus will be washed as needed. All apparatus will be washed after operating in rain or snow.
5. Mechanical repairs needed on the apparatus will be completed by the Motor Vehicle Shop, with the exception of warranty work.
6. All drivers shall adhere to the manufacturer's specifications for operations.
7. **All members must utilize seatbelts when apparatus is in motion.**

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

FIRE HOSE/NOZZLES

PURPOSE: To ensure firefighter safety by properly managing the maintenance and record keeping of fire hose/nozzles. Procedures for maintaining, marking, repairing and testing fire hose/nozzles will be outlined in this document.

POLICY: Company Officers shall maintain a complete record of all fire hose assigned to their company. All hose will be identified. It is important to have a uniform method of marking hose throughout the Department. The following procedure will be used to identify each section.

1. All couplings will be painted the designated Company color.
2. All hose will be identified by WFD, year placed in service, size of hose, section number (example: WFD 2018-17-150). This will be stamped and engraved by the manufacturer.
 - a. Sizes of hose:
 - 17 equals 1.75 inches
 - 25 equals 2.5 inches
 - 3 equals 3 inch
 - 5 equals 5 inch

All nozzles will be identified with Company colors. Company Officers will maintain a record of all nozzles assigned to their Company.

MAINTENANCE

All hose shall be kept clean. When washing is necessary, mild detergent and water will be the only materials used.

Hose gaskets shall be inspected after every use and replaced as needed. All appliances and fittings including fire pump gaskets should be included in this inspection.

All nozzles shall be kept cleaned and inspected daily. If washing is required, clean the outside of the nozzle with mild soap and water using a soft cloth and/or soft bristle brush.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

FIRE HOSE/NOZZLES

REPAIRS

Damaged hose/nozzles must be identified with a repair request tag. The damaged area shall be designated on the hose/nozzle. Damaged hose/nozzles will be cleaned and taken to Station 7 for repair.

After the repair is completed, the Company that the hose is assigned to will conduct a pressure test before placing the section back in service.

TESTING

Hose will be tested annually in compliance with NFPA 1962 requirements. The test pressures are listed below:

- 1 ¾" – 400 psi
- 2 ½" – 400 psi
- 3" – 400 psi
- 5" – 300 psi

Pressure shall be maintained for five minutes.

All nozzles will be tested on an annual basis.

STANDARD HOSE LOAD

Cross-lays

All cross-lay hose beds will contain a minimum of 200' of 1 ¾" hose. Engines equipped with a third cross-lay will carry a minimum of 300' of 1 ¾" hose.

All cross-lays will be carried in the minute man fashion. Alternate hose loads may be authorized by the Deputy Chief of Operations.

Hose Bed

Left Side – 200' of 2 ½" pre-connected blitz line with a Chief XD Smooth Bore with a 1 1/8" tip packed on top of 150' of 2 ½" hose dead load.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

FIRE HOSE/NOZZLES

Hose Bed (continued)

Center – 1,000' of 5" hose

Right Side – 500' of 3" hose

The amount of hose on Specialized Units may vary.

High Rise

2 ½" – High Rise Pack will consist of:

- (2) high rise hose packs, each containing 100' of 2 ½" hose (200' total)
- (1) Chief XD 1 1/8" Smooth Bore nozzle
- (1) Accessory bag containing the following:
 - (1) in-line pressure gauge
 - 1 ½" x 2 ½" adapter
 - (1) 100' section of 3/8" rope
 - (3) utility hose straps
 - various wrenches

REV. DATE: 04/22/19 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

MOVEMENT OF APPARATUS

PURPOSE: To establish guidelines for the movement of apparatus during special conditions.

POLICY: The items listed below will be the procedure for the movement of apparatus. However, the Chief Officer has the discretion to move apparatus during the times of extreme emergencies.

- When apparatus is scheduled to be exchanged, picked up and/or delivered to the motor vehicle shop, there will be a minimum of two Firefighters per apparatus during the movement. During firefighting conditions, the movement of apparatus will require three Firefighters and one Officer. (i.e., Movement of the reserve Ladder to the fire grounds during firefighting operations will require three Firefighters and one Officer.)
- When present, the Officer is responsible to insure the safe backing of the apparatus.
- No apparatus will be backed up unless there is an Officer/Firefighter insuring the safe backing of the apparatus.
- All cars driven by Department personnel will also insure the area you are backing into is clear before doing so.
- It is also essential that a Firefighter be posted to insure the Station's ramp is clear before backing into the Fire Station.

All members must utilize seatbelts when the apparatus is in motion.

REV. DATE: 11/01/17 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PLYMOVENT VEHICLE EXHAUST SYSTEM

PURPOSE: It is the policy of the Wilmington Fire Department all emergency response apparatus powered by diesel engines will be equipped with an Plymovent Exhaust System. This policy describes the purpose and operation of the system.

POLICY: The Plymovent exhaust removal equipment consists of a specialized exhaust boot, duct work and flexible piping all connected to a ventilation fan. The system is controlled by a panel located in a conspicuous spot in each fire station. This equipment utilizes sensors and manual activation to remove potentially hazardous fumes, mists, and vapors from the fire station caused from the combustion of vehicle engines. The vehicle exhaust system should be secured to the apparatus prior to the apparatus being backed completely into the apparatus bay. It will not be acceptable for apparatus to be completely backed into the bay before securing the exhaust boot.

The vehicle exhaust boot should remain on apparatus at all times while in quarters. The boot will automatically remove itself from the apparatus once the apparatus is turned on and moved. During normal morning apparatus checks, it is acceptable to leave the boot on for period of less than 2 minutes. However, if apparatus must be left on for more than two minutes then they should be moved outside to avoid the potential for heat damage to the exhaust boot and ducting. The control panel allows for manual operation of the exhaust removal fan; however this should rarely have to be used and should serve as a backup for redundancy purposes. The panel should typically be found in the “automatic” position unless otherwise directed by an officer.

***When apparatus is leaving the station, the Officer is responsible for the safe and proper disconnect of the Plymovent hose.**

REV. DATE: 11/01/17 ORDERED BY: Michael Donohue

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COMMUNICATIONS

COMMUNICATIONS

[illegible]

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

BLUETOOTH RADIO AND SCBA INTEGRATION

PURPOSE: To establish a policy addressing the advance technological link between the Department's MSA G1 SCBA and Motorola APX 6000 XE radio. This policy will address the procedure for ensuring the end user can pair and un-pair the issued equipment.

All members will check all issued equipment at the start of their tour, during which the member will "pair" their issued radio with the respective riding position SCBA. This pairing process will enable clear communications on incident scenes and more effective operations. Each Company Officer will be responsible for ensuring their respective company has completed the pairing process at the start of the tour and the un-pairing.

POLICY:

IMPLEMENTATION:

Each radio will have a MSA pair tag issued with the unique radio identifier programmed on it.

1. This tag is to be stored on the member's accountability tag at all times.
At the start of each tour, during the member's equipment check, the member will follow the below steps to pair their radio with the SCBA:
1. While the SCBA is off, the member will press and hold the green function button on the control module. The display will show a battery indication and the RFID icon. The member will press and release the red alarm button and this will put the SCBA into RFID pairing mode.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

BLUETOOTH RADIO AND SCBA INTEGRATION

2. Using the member's MSA tag, the tag will be placed over the green "bull's eye" located on the back, lower left side by the lumbar support. If successful, the control module will display a green RFID icon and will exit the pairing mode. If it displays a red RFID icon, the pairing failed; retry. The SCBA will remain in the pairing mode for approximately eight (8) minutes looking to pair with a device. After eight (8) minutes, the pairing mode will time out.
3. The member will turn on their Motorola APX 6000XE radio and turn on the SCBA. After approximately 30 seconds the radio should indicate a successful pairing with a requested to pair display on the radio. The member will select "ok"; there will be an audible tone indicating a successful pairing.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

BLUETOOTH RADIO AND SCBA INTEGRATION

4. While conducting the seal test, the member should test the connection by switching the radio to TAC-C and keying the radio up.

At the end of the tour, the member will un-pair their radio using the following steps:

1. Turn on the APX 6000XE radio and scroll over to the “BT” option and select it.
2. The member will scroll down to Devices and select it.
3. The member will select clear “clr” option.

REV. DATE: 04/22/19 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

“CAN” REPORT (CONDITIONS, ACTIONS, NEEDS)

PURPOSE: To establish effective means of communicating essential information during Emergency Incidents

POLICY: Establish a standard for Incident Commanders and companies operating at an incident to effectively relay essential information during all phases of the incident. The information will be clear, concise, and informative and will stick to these points. To achieve this everyone operating on an incident will communicate a Conditions Actions Needs (CAN) report for the assigned task. This reporting method allows the person giving the report to easily identify how well they are doing, the conditions they are facing, and any additional support or resources needed. The CAN report is brief and meant to assist in overall size up which is continuous throughout the incident. The report will be given when an assignment is completed, as a progress report, or at the request of the Incident Commander. Communication is paramount to managing an emergency scene effectively. The report is critical because it provides essential information and “paints a picture” for the Incident Commander and other companies.

Conditions: Conditions, stands for what you are seeing at your company’s location or assignment area. This is meant to be brief description of smoke-heat-fire conditions, any obstacles, or safety concerns the company is encounter. The assignment area will be included in the conditions part of the report (i.e. heavy fire on Division 2 Side C).

Actions: Actions, tells other companies and the Incident Commander what your company is currently doing. This is meant to be a quick report of your company’s actions (i.e. primary or secondary search completed, fire knocked down, completed assigned objective etc)

Needs: Needs, describe to the Incident Commander the resources you will need to complete your assigned tasks (i.e. additional hose lines, ventilation, manpower, and tools or equipment). These all describe needs that the Incident Commander will need to address so that companies can complete assigned tasks or assignments to bring the incident under control.

Example:

“Engine 1 Officer to Delaware Ave Command – CAN report...Located on the Division 2 Side C bedroom involved, knocking the fire down now; we need an additional crew with a hose line to assist.”

DATE: 11/30/17

ORDERED BY: Michael Donohue

PAGE: 1 OF 1

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

COMMUNICATIONS RADIO DESIGNATIONS

PURPOSE: To standardize and improve radio communications between personnel as per the NIMS guidelines.

POLICY: As per the guidelines of NIMS, the following radio designations will be utilized:

Incident Commander – “Command”

Fire Ground Operations – “Division” – usually related to floor level or task level.
i.e., “Division 2” (Second Floor)
“Roof Division” – (Roof)

The radio designations for riding positions in the Fire Department are as follows:

Engine Company

Officer – Engine 1 Officer

Driver – Engine 1 Driver

Nozzle person – Engine 1 Nozzle

Hydrant – Engine 1 Hydrant

Back-Up – Engine 1 Back-Up

Ladder Company

Officer – Ladder 1 Officer

Driver – Ladder 1 Driver

Follow-In – Ladder 1 Follow-In

Tiller – Ladder 1 Tiller

OV – Ladder 1 OV

REV. DATE: 09/28/21

ORDERED BY: John M. Looney

PAGE: 1 of 1

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

Emergency Alert Activation/10-40

NOTE: This policy does not apply to intentional or accidental Emergency Button Activations in Fire Ground and/or MAYDAY situations.

PURPOSE: To standardize the response to an Emergency Alert Activation from a radio and/or any request for police assistance.

POLICY: This policy covers emergency alert button activations from mobile and portable radios in non-fire ground situations. as well as emergency requests for police assistance.

1. Definitions often used in this policy:
 - a. **10-40:** Officer/Unit In trouble - Expedited response. Can also be announced as "One Zero Four Zero"
 - b. **Restriction/10-100:** Can be requested by a field unit or implemented by a dispatcher. The restriction will limit transmissions during critical situations. All units not involved in the incident will switch to an alternate channel (i.e. Tac B)
 - c. **Emergency Alert Activation:** Manual activations of the Emergency Alert Button on a mobile or portable radio issued to field providers can be used to declare an emergency in place of a verbal announcement.
 - d. **Channel Marker:** A single tone transmitted over a restricted channel every 5 seconds. If this tone is being broadcast, there is a restriction on the channel. All units are to move operations to an alternate channel, usually Tac 8.
2. Procedures:
 - a. **10-40 Member/Unit in Trouble:** A call for firefighter/EMS personnel in trouble (10-40) can come from the unit itself, a citizen (via phone or radio) or when a dispatcher perceives the unit to be in trouble. A 10-40 is a call for duress, which can also be announced "One Zero Four Zero".

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

Emergency Alert Activation/10-40

- When a 10-40 is declared, the dispatcher will place a restriction on the channel on which the unit/member is operating by using the warble *tone, and* announcing: "All units, a restriction, 10-40 has been declared for {Unit ID} at (location where the unit is operating, if this is known).
 - All units will then switch to an alternate channel, usually Tac B.
 - A channel marker will be activated by the dispatcher. This is a single beep type tone that sounds every 5 seconds on the 10-40 channel; this is to indicate a restriction is in effect.
 - Immediate notification of the appropriate police agency using the highest priority incident code
 - Advise the on-duty Battalion Chief in the fire district where the member/unit is operating. If not already on scene, the Battalion Chief will respond to the location of the member/unit declaring the emergency.
- b. **Restriction/ 10-100:** A 10-100 will be implemented for any units in the field where there is potential danger present. This can be requested by a field unit or initiated by the dispatcher.
- Restrictions will be announced and the Channel Marker activated, indicating that there is a restriction on the channel.
 - The only units operating on the affected channel will be the units that have the restriction. No other units are to transmit on the restricted channel, including assisting units. All other units will move to an alternate channel, usually Tac B
 - Restrictions can only be lifted (cancelled) by the units that initiated the restriction or by a Chief Officer/Supervisor that is on scene and has confirmed that all units are under control.
- c. **Emergency Alert Button Activations:** Emergency Alert Button Activations can be manually activated by field responders on mobile and portable radios. This is a request for immediate assistance when the request cannot be voiced over the radio.
- Field units activating their Emergency Alert Button will be called on the activated radio channel to check their status. If there is no answer after two (2) attempts, the dispatcher will initiate the procedures for a 10-40.
 - Field units acknowledging the dispatcher will be advised "We received an Emergency Alert Activation from your radio. Are you under control?" in the

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

Emergency Alert Activation/10-40

event that the unit/member is under control they will state the following: "Unit **D** under control, accidental, payroll number." For example: "**Engine 5 Nozzle, under control, 7471.**" If the unit/member does not provide their payroll number, they will be asked again if they are under control. If they fail to respond with the payroll number, this is an indication that they are in trouble and need immediate assistance. The dispatcher will then initiate the procedure for a 10-40.

- This activation can only be cleared by the unit/member declaring the emergency by using the phrase "under control, payroll number". ("**Engine 5 nozzle, under control, 7471**") or by a Chief Officer/Supervisor who is on scene and has determined that the unit/member is under control.

DATE: 6/01/2024

ORDERED BY: John M. Looney

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PERSONAL PORTABLE RADIOS

PURPOSE: Guidelines for the personal portable radios issued by the Department.

POLICY: Every member will be issued a radio which will be identified by a Wilmington Fire Department number. The radio will be equipped with a battery, a hand held microphone, and radio strap. All Suppression personnel will wear the radio in the radio strap under the turn out coat.

The cost of the radio and equipment will range from \$6,000 to \$8,000 depending upon the unit you are issued. Each member will be held accountable for the radio and equipment and all associated costs. If lost or stolen, members will be held responsible for the replacement of the radio and/or equipment. No member will loan or borrow another member's radio and/or equipment.

Off-duty Suppression members below the Rank of Battalion Chief, will keep their radio and equipment in their assigned station locker. This will reduce the chance of misplacing the radio and prevents the use of radios by non-departmental members.

When a member, below the Rank of Battalion Chief, removes their radio from their assigned locker (i.e., tour of duty; detailed assignment; overtime; paid detail; call back; etc.), the member will return their radio to their assigned locker upon completion of their assignment.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PERSONAL PORTABLE RADIOS

REPAIRS

Whenever a repair is needed, the member will complete a repair tag which will include the member's name, Company assignment, and defect. They will then send their complete radio (radio, antenna, battery, and external remote microphone) along with completed repair tag to Headquarters, Support Services.

- No alterations will be made to any radio and/or equipment, i.e., changing of radio antenna or remote microphone.
- No markings of any kind (engraving, permanent markings, etc.) will be made to any radio and/or equipment.

REV. DATE: 07/01/2020 ORDERED BY: Michael Donohue

PAGE: 2 of 2

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

RADIO COMMUNICATIONS

PURPOSE: To standardize and professionalize radio communications by members of the Wilmington Fire Department.

POLICY: Plain language is to be used in all radio transmissions in an attempt to simplify the understanding of all messages. Radio transmissions should be as concise and professional as possible.

EXAMPLE

Responding	Engine 4 Responding
Arrival	Engine 4 Arrival
Under Control	Situation under Control
Repeat	Repeat your Message
En Route	Engine 4 en route to the Firegrounds

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

PAGE: 1 of 1

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

SCENE SIZE UP REPORT

PURPOSE: To establish a procedure to effectively communicate in a clear, concise and informative manner the conditions and building make-up on all incidents. A 360° size up is a critical component in developing an Incident Action Plan.

POLICY:

“A” Side Report

The “A” Side report shall be clear, concise, and informative while adhering to the below points. The “A” side report provides units responding with a description of the incident and actions required, and if additional resources might be needed. This report serves to “paint the picture” for the responders. The “A” Side report is the “on scene” size up report completed by the first arriving unit.

An “A” Side report should include the following information:

- Number of Floors
- Type of Occupancy
 - Residential/multi-residential
 - Commercial
 - Industrial
 - Educational
 - Health Care
- Conditions
 - Nothing showing
 - Smoke showing
 - Fire Showing
- Water Supply
- Operational Mode
 - Investigative – automatic fire alarm, commercial fire alarm, nothing evident
 - The investigative mode is used to acknowledge that the scene has not presented any indications for a fire or further investigation is needed to determine the validity of the incident.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

SCENE SIZE UP REPORT

- Offensive – Crews stretching and going in for the interior attack
 - The offensive mode or strategy is the common mode for an interior fire attack. It acknowledges that the risk assessment was completed and that the crews have the ability to mitigate the situation.
- Transitional – Crews stretching, hitting fire extension prior to making an interior attack
 - The transitional mode or strategy is the acknowledgement of a fire progressing but has not passed the point an interior attack would be effective. It is commonly seen with vertical fire extension, the fire attack start with the knock down of the extension and followed by an interior operation.
- Defensive – Crews stretching and setting up for an exterior attack
 - The defensive mode or strategy is commonly used when the incident risks out weight the acceptable limits or the fire has progressed passed the point an interior attack is effective.
- Establish or Pass Command

Example: “Engine 1 arrival, hydrant 4th and Washington, three story residential with fire showing second floor “A” side, Engine 1 will be in the offensive mode, passing command”

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

SCENE SIZE UP REPORT

“C” Side Report

The “C” Side report shall be clear, concise, and informative while sticking to the below points. The “C” Side report will be utilized to assist the Incident Commander with pertinent information of conditions on the rear of the structure. The “C” Side report should be completed as early as possible in an incident. It can be completed by the initial Incident Commander, second arrival Battalion Chief, assigned to a team by the IC.

A “C” Side report should include the following information:

- Number of Floors
- Basement access
 - No access – no windows or doors that have direct access to the basement
 - Small windows, basement doors, bilco doors, escape style windows
- Fire or smoke conditions
- Special hazards
 - Power lines running along the structure
 - Vehicles
 - Block egress

Example:

“Engine 2 Team 2 to Command – “C” side report...3 stories in the rear, walk out basement access, smoke from Division 2.

***Any conditions observed or pertinent information found in or on the “B” or “D” exposure should be communicated in the same fashion as stated above.**

REV. DATE: 1/22/19

ORDERED BY: Michael Donohue

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RESPONSES

RESPONSES

03/01/23	Accountability
10/01/21	Air Trailer Responses
03/01/23	Basement Fires
11/01/17	Carbon Monoxide Responses
03/01/23	Command and Control System
09/25/19	Cover Up
01/08/19	Delmarva Power Emergency Responses
06/01/24	Electric Vehicle Fires
11/01/17	Elevator Emergencies
11/01/17	Emergency Responses
03/01/23	Exposures
10/01/21	Foam Unit Responses
11/01/17	Gross Decontamination
03/01/23	High Rise Structure Fire Box Alarm Operations
11/01/17	Highly Contagious Infectious Disease (HCID)
11/01/17	Howard R. Young Correctional Institution (H.R.Y.C.L)

03/01/23	Hydrant Connection Procedure
03/01/23	Incident Action Plan (I.A.P)
11/01/17	Incident Command
03/01/23	Incident Management for Batt. Chiefs
06/20/18	Incident Safety Officer (ISO)
11/01/17	Interstate Highway Water Supply Response
03/01/23	Knox Box Rapid Security System
03/01/23	Local Alarm Operations
11/01/17	Marine Unit
02/07/18	Mayday
11/01/17	Motor Vehicle Collision
11/01/17	Motor Vehicle Collision with Entrapment
06/21/18	Naloxone
07/01/20	Natural Gas Emergencies
11/01/17	Open Fire Hydrants
03/01/23	Personnel Accountability Report (PAR)
11/01/17	Railroad Operations

03/01/23	Rapid Intervention Team (RIT)
09/21/21	Response Hierarchy and Personal Protective Equipment
11/01/17	Self-Contained Breathing Apparatus (S.C.B.A.)
10/26/18	Severe Weather Projected Heavy Rain
07/01/20	Special Response Medical Transpo11 Via Helicopter
03/01/23	Squad Company Operations at Box And High Rise Box Alarms
03/01/23	Structure Fire Box Alarm Operations
03/01/23	Tactical Worksheets
03/01/23	Team Assignments
11/01/17	Vacant Building Fires
11/01/17	Wash Down of Blood Contaminants
09/25/19	Water Supply
09/21/21	Weather Emergency Response Plan
05/30/23	Working Alarm Response Quota
05/30/23	Working: Fire Designation and Notifications

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

ACCOUNTABILITY

PURPOSE: To establish a standard procedure and utilization of Incident Command resources to ensure accountability of all members operating at emergency incidents.

POLICY: The Wilmington Fire Department will operate under a three level accountability system. Accountability will be the responsibility of all members of the department. Personnel will be tracked via the accountability boards, the tactical worksheets, and the Incident Command Boxes.

LEVEL 1

Each member will be responsible for placing their personnel accountability tag on the collection ring of their assigned apparatus. The collection ring will be located near the Officer's door of the apparatus. Each Company Officer will ensure that all tags are in place by 0800 hours/2000 hours.

LEVEL 2

Each Battalion Chief will be responsible for setting up the department accountability boards by 0800 hours/2000 hours. The boards will be located in both District Chiefs' vehicles and the spare District #2 vehicle. All members assigned to a suppression company will be accounted for by Company Unit and Team Assignments. The District Battalion Chiefs will be responsible to ascertain each company/team assignments. The Battalion Chiefs will make adjustments to the board whenever the makeup of a company changes during the shift (i.e. Sick Leave, Company Schooling, etc.)

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

ACCOUNTABILITY

LEVEL 2 (continued)

Level 2 Accountability will be established on **all working fire incidents and/or any significant emergency incidents**. The department accountability boards will be utilized in conjunction with the Incident Command Boxes. Each District Chief shall utilize their respective department accountability boards and tactical worksheets, as needed, on all level 2 accountability incidents. The Incident Commander (first arriving Battalion Chief) will be responsible for utilizing the Incident Command Box. The Incident Commander will appoint an Accountability Officer based upon the needs of the incident and availability of personnel. When conditions warrant expanded accountability (i.e. second alarm, complex incidents, or incidents utilizing New Castle County units) an Accountability Officer will be utilized to assist the Incident Commander. As the magnitude of the incident expands, the amount of apparatus and personnel operating on the scene increases and the tracking capabilities of resources becomes critical. The primary function of the Incident Command Box is to effectively and efficiently track units/teams assignments and accountability for all personnel operating on the incident. The Incident Command Box will assist the Incident Commander with managing a large scale incident. Based on the size and duration of the incident, the Incident Commander will appoint the Command Staff necessary to manage the incident.

Staff Officers, Fire Marshals, and call back personnel that respond to any incident will report to the Incident Commander or Accountability Officer with their accountability tag prior to fulfilling any incident assignment. All Staff Officers and call back personnel will report to the Command Post in full PPE or appropriate PPE based upon the incident type. Accountability for NCC units will be accomplished with their accountability tags.

Accountability for additional call back personnel that respond directly to the scene and are not assigned to an apparatus will be designated as a 200 series company. All 200 series companies will consist of one officer and three firefighters whenever possible.

**** The Command Box may be utilized on any incident deemed necessary by the Incident Commander. ****

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

ACCOUNTABILITY

LEVEL 3

For any incident that is deemed restricted or controlled entry (i.e., Confined Space, Hazmat, Collapse, etc.), the Incident Commander will assign an Accountability Control Officer at the entry/exit point to the Hot Zone or work area. Accountability tags will be collected at the controlled entry/exit point and the Accountability Control Officer will document names, entry times, SCBA air levels, and assignments for the entrants. The Accountability Control Officer will coordinate with the Incident Commander and/or Rescue Operations Officer for work cycle durations based upon incident hazards.

** The Incident Command Staff should utilize the appropriate tactical worksheet for Special Operations Incidents (i.e. trench rescue, high angle, confined space). **

REV. DATE: 03/01/23 ORDERED BY: John M. Looney

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

AIR TRAILER RESPONSES

PURPOSE: To provide a high volume of breathing air to an incident. (Four bottles 6000 psi cascade with air compressor.)

POLICY: To establish guidelines for Air Trailer responses.

The following guidelines will be utilized for Air Trailer responses:

- The Incident Commander requests the air trailer.
- The Marine Unit Dually unit FD2024 at Station #5 will be the tow vehicle.
- Members of Engine Company #5 will be the primary operators when available.
- Battalion Chiefs will designate operators if Engine Company #5 is not available.
- If the incident is outside the City of Wilmington, the District #1 Battalion Chief will also respond.
- Upon completion of the assignment, the cascade system will be refilled.

REV. DATE: 10/01/21 **ORDERED BY:** John M. Looney

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

BASEMENT FIRES

PURPOSE: To provide operational guidelines for fire suppression operations occurring in basements and structures constructed with potential soft first floors (i.e. lightweight construction, living spaces over garages, etc.).

Basement fires are among the most dangerous and challenging fires encountered due to several factors:

- Limited access points for immediate fire attack
- Limited ingress and egress
- Limited ventilation/improper ventilation
- Operating above the fire (knowingly or unknowingly)
- Unprotected structural members exposed to fire impingement
- Lightweight construction
- Void spaces
- Basement contents/ storage
- Utilities – gas, electric
- Various household chemicals, paints and solvents
- Delay in fire detection
- Higher fire loads

While there is more than one way to fight a fire, a known basement fire with turbulent or heavy smoke and fire is best attacked initially from the exterior of the structure via direct basement access points (i.e. basement windows, bilco doors, etc.). It is crucial that the initial scene size-up completed by the first arriving company officer or Battalion Chief includes a true 360 degree size up of the structure. This first arriving officer must perform a hazard assessment and determine the location and the extent of the fire and potential direct basement access points. In this assessment a thermal imaging camera should be utilized to confirm fire extent and conditions on Division 1 and the basement. The initial Incident Commander must communicate over the radio the initial operational method (interior or exterior) and the initial access point for the basement.

Direct basement access points are most often located on the “C” side of the structure, but can also be located on any side; therefore, a 360 degree size up is stressed. The officer/firefighter conducting the 360 degree size up must give radio communications to advise of basement access and “C” side conditions.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

BASEMENT FIRES

Example:

“Engine 2 to Command – “C” side report.... 3 stories in the rear, bilco doors, fire from the basement division”

Additional scene size-up reports and progress reports are continuous and necessary. Strict attack discipline is essential for safe and effective control and extinguishment of the fire. There ***must*** be control of suppression efforts and ventilation efforts, as well as strict control of attack lines to avoid opposing attack lines. All search and rescue efforts for floors above Division 1 will be conducted via ground ladders, due to interior stairs possibly being compromised.

POLICY: To establish guidelines for tactical considerations based on conditions presented for safe and effective operations while operating at basement fires and/or structure with suspected soft first floors. This SOP outlines the initial duties and responsibilities for the Chief Officers and Company Officers that will be operating at such incidents.

For Known Basement Fires with Heavy Smoke And/or Fire from the Basement:

First arriving Battalion Chief–Assume command and perform an initial scene size up. The initial report will include verification of a basement fire and the method of initial fire attack (interior or exterior).

Second arriving Battalion Chief– Report to the Incident Commander in full PPE and SCBA with the passport accountability board for an assignment.

First Arriving Engine Company– Establish a primary water supply and deploy the appropriate size attack line (1 3/4” or 2-1/2”) to the structure for fire attack or to protect the floors above the basement while a fire attack is made from an exterior basement opening. This attack line will not be advanced across the first floor until a fire attack is made on the basement fire. The Company Officer will communicate the location of the attack line based upon access and whether the hand line will be utilized for the initial fire attack of the basement or to protect the upper floors. The Incident Commander may determine the location for this attack line based upon size up information.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

BASEMENT FIRES

Second Arriving Engine Company—Establish a secondary water supply and prepare to advance an appropriate size attack line (1 ¾" or 2 ½") to the "C" side of the structure for fire attack in the basement. If the first arriving engine company has direct basement access for fire attack, the second arriving engine company will protect the floors above the basement. This attack line will not be advanced across the first floor until a fire attack is made on the fire in the basement. If apparatus access is limited, the crew will stretch an appropriate length attack line to reach all sides of the structure, as needed (i.e. through exposure, alley, etc.). If the hand line will be utilized for fire attack in the basement, the company officer will determine and communicate the basement access point (i.e. direct basement access, bilco doors, windows, etc.) being utilized for the basement fire attack. The only basement access may not be located on the "C" side, but could be located on any side, this must be communicated immediately. An initial fire attack on the basement will be conducted from the exterior prior to any interior suppression operations.

If a "C" side report has not been completed, the second arriving Engine Company Officer will transmit the "C" side report. This report will include the number of stories, conditions found, and basement access.

Third Arriving Engine Company (RIT) - The crew will assemble the appropriate RIT equipment and report to the location determined by the Incident Commander. The crew will be responsible for conducting an independent 360 of the structure, fire ground safety, and structural assessments. The RIT staging area should be in a location with direct access to the basement.

First Arriving Ladder Company— Team 1 will coordinate with the first and second due engine companies and provide forcible entry and access to the basement and first floor as needed. Team 1 will be responsible for a primary search of the basement when conditions allow. Team 2 will ladder all sides of the structure and prepare the aerial, as needed.

Second Arriving Ladder Company-Team 1 will enter the exposures and begin primary searches, as needed. Team 2 will ladder the exposures and prepare the aerial, as needed. The second arriving ladder company will secure utilities when conditions allow.

Squad Company – The squad company will be responsible for a primary search of all floors above the fire floor. If the squad company elects to V.E.S. an upper floor, the Incident Commander will be advised of the V.E.S. location(s). The squad company will not enter the first floor until a fire attack is made on the fire in the basement.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

BASEMENT FIRES

Fourth Arriving Engine Company-The fourth arriving engine company will report to the Incident Commander in full PPE and SCBA for an assignment.

For Small Basement Fires with No Smoke And/or Fire from the Basement:

When a smaller fire incident occurs in a basement, the same size up factors and considerations are essential. With a smaller fire incident, the tactics for attacking the fire change: Interior basement stairs may be used to attack the fire based on conditions encountered. Coordination in all aspects of fire attack, ventilation and search and rescue will be coordinated through the Incident Commander.

Essential Points

The exterior attack will only be conducted when directed by command and where conditions warrant this type of attack. **All visible fire in the basement will be knocked down from the exterior before crews enter the structure.** A direct exterior attack will not be used when any crews are in the basement. Whenever possible, prior to advancing a line above the basement, an assessment of structural integrity especially of the floor shall be conducted (i.e. sounding the floor). Crews entering through an exterior basement access point must proceed with caution until the condition of the above floor joists can be evaluated. When structural stability cannot be confirmed from an exterior view, crew sizes must be limited and spaced apart as they slowly advance their attack line to the interior basement stairs.

The Incident Commander must ensure that exterior attack crews are aware of the advance of the interior crew and not direct attack lines into the basement. Extreme caution must be used when advancing down fire-damaged interior stairs. If the stairs appear compromised, crews will use a ladder over the stairs to descend into the basement. Coordination and communication between the Incident Commander and on-scene companies is essential for a safe and effective fire attack. Continuous conditions, actions, and needs (CAN) reports will be given by all Company Officers. These reports give the Incident Commander a progress report as well as ensure crew accountability and safety.

REV. DATE: 03/01/23 ORDERED BY: John M. Looney

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

CARBON MONOXIDE RESPONSES

PURPOSE: To establish a procedure for the Wilmington Fire Department's Response to Carbon Monoxide (CO) Incidents.

As with any emergency plan, **flexibility** is the key to a smooth and successful operation.

General Information

Carbon Monoxide is an odorless, tasteless, colorless gas that is deadly. It is a by-product of a fuel burning process. Many appliances such as furnaces, kitchen stoves, hot water heaters, automobiles, etc., can produce carbon monoxide. When a faulty or unusual condition exists, carbon monoxide may be vented into areas where people are present.

Carbon Monoxide poisoning may be difficult to diagnose. The symptoms are similar to the flu and may include headaches, nausea, fatigue, and dizzy spells.

NOTE: The U.S. Environmental Protection Agency has established that **residential levels** are not to exceed 9 ppm over an eight (8) hour average.

Also, the Occupational Safety and Health Administration has established a maximum safe working level for CO at 35 ppm over an eight (8) hour period.

POLICY: When arriving on the scene of a Carbon Monoxide Incident, the following procedures will be utilized:

1. All members entering a potentially hazardous atmosphere will wear full protective equipment including SCBA.
2. Zero all monitoring devices in fresh air prior to entering the occupancy.
3. Evacuate all occupants.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

CARBON MONOXIDE RESPONSES

4. Interview occupants:
 - a. Assess for signs and symptoms of CO exposure or poisoning.
 - b. Determine possible source of CO.
5. Measure CO levels in occupancy and exposures. Notify Fireboard of readings.
6. If any level of CO is detected, and the source cannot be identified and isolated, all fuel burning appliances will be shut down.
7. If CO is not detected, evaluate CO Detector location and serviceability.
8. The occupants shall be informed of all actions taken.

NOTE: Delmarva Power Gas Division will be requested to respond, **PRIORITY ONE**, to all locations serviced by natural gas.

If possible, at least one Company shall remain at the scene until Delmarva Power arrives.

REV. DATE: 11/01/17 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

COMMAND AND CONTROL SYSTEM

PURPOSE: To insure clear and concise radio communications.

POLICY: Below is a list of standardized incident operational terms:

Reduce Speed

When an order to reduce speed is transmitted, all remaining responding units will proceed with normal traffic flow and will shut down all audible and visual warning devices.

Proceed In and Standby

All units responding to an incident, except those specified by the first arriving Officer or Incident Commander, will respond to a location on the perimeter of the incident and stand by. The crews will remain at the apparatus with full protective clothing on and will be available for any assignment that may be ordered by the Incident Commander.

Example: “Command to Fireboard, we are investigating with Engine 2 and Ladder 2. The remainder of the assignment can proceed in and standby.”

Initial Assignments

All companies arriving on scene of incidents will follow the initial assignments as listed in the S.O.P.s for the incident type (Local Alarms, Structure Fire Box Alarms, High Rise Structure Fire Box Alarms, Etc.) unless ordered to “Proceed In and Standby” by the Incident Commander. All Engine and Ladder Companies will announce their initial assignment upon arrival (First Due Engine, First Due Ladder, Etc.).

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

COMMAND AND CONTROL SYSTEM

Available on Scene

Periodically some companies may be made available on scene by the Incident Commander. Company Officers should be aware of this status and keep their company intact and ready to respond to an additional incident.

Process of Taking Up

This phase describes the actions of companies who are in the final incident scene phase of gathering their equipment and/or hose. The term notifies Fireboard that these companies will soon be available and check them for response.

REV. DATE: 03/01/23 ORDERED BY: John M. Looney

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

COVER UP

PURPOSE: To insure that adequate emergency coverage is strategically located in each Fire District.

POLICY: When a working fire incident has been designated, the remaining City fire department units will relocate to Stations #1 and #4. Movement of apparatus will be communicated via red phone or TAC B. Units are to monitor both TAC A and B. Additional emergencies within the City of Wilmington will operate on TAC B.

Working fire designation cover up:

Station #1 – engine and ladder
Station #4 – engine

Multiple alarm cover ups:

Station #1 – engine and ladder
Station #2 – engine
Station #3 – engine
Station #4 – engine and ladder
Station #5 – engine
Station #6 – engine and rescue

REV. DATE: 09/25/19 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

DELMARVA POWER EMERGENCY RESPONSES

PURPOSE: To establish a priority response procedure with Delmarva Power for Electrical, Natural Gas or Carbon Monoxide emergencies. In the event the Incident Commander requests assistance from Delmarva Power, he/she will prioritize the response and provide as much information about the emergency as possible.

General Information

- Street address and development including cross streets, intersections, roads or landmarks.
- Best route for Delmarva Power vehicle to access the scene (any road blocks, traffic conditions)
- Is a perimeter established? Has the area been evacuated?
- Can Wilmington Police assist our response with an escort?

POLICY:

Electrical Emergency

Priority One

1. Any event involving an emergency response to a substation incident.
2. Any vehicle accident in which a rescue cannot be safely initiated because of downed power line.
3. Any electrical problem that has a potential to be life threatening.
4. Any structure fire that has an electrical problem that prohibits a rescue or fire suppression and **cannot be controlled by shutting off the structure's main electrical switch to interrupt electric service.**
 - What type of structure or situation? Residential structure, apartment building, commercial structure, field fire, etc.
 - Is the electric meter accessible? What are the 10 digit numbers assigned to the pole closest to the area?
 - Type of emergency? What type of electrical equipment is involved? Poles, transformers, etc.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

DELMARVA POWER EMERGENCY RESPONSES

Priority Two

1. Any electrical problem in a structure that prohibits “fire-overhaul” because the structure’s main electrical switch cannot be controlled to interrupt power to the location.
2. Any vehicle accident that has a downed power line or power pole, but does not hinder rescue or emergency care.

Priority Three

1. Power outages because of blown fuses, tripped transformer, tree limbs on wires or loose guy wire.
2. Downed power lines that are not life threatening. Always assume downed lines are energized.
 - Are barricades in place to protect first responders and the public from electrical contact?

NATURAL GAS or CARBON MONOXIDE INCIDENT (PRIORITY ONE)

All are considered to be potentially serious situations until a trained Delmarva Power employee arrives and evaluates the situation. Any information that can be supplied until Delmarva Power’s arrival is helpful.

*Natural gas or carbon monoxide incidents will always be a Priority One.

REV. DATE: 01/08/19 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

ELECTRIC VEHICLE FIRES

PURPOSE: To safely identify, initiate fire control, and provide environmental protection measures during fires involving electric vehicles. Electric vehicle fires present unique challenges to firefighters requiring immediate inhalation protection, thermal and flash protection, exposure protection, extended duration water supply measures, and potential firefighting \Water runoff environmental hazard protection measures.

POLICY: All responses to vehicle fires, of any type or size, will begin with a full size up of the fuel/power source of the vehicle. If the initial arriving units determine an electric vehicle is involved and there is a confirmed fire involving or impinging on the vehicle battery cell, the following policy \Will take place:

- All responding personnel operating within the -110t Zone.. perimeter around the vehicle will wear full personal protective equipment including S.C.I3.A.s.
- The following units will be requested to respond to the incident:
 - o 1 District Battalion Chief
 - o 1 Additional Engine Company
 - o Squad 4 (ff Available)
 - o DNREC
 - o WPD & \ppropriat(Te.,Ying Company for the Si,:c of thr. Vehicle
 - o ALS & BLS Stand By Units (If Needed)
- The Incident Commander shall request any additional resources necessary for firefighting, exposure protection, or scene safety needs.

PROCEDURE:

- An exposure perimeter shall be established around the vehicle, if possible.
 - o Other vehicles or objects around the vehicle shall be moved.
 - o ff the electric vehicle is plugged in to a power supply, the supply shall be disconnected or shut down.
 - o The electric vehicle can be moved to a clear area using a winch or chain.
 - o The electric vehicle can be pulled out of a garage or structure using a winch or chain.
 - o The , ehic!e tires shall be chocked to pr6ent a rumm ay or rolla,,.ay.
 - o The roadv,ay shall be shut down, if necessary.
- A \ater suppl\ shall 61: establish1:d from **the** closest fire hydrant or \ater source.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

ELECTRIC VEHICLE FIRES

PROCEDURE (Continued):

- Firefighting water shall be applied to the vehicle from a safe distance with a hand line, portable monitor, or deck gun depending on the vehicle size.
- ABC fire extinguishers shall not be used for any battery cell fires.
- The battery cell or cells should not be pierced or penetrated for any reason.
- A secondary water supply may be necessary depending on the size of the vehicle or exposure issues.
- A firefighting water runoff assessment shall be made in coordination with DNREC to determine any environmental issues to the storm water system, sanitary sewer system, or the environment.
- For electric vehicles with a floor pan battery cell an assessment shall be made to determine if it is necessary to jack the vehicle up on one side to better apply firefighting streams to the undercarriage of the vehicle. Squad 4 carries the necessary sacrificial jacks to lift most electric vehicles.
- If the determination has been made to engage in a long duration fire stream application, unmanned portable monitors or deck guns should be utilized and all firefighting personnel shall be moved out of the "Hot Zone" perimeter.
- Firefighting efforts should focus primarily on the vehicle battery cell location to provide long duration cooling of the cell, usually the cabin or undercarriage.

PROCEDURE (ELECTRIC DART BUS FIRES):

- If possible, the main or curbside rear 14 volt electric master switch shall be turned off and the parking brake switch shall be pulled.
- The bus shall be immediately evacuated if not completed prior to arrival.
- Notification shall be made to a DART supervisor if not completed prior to arrival.
- Rollaway/runaway chocking shall be done as soon as possible.
- All other procedures listed above shall be followed with the establishment of a safe perimeter around the bus and firefighting efforts focused on the roof top battery cell as the priorities.

DATE: 6/01/2020

ORDERED BY: John M. Looney

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

ELEVATOR EMERGENCIES

PURPOSE: To provide a procedure to safely remove persons who may be trapped in a stalled elevator.

POLICY: It will be the policy of the Wilmington Fire Department to provide a safe work environment for Firefighters when working on or around elevator equipment. Conditions found upon arrival will dictate the overall strategies and tactics for victim removal.

The majority of elevator responses are non-emergency responses. There are two types of elevator responses: an emergency response and a non-emergency response.

- Emergency response will be considered if a medical condition occurred in a stalled elevator car, in a fire situation, or if a person trapped by the elevator mechanisms itself.
- Non-emergency will be considered when an occupied elevator has become stalled for various reasons.

Engine Company Assignment

The Engine Company will be responsible for size up, locating stalled elevator car, communicating with the occupants, and deploying two members to the elevator machine room for shutting down power and lock-out and tag-out procedures.

Ladder Company Assignment

The Ladder Company will be responsible for gaining access using the proper equipment for safe removal of all occupants from the stalled car.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

ELEVATOR EMERGENCIES

Single Hoist Way

Once car has been located:

- Make contact with occupants
- Shut off electrical power to the car. Wait 30 seconds and turn the power back on. This may remedy the situation.
- If this proves unsuccessful, activate the Fireman Service Phase #1 Recall. This may bring the stalled car to the lobby.
- If this proves unsuccessful, shut off power to the affected car. Lock-out and tag-out all power.
- Have occupants pull the emergency stop inside the elevator car.
- Use the appropriate key to open the shaft way door. Make access to the car door and safely remove occupants.
- Once occupants are removed the power will remain locked-out and tagged-out until a certified elevator mechanic responds to the scene.

Multiple Hoist Ways

- Make contact with occupants
- Shut off electrical power to the car. Wait 30 seconds and turn the power back on. This may remedy the situation.
- If this proves unsuccessful, activate the Fireman Service Phase #1 Recall. This may bring the stalled car to the lobby.
- If this proves unsuccessful, shut off power to the affected car. Lock-out and tag-out all power.
- Follow same lock-out and tag-out and communication for a single hoist way.
- Use adjacent car with side to side accessibility. Position elevator next to the stalled elevator
- Shut off power to both elevators using lock-out/tag-out procedure
- Have occupants pull the emergency stop inside the elevator car
- Use the appropriate key to open the shaft way door.
- Gain access to the stalled elevator through the side to side access panels on both elevators and safely remove occupants.
- Once occupants are removed the power will remain locked-out and tagged-out until a certified elevator mechanic responds to the scene.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

ELEVATOR EMERGENCIES

Car Top/Elevator Roof Access

- Follow same lock-out and tag-out for the stalled elevator.
- Have occupants pull the emergency stop inside the elevator car.
- Access the hoist way door above the stalled car. Use necessary equipment to safely enter and remove victims.
- If car top/slash elevator roof access cannot be safely reached by an appropriate portable ladder, the Incident Commander will request a rescue box alarm assignment and the incident will be handled as a high angle/confined space rescue.

Termination

Upon completion of any type elevator incident, notification will be made to the property owners/maintenance in reference to our actions. All Wilmington Fire Department lock-out/tag-out equipment will remain in place until a certified elevator mechanic removes them.

REV. DATE: 11/01/17 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

EMERGENCY RESPONSES

PURPOSE: To insure safety to members of the Department and to the citizens of the City of Wilmington when responding to emergency incidents.

POLICY: Drivers shall cautiously approach all intersections when operating emergency vehicles. They shall proceed through intersections and across each traffic lane only when positively assured all pedestrians and vehicles are accounted for and they have yielded the right of way. Officers are responsible for assuring driver's compliance when the apparatus is approaching and traveling through intersections. The apparatus position approaching and entering into intersection traffic lanes must afford the Officer and driver maximum vision into the upcoming traffic lanes.

- All members must utilize seatbelts when apparatus is in motion.
- All emergency units will stop at red lights/stop signs at all times.

SINGLE UNIT RESPONSES

On single unit responses; it will be the Company Officer's discretion as whether to use lights and/or sirens/air horns. Consideration will be given to the nature of the call and the information available.

MULTIPLE UNIT RESPONSES

On multiple unit responses; emergency lights and sirens/air horns will be used. However, the use of sirens/air horns should be as needed (if the situation warrants and traffic is congested, the use of sirens/air horns will be used.) **(During early morning hours and on non-congested streets, the use of the siren/air horn will be limited to an as needed use.)**

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

EMERGENCY RESPONSES

Additionally, there will be two modes of response:

Emergency Speed – in this mode, emergency lights and sirens/air horns will be utilized throughout the response unless orders are given by the Incident Commander to reduce speed, stage, or return to quarters.

Reduce Speed – when this order is given by the Incident Commander, all drivers will reduce speed, emergency lights and sirens/air horns will be disengaged and apparatus will proceed with normal traffic conditions.

POLICE ACTION - STAGING

Whenever police action is indicated or suspected and fire department units are dispatched, all units that are responding will stage in a safe area until notified by Fireboard that the scene has been secured by police and that units can enter.

REV. DATE: 11/01/17 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

EXPOSURES

PURPOSE: In order to establish control of the fire/search operations, clear and concise language is necessary. To insure all members are aware of the location of exposures, an alphanumerical system will be utilized.

POLICY: For a building, car, etc., to be considered an exposure, it must be within 30 feet of the building or area affected by fire. As the Incident Commander looks at the fire building and/or area, the exposure lettering system starts with the exposure in front and moves clockwise. Exposures are as follows:

Exposure A-1 – Front
Exposure B-1 – Left of Front
Exposure C-1 – Rear
Exposure D-1 – Right of Front

Additional exposures will be classified as:

Exposures A-2, B-2, C-2, D-2, etc.
See diagram for exposure lettering system

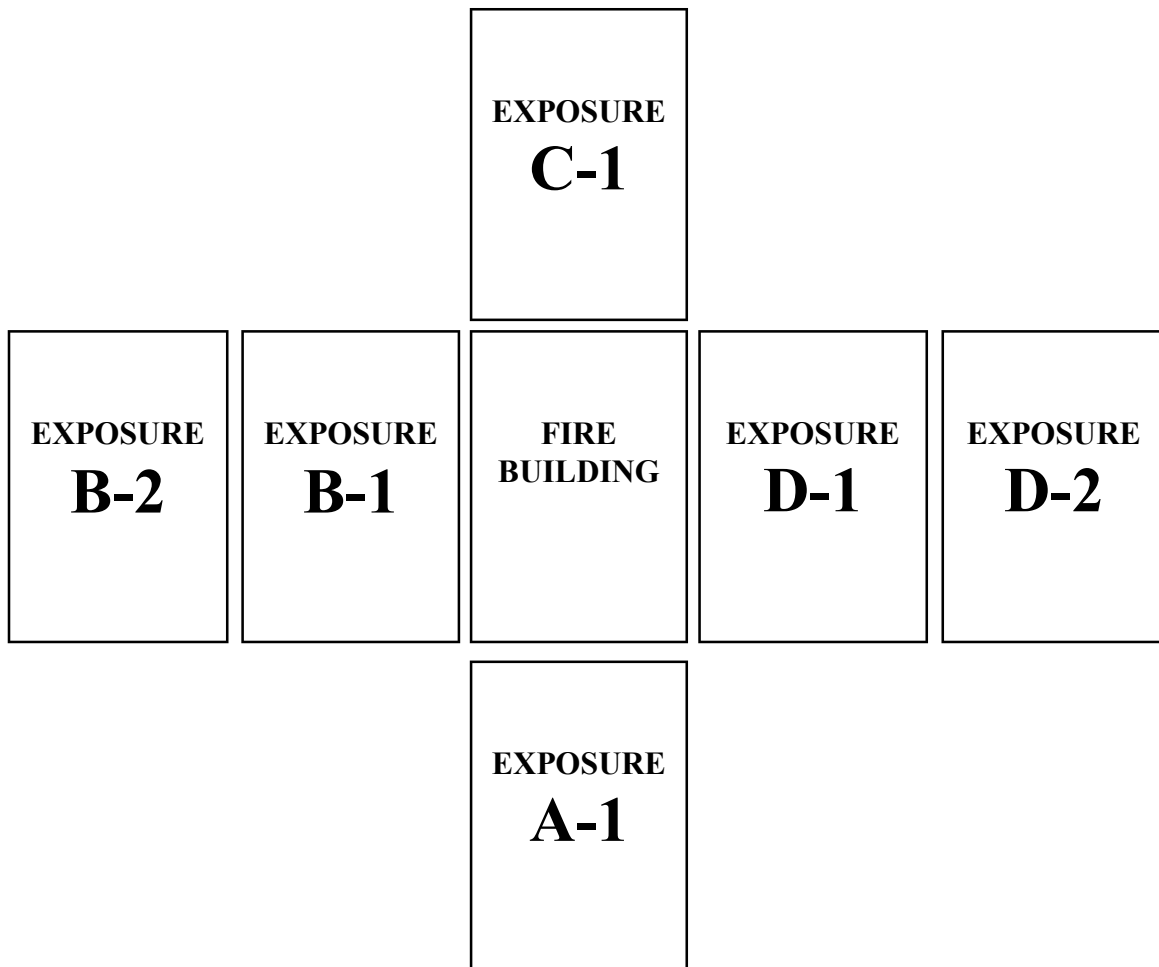
Under this system, the Incident Commander would issue an order as follows:

Engine #1, your assignment is Exposure B-1
Engine#1's assignment would be the building on the left side of the front of the fire building.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

EXPOSURES



REV. DATE: 3/01/23

ORDERED BY: John M. Looney

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

FOAM UNIT RESPONSES

PURPOSE: To provide a high volume of foam concentrate (825 gallons) to an incident.

POLICY: To establish guidelines for Foam Unit responses.

The following guidelines will be utilized for Foam Unit responses:

- The Incident Commander requests the Foam Unit.
- The Marine Unit Dually unit FD2024 at Station #5 will be the tow vehicle.
- Members of Engine Company #5 will be the primary operators when available.
- Battalion Chiefs will designate operators if Engine Company #5 is not available.
- If the incident is outside the City of Wilmington, the District #1 Battalion Chief will also respond.
- Upon completion of the assignment, the Foam Unit will be flushed at the incident.
- A memorandum will be forwarded to the Deputy Chief of Operations approximating how much foam solution was utilized.

REV. DATE: 10/01/21 **ORDERED BY:** John M. Looney

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

GROSS DECONTAMINATION

PURPOSE: To provide direction and guidance in establishing and providing gross decontamination when it is requested from the Wilmington Fire Department.

POLICY: The Wilmington Fire Department's primary form of Decontamination will be a Gross Decontamination. If any higher level of technical decontamination is required, a request will be made through Fireboard to the New Castle County Decontamination Team.

Methods of gross decontamination are as follows but not limited to:

- Hand-line with fog spray
- Parallel engines with fog spray nozzles on pump panels
- Aerial ladder to create a fog spray shower

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

HIGH RISE STRUCTURE FIRE BOX ALARM OPERATIONS

PURPOSE: This standard applies to the management of structure fire incidents in high rise buildings and buildings equipped with standpipe systems.

POLICY:

First Due Engine Company

1. Respond to the front of the building (Side A). Apparatus will be positioned so it does not block access to the fire department connections or impede the placement of additional arriving apparatus.
2. The company officer and all members will enter the building in full PPE including SCBA with the 2½" high rise packs and accessory bag along with flat head axe, Halligan bar and Knox Box key.

2½"-High Rise Equipment will consist of:

- (4) high rise hose packs each containing 50' of 2½" hose (200' total)
 - Elkhart 1 1/8" smooth bore nozzle
 - Accessory bag containing the following:
 - in line pressure gauge
 - Short section of 3" hose
 - 1½" x 2½" adapter
 - 100' section of 3/8" rope
 - (3) utility hose straps
 - various wrenches
3. The company officer will proceed to the fire alarm panel to determine alarm locations. After determining the locations of the alarm or fire, the officer will select the stair tower that will be utilized and activate firefighter service Phase I on the building elevators. Building elevators will not be used if firefighter service cannot be activated or there is water or smoke inside the elevator car or shaft. The status of elevator control and designated attack stair tower will be transmitted by radio. The standpipe outlet on the fire floor may be used if the valve is located in an area where conditions permit. Otherwise, the standpipe outlet on the floor below will be utilized.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

HIGH RISE STRUCTURE FIRE BOX ALARM OPERATIONS

First Due Engine Company (Continued)

4. Investigations on the reported fire floor will be done by the company officer and nozzle firefighter with all high rise pack hose and equipment staged at the location of the standpipe hook up with the driver and hydrant firefighter.

Standpipe Connection Assignments

Officer – will ensure standpipe connection procedure is followed. Will communicate any additional pertinent information, i.e., CAN (Condition, Action, Needs) report.

Driver – in house hose line will be disconnected and any removable pressure regulating devices will be removed at the standpipe outlet. The hose and in line pressure gauge will be connected to the standpipe outlet. Charge the line when ordered.

Nozzle – stretch out nozzle bundle of 2½” hose. Prepare to advance the hand line for fire attack when ordered.

Hydrant – connect 2½” hose bundles together, stretch out all hose and prepare to advance the hand line when ordered.

5. Wet Systems – open outlet valve when ready for water. Outlet discharge pressure can be regulated by adjusting outlet valve to desired discharge pressure on the in line pressure gauge.
6. Dry Systems – open valve and radio for water. Bleed off air using standpipe outlet then connect hose, open standpipe outlet valve again, and adjust outlet valve to desired discharge pressure on the in line pressure gauge.

**** The first arriving engine company may elect to establish a primary water supply from the closest hydrant and stretch an appropriate diameter and length hand line to the building if the reported fire location is on the ground level or a lower floor. The company officer will announce by radio the hydrant location and they will be “Operating From the Apparatus”. All other assignments in this SOP will continue as listed unless ordered differently by the Incident Commander. ****

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

HIGH RISE STRUCTURE FIRE BOX ALARM OPERATIONS

Second Due Engine Company

1. Establish a primary water supply from the nearest convenient hydrant to the building fire department connection for the standpipe system.
2. Team 1 – proceed to 1st due engine's standpipe outlet location with 100' of 2½" hose along with a flat head axe and Halligan and assist with the initial 2½" attack line.
3. Team 2 – hook up primary water supply line to the hydrant and engine intake. Stretch two 3" supply lines to the building fire department connection.
4. Driver will notify command when the connections are completed and will charge the hydrant and standpipe system when ordered.
5. Driver will remain with apparatus; Hydrant person will proceed to the lobby with full PPE including SCBA and assume elevator control.
6. Once the standpipe system is filled, increase engine discharge pressure to 150 psi. If ordered to increase or decrease pressure, do so in 10 psi increments.
7. After fire operations are completed, the second due Engine Company will be responsible for draining the standpipe system.

**** If the first arriving engine company is "Operating From the Apparatus", the second arriving engine company will continue to supply the building fire department connection as per this SOP. Team 1 may stretch a second appropriate diameter and length attack hand line from their apparatus or the first due Engine Company based upon the needs of the incident and/or orders of the Incident Commander. "**

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

HIGH RISE STRUCTURE FIRE BOX ALARM OPERATIONS

Third Due Engine Company

1. The third arriving engine company will assume the RIT assignment.
2. The Rapid Intervention Team (RIT) S.O.P. will be followed based upon the needs of the incident.
3. The RIT Company will take all necessary RIT equipment and will set up in the location determined by the Incident Commander.

Fourth Due Engine Company

1. Stage the apparatus near the building. Apparatus will be positioned so it does not block access to the fire department connections or impede the placement of additional arriving apparatus.
2. The company officer and all members will enter the building in full PPE including SCBA with the 2½" high rise packs and accessory bag along with a flat head axe and Halligan bar.

2½"-High Rise Equipment will consist of:

- (4) high rise hose packs each containing 50' of 2½" hose (200' total)
 - Elkhart 1 1/8" smooth bore nozzle
 - Accessory bag containing the following:
 - in line pressure gauge
 - Short section of 3" hose
 - 1½" x 2½" adapter
 - 100' section of 3/8" rope
 - (3) utility hose straps
 - various wrenches
3. Standpipe connection assignments will follow the same hook-up procedure as the first due Engine Company.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

HIGH RISE STRUCTURE FIRE BOX ALARM OPERATIONS

Fourth Due Engine Company (Continued)

** The fourth due Engine Company will utilize the same stair tower/standpipe as the first due engine whenever possible. The fourth due engine will not, however, utilize the same standpipe outlet on the same floor as the first due engine for the purpose of placing the second hand line in service. They will utilize a separate outlet.

** As with the first due Engine Company, the fourth due engine company will not leave the lobby area without their entire crew intact, in full gear, and with all high rise equipment.

4. The Company Officer will communicate by radio their standpipe hook up location.

**** If the first due engine company is “Operating From the Apparatus”, the fourth due engine company will continue to the closest stair tower and/or standpipe outlet to prepare an attack hand line for the floor(s) above the fire area.” ****

Fifth Due Engine Company

1. Establish secondary water supply from a nearby hydrant and position the apparatus for an aerial waterway supply or for supplementing the building standpipe system.
2. Team 1 – proceed to the fourth due engine company location with 100’ of 2½” hose along with a flat head axe and Halligan bar. Assist the fourth due Engine Company with placing an additional hand line in service.
3. Team 2 Driver – hook up supply line and operate apparatus pump, as needed. Hydrant person: hook up and charge hydrant when ordered; assist driver with hook up to the building fire department connection or aerial/master stream devices, as needed. The hydrant person will remain on the exterior of the building and assist with master streams and exterior duties, as needed.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

HIGH RISE STRUCTURE FIRE BOX ALARM OPERATIONS

First Due Ladder Company

1. Team 1 – proceed to the fire floor in the attack stairwell for size up, primary search, and rescue. Team 1 will remain on the fire floor to assist the engine companies when primary searches are completed. Team 1 will bring a flat head axe, a Halligan bar, a NY hook, a hydraulic door opener, and water can.
2. Team 2 – position the apparatus for aerial access, rescue, or master stream operations. Team 2 will prepare to pressurize the attack stairwell with PPV fans when ordered.

Second Due Ladder Company

1. Team 1 – proceed to the floor above the fire in the evacuation stairwell for size up, primary search and rescue. When primary searches are completed on the floor above the fire floor, Team 1 will coordinate with the squad company or other search companies to assist with searches on the floors above, as needed. Team 1 will bring a flat head axe, a Halligan bar, a NY hook, a hydraulic door opener, and water can.
2. Team 2 – position the aerial for access, rescue or master stream operations. Team 2 will prepare to pressurize the evacuation stairwells with PPV fans when ordered.

Squad Company

1. All members of the squad company will proceed to the fire floor in full PPE and SCBA to assist with primary searches and rescue. The squad company will take 2 sets of irons, a hydraulic door opener, a water can, and a search rope bag.
2. When primary searches are complete on the fire floor, the squad company will proceed to the floor above the fire floor and assist with primary searches.
3. When primary searches are complete on the floor above the fire, the squad company will proceed to the top floor and begin primary searches and rescue. The squad company will attempt to check the top level of all stair towers and open any bulkhead doors or hatches to assist with smoke removal from the stair towers.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

HIGH RISE STRUCTURE FIRE BOX ALARM OPERATIONS

Squad Company (Continued)

4. When primary searches are complete on the top floor and the upper levels of all stair towers, the squad company will begin primary searches of all floors below the top floor down to the fire floor.

**** The squad company will take the First Due Engine Company assignment in their first due area and when necessary. When the squad company is operating as the first due Engine Company, all other engine companies will remain in engine company assignments. The squad company will not take any other engine company assignments other than first due engine. ****

First Arriving Battalion Chief

The first arriving battalion chief will conduct a 360 degree size up of the building and confirm initial information from the first due engine officer, if not first on scene. Once the information is verified as needed, the first due battalion chief will assume command of the incident. A command post will be set up at a safe exterior location using the incident command and accountability box. The first arriving battalion chief will be the incident command unless relieved by a higher ranking chief officer.

Second Arriving Battalion Chief

The second arriving battalion chief will don full PPE and SCBA and proceed to the command post with the passport accountability board. The second arriving battalion chief will confirm incident information with the incident commander and proceed into the building to coordinate companies, interior accountability, and staging areas.

**** The Incident Commander will request a 2nd. Alarm Assignment when there is a Significant Smoke or Fire Condition showing from the exterior of the structure or when a confirmed Working Alarm is reported by Companies on the interior. The Incident Commander will designate a staging area for all additional alarm assignment apparatus without an arrival assignment. ****

REV. DATE: 03/01/23

ORDERED BY: John M. Looney

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

HIGHLY CONTAGIOUS INFECTIOUS DISEASE (HCID)

PURPOSE: To properly protect Fire Department personnel that respond to potential Highly Contagious Infectious Disease (HCID).

POLICY: To provide guidelines and control measures to limit personnel contact and prevent exposure to HCID.

HCID Screening Tool/Special Operation Unit

Saint Francis Health Care has developed an HCID screening tool. This questionnaire has been adopted and will be used by the Wilmington Fire Department. The questionnaire is to be used to screen potential HCID patients. (See attached form.) The screening criteria should be asked before the EMT touches the patient. Saint Francis Health Care has also created a special operations ambulance for the transportation of all potential HCID patients.

HCID Response Policy

When Fire Department units are dispatched to a potential HCID patient and arrive prior to Saint Francis EMS, the following guidelines will be used:

- Use universal precautions
- Limit number of Fire Department personnel that enter incident location
- Prior to touching a patient the HCID screening form will be utilized
- If information obtained through screening indicates a potential HCID patient, Fire Department personnel will back out of the dwelling or away from the patient.
- The Officer will notify the apparatus driver that they will need disinfecting wipes and a bio-hazard bag at the rear of the apparatus.
- Personnel will disinfect their hands with bleached sanitary wipes with the gloves on, remove gloves, and place gloves into a bio-hazard bag and again disinfect their hands with the bleached sanitary wipes.
- All potential contaminated gloves, towelettes, etc., will be placed in a bio-hazard bag and sealed. The bio-hazard bag will be disposed at the hospital.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

HIGHLY CONTAGIOUS INFECTIOUS DISEASE (HCID)

- The Wilmington Fire Department Officer will then notify their respective Battalion Chief and PA-100 to dispatch the Saint Francis Special Operations Transport Ambulance.
- Saint Francis EMS personnel will handle the removal and transportation of the patient.
- Wilmington Fire Department personnel will remain on scene and limited their contact with other personnel.
- PA-100 will make contact with Wilmington Fire Department personnel to facilitate decontamination if necessary.

HCID DOCUMENTATION

- Screening tool form will be used and filled out.
- Screen tool form will be given to PA-100.
- A NFIRS fire report will be completed and a descriptive narrative will be done documenting Fire Department personnel's actions.
- DEMRS report will be completed.
- Follow Department S.O.P. Infectious Exposure

*All fire apparatus will be issued an Infectious Disease Control Kit. This kit can be used if deemed necessary. The contents of the kit are listed below:

1 – Level 4 impermeable gown
1 – Pair 17" boot/shoe covers
1 – Hair cover
1 – Surgical molded mask
1 – Full face fluid shield (no mask)
2 – Pairs extended cuff latex free gloves (one pair large, one pair XL)
1 – 7-10 gallon bio bag
1 – Vionex hand wipes
Each kit will be packed in gallon size bags

REV. DATE: 11/01/17 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

**HOWARD R. YOUNG
CORRECTIONAL
INSTITUTION
(H.R.Y.C.I.)**

PURPOSE: To provide a response plan that will insure the protection of life and property for the occupants and staff of the H.R.Y.C.I. and the members of the Wilmington Fire Department.

POLICY: This is a two level response plan for the H.R.Y.C.I.

Level 1

Fireboard is notified that a fire has occurred at the H.R.Y.C.I. and the Prison Shift Commander is requesting that the controlled fire be investigated to insure that it has been completely extinguished. Fireboard will dispatch one Engine Company and a Battalion Chief for an investigation. The Battalion Chief will respond to the Bowers Street entrance where he/she will meet the Prison Shift Commander or his designee. The Engine Company will standby at 12th and Bowers Streets and wait for an assignment from the Battalion Chief.

Level 2

Fireboard is notified that there is a working fire at H.R.Y.C.I. A tactical box alarm will be dispatched by Fireboard. Apparatus will respond to their pre-fire plan location and standby with the exception of the sprinkler/standpipe assignment. The Incident Commander will meet the Prison Shift Commander or his designee at the Bowers Street entrance for information regarding the fire and to insure conditions are safe for Fire Department members to enter the Institution.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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Standard Operating Procedure

HYDRANT CONNECTION PROCEDURE

PURPOSE: To safely stretch in and connect supply hose to the hydrant in an efficient manner.

POLICY: The hydrant person will use the rope sling attached to the supply line to safely secure the supply line to the hydrant when making a forward lay. The hydrant person will ensure that the proper hydrant wrench is selected and secured on the apparatus upon completion of this task.

Required Equipment

- Hose rope sling
- Binding strap
- Hydrant connection equipment
 - Hydrant wrench
 - Hydo-shield wrench
 - Pipe wrench
 - 2.5 x 5 inch adapter
 - 2.5 cap
 - Hydrant operating nut

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

HYDRANT CONNECTION PROCEDURE

PROCEDURE:

- Apparatus will stop and take an appropriate position at the hydrant
- Hydrant person will dismount apparatus and select the proper hydrant wrench
- Hydrant person will detach safety webbing then pull hose rope sling and loop over the hydrant for a forward lay
- Hydrant person will then proceed to a position where the driver can clearly see them in their mirror and signal for the driver to pull forward for a forward lay
- After the apparatus has laid the supply hose in and stopped, the hydrant person will disconnect binding strap leaving it wrapped around hose. The rope sling will be loosened also left around hose
- Hydrant connection will be made and hydrant opened when ordered by apparatus operator
- Hydrant person will ensure the supply line is free of kinks or any obstructions
- Upon completing the hydrant charging procedure, the hydrant person will return and secure the hydrant wrench and any hydrant tools on the apparatus
- Hydrant person will then, in full protective gear and SCBA, report to their Company Officer and become the back-up firefighter for the hand line
- Hydrant person will make sure all equipment assigned is ready for service at the start of the shift and after each use

REV. DATE: 3/01/23 **ORDERED BY:** John M. Looney

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

I.A.P. (INCIDENT ACTION PLAN)

PURPOSE: On all incidents an Incident Action Plan (I.A.P.) will be established to mitigate the incident. Key parts of all I.A.P. (s) will be **COMMUNICATED** on all incidents and the key parts are: 360° (initial size up, Charlie side report, exposure assessment), strategy (offensive or defensive), mode of operation (investigating, working alarm). An I.A.P. will be established at all incidents either verbally communicated at a minor incident or written on tactical worksheet for a structural fire. The I.A.P. can expand from the smallest incident to a larger multi-agency operation.

POLICY: The I.A.P. should consist of the following four key parts:

1. Conduct an incident size up

a) 360° Survey:

This survey includes the initial scene size up conducted by the first arriving unit, an exposure assessment, and the initial “C” side report. These three tasks can be conducted simultaneously via different arriving companies or by the initial incident commander. A radio communication shall be made for the initial “A” side size up report and the “C” side report, additionally the Incident Commander should document via a radio transmission that the “360° completed.”

i. “A” side size up report:

The size up is the initial report that communicates the type of structure, conditions, key factors, water supply, and the mode of operations. This communicates to responding units the next immediate actions to be taken. Additionally this report helps communicate the priorities for the next arriving units.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

I.A.P. (INCIDENT ACTION PLAN)

Five Key Factors of the Scene Size Up:

- 1) Number of stories
- 2) Conditions (nothing showing, smoke/fire showing)
- 3) Hydrant location (Engine Company) & Assignment
- 4) Strategy & Mode of Operation (investigating, offensive, defensive)
- 5) Command (establish or pass to the Battalion Chief)

ii) Exposure Assessment:

During the initial size up the first arriving Officer should also evaluate the exposure risks on the “B” and “D” sides of the incident location. A communication report should be given if there any specific conditions or hazards to note to responding units.

iii) “C” Side Report

Like the initial scene size up from the “A” side of the incident location, the “C” side report communicates the key factors for the rear of the incident. This communication can help identify special hazards as well as provides information to the Incident Commander and units that would otherwise be unknown. This information shall be communicated via a radio report. This task can be completed by an arriving unit/officer or by the Incident Commander.

Five Key Factors of the “C” Side Report:

- 1) Number of stories
- 2) Conditions
- 3) Basement Access
- 4) Utilities
- 5) Special Hazards

WILMINGTON FIRE DEPARTMENT

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I.A.P. (INCIDENT ACTION PLAN)

Example:

House fire in the 700 block of Pine Street

“Engine 2 is arriving with the first due engine assignment hydrant 7th and Pine, two story ordinary construction middle of the row residential, fire showing from the second floor, we are in the offensive mode.”

“Ladder 2 OV to Command “C” Side report...two stories in the rear, smoke from the second floor windows, no basement access, no utilities.”

“Pine Command to Fireboard 360 complete, 2 stories all sides, all units are operating in the offensive strategy.”

b) Risk Assessment

A risk assessment evaluates the target objectives against the necessary risk to accomplish the task. The risk assessment process is continuous throughout the incident. If conditions change, and risk increases, the strategy and tactics for the incident must change.

It is understood that all firefighting involves inherent risk. It is the evaluation and on-going assessment that each Officer and the Incident Commander must be performed to limit risks to personnel.

c) Tactical Worksheets & Incident Command Box

The tactical worksheet or Incident Command Box will be utilized on all incidents as a measure to document the strategy and tactics based on the I.A.P. Using the worksheet or Command Box will help the Incident Commander to not only document the incident, but track all units on scene and their job assignments. The worksheets and Command Box are key components of the I.A.P. as well as incident accountability.

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I.A.P. (INCIDENT ACTION PLAN)

2. Operational Mode & Strategy

While the operational mode & strategy is announced during the initial scene size up, the mode can be changed by the Incident Commander when the incident dictates the change. Announcing the operational mode & Strategy during the size up allows incoming units to understand the basis for the established I.A.P. and strategy for the incident before ever reaching the scene.

The operational mode of the incident will be announced, preferably during the initial scene size up for the “A” side. The operational mode information the responding units of the type of attack the incident will be in as well as expected tasks.

- i) Investigating – automatic fire alarm, commercial fire alarm, nothing showing
The investigative mode is used to acknowledge that the scene has not presented any indications for a fire and further investigation is needed to determine the validity of the incident and more information is needed to complete the I.A.P.
- ii) Offensive – crews stretching and going in for the interior attack
The offensive mode or strategy is the common mode for an interior fire attack. It acknowledges that the risk assessment was completed and that the crews have the ability to mitigate the situation efficiently, effectively and safely.
- iii) Defensive – crews stretching and setting up for an exterior attack
The defensive mode or strategy is commonly used when the incident risks outweigh the acceptable limits or the fire has progressed passed the point an interior attack is effective.

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I.A.P. (INCIDENT ACTION PLAN)

3. Incident Goals

The Wilmington Fire Department will identify incident goals on all incidents which must follow the three incident priorities of:

1. Life Safety
2. Incident Stabilization
3. Property Conservation

These priorities help to establish the incident goals that are identified by the Incident Commander and assist in assigning tasks to company level officers. The incident goals can and should be identified on the Tactical Worksheet or Incident Command Box to help track the status of each goal.

A measure for the accomplishment of the incident goal is the utilization of the CAN (Conditions, Actions, Needs) reports. Company Officers will provide the Incident Commander with the CAN report information when requested. The CAN reports should be clear, concise, and to the point.

4. Objective

The objectives for any incident should lead to the containment and full mitigation of the situation. These objectives need to be clear and documented on the Tactical Worksheet or Incident Command Box. The objective/task and unit assigned must be tracked and progress checks completed and documented.

Basic Incident Objectives:

- 1) Control Flow Path in the structure
- 2) Remove any occupants
- 3) Locate and extinguish the fire
- 4) Overhaul/Salvage

On incidents that may include acts of terrorism, natural disasters, hazardous material spills, or incidents that require long term multi-agencies participation, a more complex I.A.P. is to be developed following the guidelines of FEMA/DEMA. An activation of the Incident Management Team through DEMA is highly recommended.

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Standard Operating Procedure

INCIDENT COMMAND

PURPOSE: This Standard outlines the Incident Command System which provides a standard method of operating at all incidents to increase the effectiveness of Command through improved resource management and to enhance Firefighter safety.

POLICY: The following outline is a guide for operating at every incident from a single company response to a large multi-agency incident. It also provides a model for highrise firefighting.

- 1.0 INCIDENT COMMAND – COMMAND PROCEDURES
 - 1.1 Purpose
 - 1.2 Incident Command
 - 1.3 Establishing Command
 - 1.4 Initial Report on Obvious Fire Condition
 - 1.5 Radio Designation
 - 1.6 Command Procedures are designed to Accomplish Tasks
 - 1.7 Responsibilities Assigned to Command (Outcome)
 - 1.8 Command Responsibilities
 - 1.9 Command Options (Transferring Command)
 - 1.10 Command Options (Maintaining Command)
 - 1.11 Transfer of Command
 - 1.12 Transfer of Command Procedures

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INCIDENT COMMAND

- 1.13 Purpose of Sectoring
- 1.14 Dividing the Fire Ground
- 1.15 Incident Command Position Duty Statements
- 1.16 Command Staff, Information, Safety, Liaison
- 1.17 Emergency Evacuation Signal
- 1.18 Expanding the Organization Branches
- 1.19 Expanding the Organization Sections
- 1.20 The Incident Commander
- 1.21 Single Command Incident Command
- 1.22 Single/Unified Command Differences
- 1.23 Specific Operations, Base, Lobby Control, Staging, Rehabilitation
- 1.24 Incident Management System Board

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Standard Operating Procedure

INCIDENT COMMAND

1.1 PURPOSE

The effective functioning of Fire Emergency Units and personnel at operating incidents requires clear, decisive action on the part of an Incident Commander. This procedure identified the standard operating procedures to be employed in establishing Command and operating a Command Post. It also fixes responsibility for the Command function and its associated duties on one individual at any time during the operation.

Common procedures are designed to offer a practical frame work for field operations and to effectively integrate the efforts of all members, Officers, and Companies. The time involved in performing the functions listed below at the beginning of a tactical operation should produce on-going time savings in the form of a more effective rescue and fire control outcome. An arriving Officer assuming Command can quickly and efficiently perform the standard procedures if they are known to him/her. This will facilitate an organized and orderly tactical operation and a more effective effort. This is particularly important in more complex situations when Command must be transferred to Ranking Officers. The ICS gives us a more manageable firegrounds and greatly enhances Firefighter safety and survival.

1.2 INCIDENT COMMANDER

The Incident commander is responsible for the Command function at all times. As the identity of the Incident Commander changes, through transfers of Command, this responsibility shifts with the title. The term "Command" in this procedure refers jointly to both the person and the function.

1.3 ESTABLISHING COMMAND

The first Fire Officer or Acting Officer to arrive at the scene shall assume Command and remain in Command until Command is transferred or relieved by a higher ranking Officer, or until the incident is terminated.

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INCIDENT COMMAND

1.4 INITIAL REPORT AND OBVIOUS FIRE CONDITION

The Officer assuming Command shall transmit a brief status report describing the situation:

1. Unit identification on the scene and confirming assumption of Command or transferring Command.
2. Building description (occupancy, approximate size, arrangement, construction and address).
3. Obvious fire conditions and location; complete 360° will be performed (What do you see? i.e., life hazard, exposure threat, etc.).
4. Conditions Actions Needs Report (CAN Report)

1.5 RADIO DESIGNATION

The radio designation COMMAND will be used with a brief description of the incident location (7th Street COMMAND -- “First USA COMMAND”). This designation will not change throughout the duration of the incident.

NOTE: If two separate incidents are working on the same street, use a different Command description (i.e., Eastside Broom Command (on the first incident) and Westside Broom Command (on the second incident)).

1. For all EMS Incidents

Engine #9 on the scene with a multi-vehicle accident
give me a Ladder for medical with three ambulances
Engine #9 will be West Street Command

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INCIDENT COMMAND

2. Single Company Incident

Engine #6 is on the scene of a grass fire with no exposures.
Engine #6 can handle assuming COMMAND.

3. At a Major Working Fire

The Incident Command will work on TAC A.
Command Position duties can be assigned to other TAC channels.

4. Examples Radio Report

For an offensive structure fire:

Engine #4 is on the scene of a large, two story school with a working fire on the second floor. Engine #4 is laying a supply line and going in with a handline to the second floor for search and rescue. This is an offensive fire attack. Engine #4 will be 7th Street COMMAND.

For a defensive structure fire:

Engine #4 is on the scene of a medium size warehouse fully involved with exposures to the East. Engine #4 is laying a supply line and attacking the fire with a master stream and handline to the exposure for search and rescue, and fire attack. This is a defensive fire attack. Engine #4 will be Orange Street COMMAND.

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INCIDENT COMMAND

1.6 COMMAND PROCEDURES ARE DESIGNED TO ACCOMPLISH THE FOLLOWING:

1. Establish an initial Command thru a Company Officer using the Incident Command System depending on the arrival sequence of Companies and Chief officers.
2. Ensure that strong, direct, visible Command will be established as early as possible in the operation. Designate where the Command Post will be located.
3. Through the early establishment of an effective recognizable Command, direct other arriving Companies and personnel specific objectives (tasks) that address the priorities identified by Command that need to be accomplished. (i.e., rescue exposures, ventilation, fire control and extinguishment).
4. Provide a system for the orderly transfer of COMMAND to subsequent arriving Officers or units.

1.7 RESPONSIBILITIES ASSIGNED TO COMMAND INCLUDE THE FOLLOWING SPECIFIC OBJECTIVES:

- | | |
|--------------------------|--|
| 1. Firefighter Safety | Provide for the safety and survival of all personnel |
| 2. Life Hazards | Remove endangered occupants and have the injured treated if needed |
| 3. Incident Stability | Stop the fire - - confine then extinguish |
| 4. Property Conservation | Conserve property during and after fire control is achieved |

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INCIDENT COMMAND

1.8 COMMAND RESPONSIBILITIES

Command is responsible for the following tasks as required by the circumstances of the situation within Officers judgment.

1. Assume an effective Command position.
2. Transmit a brief initial radio report (Status Report) – What do you see?
3. Rapidly evaluate situation (size-up) continue size-up throughout the incident.
4. Develop a plan of attack (Priorities)-What needs to be done?
5. Assign units as required (Objectives) – Who’s going to do it?
6. Provide continuing overall Command and progress reports. Update the situation frequently.
7. Review and evaluate attack efforts and revise plan of attack as needed.
8. Request and assign additional units as necessary.
9. Return Companies to service and terminate “COMMAND”.

The first five tasks are initial Command responsibilities. The continuing responsibilities stay with Command whether the initial Officer remains in Command or Command is transferred to subsequent arriving Officers.

1.9 COMMAND OPTIONS (ESTABLISHING COMMAND)

In cases where the initial arriving Officer is a Company Officer, one of the three following options shall be used for the establishment of Command:

1. Nothing Showing or Visible Mode – These situations generally require investigation by the first arriving Company Officer establishing Command while holding staged Companies at a distance and in some instances, slowing en-route Companies (reduce rate - without warning devices).

Summary – The first arriving Company Officer shall establish Command, give a status report, direct the incoming Companies, and investigate with his Company while maintaining overall Command.

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INCIDENT COMMAND

NOTE: The first arriving Company Officer may take Command inside to investigate when no fire or smoke is showing.

2. Attack Mode (Minor) – Situations which require immediate action to stabilize the situation, such as interior fires in residences, apartments, or small commercial occupancies, require that the first arriving Engine Company Officer shall establish “Command” and quickly decide how to commit his/her Company. Where a fast interior attack is critical to gain control of the fire, this Company Officer who is in Command can take advantage of the portable radio to permit the necessary involvement in the attack without neglecting Command responsibilities.

FOR SAFETY: Members will always work in pairs

Establishment of a Command post is top priority.

Summary – The first arriving Engine Company Officer shall establish Command, give a status report, direct incoming Companies, and move in with his/her Company for a fast fire attack/control while maintaining Command until relieved by the Chief Officer assuming Command. The Wilmington Fire Department policy on determining structure fires of a “minor” nature shall be: light smoke, one (1) room involved, and no apparent rapid spread of fire, fire showing at one (1) window; and no people trapped in other locations of the structure or waiting at windows for rescue.

This mode (minor) should not last more than a few moments and will end with one of the following:

- 2a) The situation is stabilized
- 2b) A Chief Officer arrives and Command is transferred
- 2c) The situation is not stabilized and the Company Officer in Command must remove himself to an exterior position to continue overall fireground Command until relieved by a Chief Officer.

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3. Command Mode (Major) – Fireground situations that require a strong visible Command from the onset. Such situations, by virtue of the size of the fire, the complexity/potential of the occupancy, or the possibility of the fire extending require a strong, direct, and overall Command to be present. In such cases, the first arriving Company officer will initially assume that Command position until Command is transferred to a Chief Officer. This will ultimately save time and in most cases, assist the Chief Officer in controlling the incident.

1.10 COMMAND OPTIONS (MAINTAINING COMMAND)

If a Company Officer assumes Command and elects not to join his/her Company in action, he/she may operate within the following options with regard to the assignment of his/her crew:

1. Command can “move up” with his/her Company and place his/her Company into action, radio equipped. The individual and collective capability of the crew will regulate this action.
2. The Officer can assign his/her Company members to perform staff functions.
3. The Officer can assign his/her Company members to another Company to work under the supervision of the Officer of that Company. In such cases, the Officer must communicate with the receiving Officer and indicate the assignment of his/her personnel.

While the Company Officer assuming Command has a choice of modes and degrees of personal involvement in the attack, this Officer continues to be fully responsible for the identified tasks assigned to the Command function. In all cases, the imitative and judgment of the Officer are of great importance. The modes identified are not strict rules, but general guidelines to assist the Officer in planning his/her actions.

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1.11 TRANSFER OF COMMAND

The first Fire Department Officer on the scene will assume and retain Command until relieved by a Ranking Officer within the following guidelines:

1. The first arriving Company Officer will automatically assume Command except as noted below.
2. Command is transferred to the next arriving Company Officer due to the first arriving Company Officer taking action to abate a life threatening situation; i.e., rescue of trapped occupants. In this instance, the first arriving Company Officer will give a “brief” status report, state his/her intended actions, then transfer Command to the next unit coming in. The Company Officer should identify the unit that Command is being transferred to.
3. The first arriving Battalion Chief will automatically assume Command after transfer of Command procedures have been completed, or assume a supportive role in the Command function if Command is effectively handling the initial situation.

The second arriving Chief Officer will report to the Command Post for an assignment and assume a supportive role.

The Deputy Chief can assume the same role but generally, the Chief Officer will not go inside during an emergency.

NOTE: Entry by a Chief Officer will happen in certain situations. Some examples are:

- a. High Rise fires.
- b. Division Commander

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INCIDENT COMMAND

4. Assumption of Command is discretionary for the Deputy Chief and the Fire Chief. When the size and extent of the incident presents a complex tactical problem that has not been declared under control, the Deputy Chief and the Fire Chief may elect to:
 - a. Assume control after the transfer of Command procedures has been completed.
 - b. Assume a supportive role in the Command function if Command is effectively handling the tactical situation.

NOTE: This does not preclude the option of the first arriving Company Officer having another Company Officer arriving with him/her or close behind to take Command. This may be by pre-arrangement or may be necessitated by circumstances. In either case, it shall be confirmed by both parties by radio.

1.12 TRANSFER OF COMMAND PROCEDURES

Within the Chain of Command as stated, the actual transfer of Command will be regulated by the following procedures:

1. Arriving Ranking Officers assuming Command will communicate with the Officer being relieved by radio or preferably face-to-face on arrival.
2. The Officer being relieved will brief the Officer assuming Command indicating the following:
 - a. General situation status:
 1. Fire location, extent, conditions, extension
 2. Effectiveness of control efforts
 - b. Deployment and assignments of operating Companies.
 - c. Appraisal of needs for additional resources at that time.

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3. The Officer being relieved should review the tactical controls sheet with the Ranking Officer in complex situations; this sheet provides the most effective framework for Command transfer as it outlines the location and status of resources in a standard form that should be well known to all members.

Command Officers should eliminate all unnecessary radio traffic while responding unless such communications are required to insure that Command functions are initiated and completed.

The arrival (in itself) of a Ranking Officer on the fireground does not mean Command has been transferred to that Ranking Officer. Command is transferred only when the outlined communication functions have been completed (i.e., face to face, or by radio). This is imperative.

The response and arrival of Ranking Officers on the fireground strengthens the overall Command function. All Officers will exercise their Command prerogatives in a supportive manner that will insure a smooth transition and the effective on-going function of Command. They will not become involved in firefighting activities.

The Officer relieved of Command will be utilized to the best advantage by the Officer assuming Command.

In cases where Command is effectively handling a tactical situation, and is completely aware of the location and function of operating Companies and the general status of the situation, it may be desirable for that Officer to continue in an active Command role. In these cases, the Ranking Officer may assume a supportive role in the overall Command functions.

Command will be considered to be transferred within this context by virtue of the Ranking Officer being involved in the Command process.

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INCIDENT COMMAND

1.13 PURPOSE OF SECTORING

1. To enable the Command Officer to identify physically the geographical locations at emergency incidents.
2. At any given moment be able to identify what fire units have been assigned to particular locations.
3. To be able to clearly state what location fire units are to be assigned at emergency incidents. This would include both face to face and radio communications.

1.14 DIVISION GUIDELINES

1. Dividing the fire building on the exterior is always advantageous regardless of building size. Exterior divisions are used for the exterior of the fire building; i.e., rear of building is Division C, Roof Division, etc. Interior divisions are used to designate floor locations; i.e., first floor is Division 1, the second floor is Division 2, etc. Levels located below grade are designate as sub-divisions. The first level below grade is sub-division 1, the second level below grade is sub-division 2, etc. (See figure 1).
2. Division A should be designated as the front of the building whenever possible. This is normally the street address side. (See figure 2) Exterior division must not be confused with Exposure designations (see figures 3 & 4).
3. If Division A is going to be another side of the building instead of the street address, it is Command's responsibility to announce over the radio where Division A will be located.
4. The Command Post (CP) should be located near Division A if possible. If Command decides to locate the CP elsewhere; this should be announced over the radio.

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INCIDENT COMMAND

5. Dividing the interior of the building is based on the physical size of the building. Single family dwellings, small apartment houses and small commercial buildings are usually not necessary to divide. Buildings with large floor areas where Companies are separated by large distances should be divided. (See figure 5).

1.15 INCIDENT COMMAND POSITION DUTY ASSIGNMENTS

1. Command (Command) - the person who has assumed the overall responsibility of directing the emergency operations of the fire Companies on the scene, and the overall safety of the public and firefighters. This position may be filled by any Officer, usually the Ranking Officer present.
2. Incident Command Post (ICP) – the field location at which primary tactical level on-scene incident command functions is performed. Identified by a green rotating or flashing light.
3. Mobile Command Post – a vehicle normally equipped with appropriate radios, status boards, water maps, etc., that supports Command located at the Command Post location.
4. Division Command – a geographical location on the emergency scene. Assigned by the Incident Commander, an Officer (any Rank), will assume responsibility for any and all fire Company operations in this Division. All fire Companies in this Division report to and receive directions from this Division Commander. This Officer uses the radio call sign Division with the number, depending on the Division assigned (i.e., Division 3 to Command).
5. Exposure – any structure adjacent to or threatened by the original fire building.

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INCIDENT COMMAND

6. Base – a designated physical location by Command usually some distance away (next intersection) that responding Companies report to an await assignment.
7. Staging – a designated physical location by Command inside a building (normally a high rise building) usually two (2) floors below the fire floor.
8. Operations Officers – a Chief Officer that assumes the responsibility of directing and supervising all Division Commanders. The Operations Officer develops the operations portion of the Incident Action Plan. The Operations Officer may be utilized at the Incident commander's discretion at any incident. The Operations Officer will be located at the Command Post with Command.
9. Groups – Fire Companies assigned to ventilation, search and rescue, or salvage work may be identified as Ventilation Group, a Search and Rescue Group, or Salvage Group. The assignment of a responsible Officer is accomplished the same as in Division.
10. Liaison Officer – the point of contact for assisting or coordinating agencies. Member of the Command Staff.
11. Resource/Documentation – responsible for recording the status and accounting of resource committed to the incident and evaluation of: resources currently committed to incident, the impact that additional responding resources will have an incident and anticipated resource needs. Recording and protecting all documents relevant to the incident.
12. Planning – responsible for the collection, evaluation and dissemination of operational information related to the incident. Responsible for the preparation and documentation of the Incident Action Plan (I.A.P.). Functions are:
 1. Resource Unit
 2. Situation Unit
 3. Demobilization Unit
 4. Documentation Unit
 5. Technical Specialist

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INCIDENT COMMAND

13. Logistics Section – responsible for providing facilities, services, and materials for the incident. Includes the communications unit, and food unit within the service branch, and the supply unit. Facilities unit and ground support unit within the support branch.
14. Responder Rehab – function and location which include medical evaluation and treatment. Food and fluid replenishment, and relief from extreme eliminate conditions for emergency responders, according to the circumstances of the incident.
15. Section Chiefs – title that refers to a member of the general staff (Planning Section Chief, Operations Section Chief, Finance/Administration Section Chief, Logistics Section Chief).
16. Task Force – a group of any type and kind of resources with common communications and a leader temporarily assembled for a specific mission (not to exceed five resources).

1.16 COMMAND STAFF

Command Staff positions are established to assume responsibility for key activities which are not a part of the line organization. Three specific Staff positions are identified:

1. Information Officer
2. Safety Officer
3. Liaison Officer

Additional positions might be required depending upon the nature and location of the incident or requirements established by Command.

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INCIDENT COMMAND

Information Officer

The Information Officer's function is to develop accurate and complete information regarding incident cause, size, current situation, resources committed, and other matters of general interest. The Information Officer will normally be the point of contact for the media and other governmental agencies which desire information directly from the incident. In either a Single or Unified Command structure, only one Information Officer would be designated. Assistants may be assigned from other agencies or departments involved.

Safety Officer

The Safety Officer's function at the incident is to assess hazardous or unsafe situations and develop measures for assuring personnel safety. The Safety Officer has emergency authority to stop and/or prevent unsafe acts. In a Unified Command structure, a single Safety Officer would be designated. Assistant may be required and may be assigned from other agencies or departments making up the Unified Command including the need for Responder Rehabilitation assessment.

Liaison Officer

The Liaison Officer's function is to be a point of contact for representatives from other agencies. In a single Command structure, the representatives from assisting agencies would coordinate through the Liaison Officer. Under a Unified Command structure, representatives from agencies not involved in the Unified Command would coordinate through the Liaison Officer. Agency representatives assigned to an incident should have authority to speak on all matters for their agency.

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INCIDENT COMMAND

1.17 EMERGENCY EVACUATION PROCEDURE FOR FIREFIGHTING PERSONNEL

Procedure

In the event conditions deteriorate to a point where the Incident Commander orders an evacuation of all firefighting personnel, the following procedure will be implemented:

1. The signal “Clear the Air for Emergency Message” will be transmitted, and Fireboard will announce that all units are to evacuate the designated building or area.
2. Upon hearing this signal, all apparatus operators positioned around the perimeter of the designated building or area will immediately sound one long continuous blast of their air horns. This procedure will be performed to alert all personnel who are not equipped with radios of the situation.
3. Upon hearing the “Clear the Air for Emergency Message” signal or air horn warning, all personnel operating in the structure or area of imminent danger will immediately evacuate and return to their apparatus. The Company Officers will conduct an on-scene roll call to account for personnel. The Incident Commander will be immediately informed of the Results of this roll call.

It should be also be noted that all tools and equipment will be left at the work area, and should not be carried by personnel. This will avoid delaying the evacuation in any Way.

A swift and accurate performance of this procedure is imperative to insure the safety and accountability of all personnel operating on the fire grounds.

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INCIDENT COMMAND

Reminder

The signal “Clear the Air for Emergency Message” is not used exclusively for evacuation. It is intended for use in any irregular emergency situation.

EXPANDING THE ORGANIZATION BRANCHES

Divisions/Groups

Divisions/Groups identify tactical level assignments in the Command Structure. As the span-of-control begins to be excessive, the incident becomes more complex, or has two or more distinctly different operations (i.e., Fire Medical, Evacuation, etc.), the organization can be further sub-divided into Branches.

Branches may be established on an incident to serve several purposes. However, they are not always essential to the organization of the Operations Section.

In general, Branches may be established for the following reasons:

- Span of Control
- Functional
- Multi-Jurisdictional
- When the numbers of Divisions/Groups or Sectors exceed the recommended span-of-control for the Operations Sections Chief. The Incident Commander or Operations Section Chief should designate a Multi-Branch structure, and allocate the Divisions/Groups or Sectors within those Branches. In the following example the Operations Section Chief has one Group and four Divisions reporting with two additional Divisions and one group being added. At this point, a two-Branch organization should be formed.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

INCIDENT COMMAND

Roles and Responsibilities

- Manage incident tactical activities.
- Coordinate activities with the Incident Commander.
- Implement the Incident Action Plan.
- Assign resources to tactical level areas based on tactical objectives and priorities.
- Build an effective organizational structure through the use of Branches and Divisions/Groups.
- Provide tactical objectives for Divisions/Groups.
- Control Staging and Air Operations.
- Provide for life safety.
- Determine needs and request additional resources.
- Consult with and inform other Sections and the Incident Command Staff as needed.

Operations Section Chief

The Incident Operations Section Chief is responsible for the direct management of all incident tactical activities and should have direct involvement in the preparation of the action plan for the period of responsibility.

The Incident Commander

Role and Responsibilities after activation of an Operations Section Chief

Once the Operations Section is in place and functioning, the Incident Command's focus should be on the strategic issues, overall strategic planning and other components of the incident. This focus is to look at the "big picture" and the impact of the incident from a broad perspective. The Incident Command should provide direction, advice, and guidance to the Command and General Staff in directing the tactical aspects of the incident.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

INCIDENT COMMAND

Roles and Responsibilities

- Review and evaluate the plan, and initiate any needed changes.
- Provide on-going review of the overall incident.
- Select priorities.
- Provide direction to the Command and General Staff Officer.
- Review the organizational structure, initiate change or expansion to meet incident needs.
- Stage Command and General Staff functions as necessary.
- Establish liaison with other internal agencies and officials, outside agencies, property owners and/or tenants.

UNIFIED COMMAND

COMMAND – SINGLE AND UNIFIED

Command is responsible for overall management of the incident. Command also includes certain staff functions. The Command function within the IMS may be conducted in two general ways:

* Single Command

* Unified Command

Single Command – Incident Commander

Within a jurisdiction in which an incident occurs, and when there is no overlap of jurisdictional boundaries involved, a single Incident Commander will be designated by the jurisdictional agency to have overall management responsibility for the incident.

The Incident Commander will prepare incident objectives which in turn will be the foundation upon which subsequent action planning will be based. The Incident Commander will approve the final action plan, and approve all requests for ordering and releasing of primary resources. The Incident Commander may have a deputy. The deputy should have the same qualifications as the Incident Commander, and may work directly with the Incident Commander, be a relief, or perform certain specific assigned tasks.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

INCIDENT COMMAND

In an incident within a single jurisdiction, where the nature of the incident is primarily a responsibility of one agency; e.g., fire, the deputy may be from the same agency. In a multi-jurisdictional incident, or one which threatens to be multi-jurisdictional, the deputy role may be filled by an individual designated by the adjacent agency. More than one deputy could be involved. Another way of organizing to meet multi-jurisdictional situations is described under Unified Command.

UNIFIED COMMAND

A Unified Command structure is called for under the following conditions:

- The incident is totally contained within a single jurisdiction, but more than one department or agency shares management responsibility due to the nature of the incident or the kinds of resources required; i.e., a passenger airliner crash within a national forest. Fire, medical, and law enforcement all have immediate but diverse objectives. An example of this kind of Unified Command structure is depicted below.
- Emergency Management Coordinator – will play a role in the Logistics Section. He will be responsible for providing facilities, services, and materials for the incident.

He will also be the lead agency in hazardous material and terrorist incidents.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

INCIDENT COMMAND

SINGLE/UNIFIED COMMAND DIFFERENCES

The primary differences between the Single and Unified Command structures are:

- In a Single Command structure, a Single Incident Commander is solely responsible, within the confines of their authority, to establish objectives and overall management strategy associated with the incident. The Incident Commander is directly responsible for follow-through, to ensure that all functional area actions are directed toward accomplishment of the strategy. The implementation of planning required to effect operational control will be the responsibility of a single individual (Operations Section Chief) who will report directly to the Incident Commander.
- In a Unified Command structure, the individuals designated by their jurisdiction, must jointly determine objectives, strategy and priorities. As in a Single Command structure, the Operations Section Chief will have responsibility for implementation of the plan. The determination of which agency or department the Operations Section Chief represents must be made by mutual agreement of the Unified Command. It may be done on the basis of greatest jurisdictional involvement, number of resources involved, by existing statutory authority, or by mutual knowledge of the individual's qualifications.

SPECIFIC OPERATIONS

BASE

I. Functional Location

- a. 200' from building – minimum
 1. Utilize off street parking lot if available – pre plan
 2. Consider control, access to building
 3. Verify location with IC
 4. Notify fire dispatch of base location

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

INCIDENT COMMAND

II. Responsibilities – Reports to Logistics

- a. Verify location of Base with Incident Commander, Logistics, Lobby Control and then manage all operations at base: apparatus, parking company standby area, equipment pool area, ambulance standby area, traffic control.
- b. Deliver equipment from Base to Lobby Control.
- c. Direct companies from Base to Lobby Control.
- d. Maintain communications, records
 - 1. Assign specific personnel
 - 2. Keep updated inventory of apparatus, manpower and equipment available in Base, en route to Lobby Control, etc.

III. Objectives

- a. Street, Traffic, Control in Base
 - 1. Use apparatus, block street
 - 2. Control apparatus parking
 - 3. Police assistance, when available
- b. Base Arrangement
ESTABLISH FUNNELIZED CONTROL, COMMUNICATION
 - 1. Equipment pool location
 - 2. Company reserve standby location
 - 3. Ambulance standby area
 - 4. Prevent equipment from freezing

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

INCIDENT COMMAND

- c. Equipment, personnel movement to building
 - 1. Establish safe route – coordinate with Lobby Control
 - 2. All personnel take equipment
 - 3. Obtain outside assistance for equipment movement, if necessary
 - a. Pickup truck, etc.
- d. Consult with Logistics
 - 1. Establish reserve minimum number of companies and equipment
- e. Use of reserve personnel
 - 1. Stock equipment pool
 - 2. Move priority equipment to building – return
- f. Water supply to building
 - 1. Assume back-up responsibility, if necessary

LOBBY CONTROL

- I. Functional Location
 - a. Lobby Area
 - 1. Elevator lobby
 - 2. Ground level stairwell access
- II. Responsibilities – Reports to Logistics
 - a. Manage all lobby control activities; elevators, air handling systems, stairwell access, priority equipment movement, building engineer contact.
 - b. Manage base until Company assigned
 - c. Coordinates movement of resources between base and staging
- III. Objectives
 - a. Obtain Lock Box Keys
 - 1. Issue according to need (elevators, stairwells, air handling access)

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

INCIDENT COMMAND

- b. Assess Elevators
 - 1. Safety considerations
 - 2. Designate elevators for use when okay for use by Operations
 - a. Personnel (elevators need to be equipped with manual Firefighter-service control)
 - b. Equipment only (requires coordination at lobby control and operations)
- c. Assess Stairwells
 - 1. Unlock ground level entrances
 - 2. Direct incoming Companies (designate stairwell to use, distribute keys, phones, and floor plans if necessary)
 - 3. Establish equipment pool area
 - 4. Move priority equipment
 - 5. Physically mark stairwells, elevators, etc.
- d. Air Handling System
 - 1. Shut down, unless ordered otherwise
 - 2. After consulting with Incident Commander and Building Engineer, decision may be made to use system for smoke removal
- e. Maintain Records
 - 1. Companies sent aloft
 - 2. Equipment sent aloft
- f. Equipment
 - 1. Tables, masking tape, grease pencils, felt markers, etc.
 - 2. Hand/Hand-held radio
 - 3. Elevator keys, stairwell door keys

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

INCIDENT COMMAND

STAGING

- I. Functional Location
 - a. Two floors below incident floor, normally
 - 1. Should be large, not congested
 - 2. Adjacent to designated stairwell, elevator
- II. Responsibilities – Reports to Operations
 - a. Management all staging area activities: control of reserve and rehab personnel, maintenance of reserve equipment, First Aid Station
 - b. Plan and lay out staging area
 - 1. Reserve area
 - 2. Rehab area
 - 3. Reserve equipment areas (responsible for moving equipment from hallway into staging area and placing equipment into like groupings).
 - 4. Bottle change area (provide separate area, personnel to change bottles for working firefighter).
 - 5. First Aid Station (Provide separate first-aid station)
 - 6. Make signs and tape to walls identifying the different areas
- III. Objectives
 - a. Verify Staging area location with Operations Officer
Normally two (2) floors below fire
 - b. Consult with Operations Officer
 - 1. Identify minimum staffing reserve
 - 2. Identify project needs
 - c. Control areas
 - 1. Designated stairwell
 - 2. Elevator lobby area
 - 3. Personnel areas (Rehab and Reserve)
 - d. Maintain records
 - 1. Company status (in, out, on hand) – assign a man
 - 2. Equipment, general groupings
 - a. (Rescue, ventilation, breathing, fire attack)

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

INCIDENT COMMAND

- e. Establish equipment priority according to need
For example:
 - 1. Air bottles
 - 2. Hose with fittings
 - 3. Breathing apparatus (complete)
 - 4. Blowers
 - 5. Forcible entry tools
 - 6. Salvage equipment
 - 7. Resuscitator
 - 8. Pike poles
 - 9. Etc.

REHABILITATION SECTOR

The Rehab Sector's supervisor or someone else who is delegated this function will have personnel enter the Rehab by way of a single entry point, and will be time-logged in by the assigned person.

Accountability tags will be collected by the log-in person, and Companies will be assigned as a group.

The Rehab Sector will be located outside the operational activity area preferably; if a large floor area exists at the opposite end of the staging area. If not, you will look for a remote area.

These efforts should take into account the incident size, level of physical exertion, and the environmental conditions.

Rehab efforts should include rest, intake of fluids, and medical checks; should be directed by the Paramedics Supervisor. He/she would operate at the Command Post.

New Castle County's Medic Unit will triage members as needed. An EMS unit will be present for removal of the member down to lobby for transport to hospital if needed.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

INCIDENT COMMAND

After Firefighters have used two (2) SCBA cylinders, they will be assigned to a rehabilitation area in staging for a brief rest before returning to any tactical activities. Protective equipment and clothing can be safely removed, and resources appropriate to the incident can be employed such as:

Evaluations:

- Entry Vital Signs
- Blood Pressure
- Pulse and Temperature

The goal of the entry medical evaluation is to identify personnel with potential heat or stress related illnesses or injury, not to keep Firefighters for rest and rehydration.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

INCIDENT MANAGEMENT DUTIES FOR BATTALION CHIEFS

PURPOSE: To establish guidelines for battalion chiefs and acting battalion chiefs to use when assuming command of any incident. Developing a continuity of incident command procedures throughout the Wilmington Fire Department will enable safer operations.

POLICY: The following policy will be used by battalion chiefs and acting battalion chiefs to define their responsibilities when assuming command at any incident and implementing the Incident Management System.

First Due Battalion Chief

The first arriving battalion chief or acting battalion chief will assume command of the incident and remain as the Incident Commander unless relieved by a higher ranking chief officer.

The Incident Commander will insure the following items are completed at all incidents, as needed:

- Upon arrival an incident size up will be given. The initial incident size up will include the building type, occupancy, and conditions. A complete 360 degree size up will be completed at all incidents and can be completed by the Incident Commander or any available company member. Additional size up information will be given upon completion of the 360 degree size up.
- Communicate the strategy (Offensive or Defensive) or investigation mode during the early stages of the incident.
- Develop the initial Incident Action Plan.
- Evaluate the need for additional resources.
- Request additional resources, as needed.
- Begin a tactical worksheet or utilize the Incident Command Tactical Work Box, as needed.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

INCIDENT MANAGEMENT DUTIES FOR BATTALION CHIEFS

First Due Battalion Chief (Continued)

The Incident Commander will insure the following items are in place at all working fires and significant incidents until the incident is placed under control and no personnel are operating in a hazardous environment:

- The Incident Commander will secure the TAC Channel and establish a “Command Presence” on the TAC Channel throughout the incident. **COMMAND PRESENCE**
- The Incident Command Tactical Work Box will be utilized by the Incident Commander at all working fires and significant incidents (MCIs, Haz-Mat & SOC Incidents, etc.). The Command Post location will be announced. **COMMAND BOX**
- The Incident Commander will verify that a 360 Degree Size Up has been completed of the entire structure or incident scene. The Incident Commander will confirm the number of stories front and rear, conditions showing, basement access and conditions, and operating strategy (Offensive or Defensive). **360 SIZE UP**
- The Incident Commander will know what companies and resources are on scene, their assignments, and their locations at all times. **ACCOUNTABILITY**
- The Incident Commander will assign an incident command system position to the additional arriving battalion chiefs and/or staff officers based upon the needs of the incident. *Examples:* Division Supervisor (Interior Level, Roof, etc.) , Side Supervisor (A, B, C, D), Incident Command Staff (Operations, Planning, Logistics, etc.), Safety Officer, or Incident Commander’s Aide. **INCIDENT COMMAND STAFF**
- The Incident Commander will ensure that at least 1 RIT company is in place at all working fires and other necessary incidents. If the RIT company is committed to other duties, an additional RIT company will be requested to the scene and set up immediately. The Incident Commander will know who the RIT company(s) is and their location on the incident scene at all times. **RIT COMPANY**

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

INCIDENT MANAGEMENT DUTIES FOR BATTALION CHIEFS

Second Due Battalion Chief

The second arriving battalion chief or acting battalion chief will report to the Incident Commander in full PPE including SCBA for an assignment based upon the needs of the incident. *Examples:* Division Supervisor (Interior Level, Roof, etc.), Side Supervisor (A, B, C, D), Incident Command Staff (Operations, etc.), Safety Officer, or Incident Commander's Aide. The Passport Accountability Board will be brought to the command post, if equipped.

Third Due Battalion Chief or Staff Officer

The third arriving battalion chief, acting battalion chief, or staff officer will report to the Incident Commander in full PPE for an assignment based upon the needs of the incident. *Examples:* Division Supervisor (Interior Level, Roof, etc.), Side Supervisor (A, B, C, D), Incident Command Staff (Operations, etc.), Safety Officer, or Incident Commander's Aide. The Passport Accountability Board will be brought to the command post, if equipped.

Additional Arriving Staff Officers

All additional arriving staff officers will report to the Incident Commander and will assist at the command post unless needed in another Incident Command System position.

REV. DATE: 03/01/23

ORDERED BY: John M. Looney

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

INCIDENT SAFETY OFFICER (ISO)

PURPOSE: To insure safety and Departmental procedures are followed at an Incident allowing the Incident Commander to focus completely on the incident beforehand.

POLICY: Upon arrival at any emergency incident where the ISO has been established, he/she shall obtain a briefing from the Incident Commander and shall designate a fire ground perimeter. The ISO will then insure the following functions are carried out and monitored:

- Apparatus placement and positioning is monitored for safety.
- Personnel Accountability System is being utilized.
- Insure that the incident scene rehabilitation is established.
- Establish safety zones, collapse zones, hot zones, and other designated hazard areas and communicate these areas to all members present at the scene.
- Advise the Incident Commander immediately of any hazards, collapse potential and any fire extension in buildings.
- Exercise emergency authority to stop and present unsafe acts.
- Monitor radio transmissions and stay alert to transmission barriers that could result in missed, unclear or incomplete communication.
- Insure that all policies governing the wearing of firefighting gear, self-contained breathing apparatus and accountability are being utilized.
- Insure Rapid Intervention Teams (RIT) are in place and ready for deployment.

REV. DATE: 06/20/2018 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

INTERSTATE HIGHWAY WATER SUPPLY RESPONSE

PURPOSE: To insure an adequate water supply on Interstate Highways when booster tanks are not sufficient for the situation.

POLICY: When Companies on any Interstate Highway Response need an additional water supply, the following will be implemented:

I-95

1. Dispatch extra Engine Companies as needed.
2. Dispatch one Engine Company and one Ladder Company to supply standpipes.
3. Request mutual aid tank trucks as needed.

I-495

1. Dispatch extra Engine Companies as needed.
2. Dispatch one Engine Company and one Ladder Company to supply standpipes.
3. Dispatch Fireboat #7 to supply Christina River Bridge standpipe.
4. Request mutual aid tank trucks as needed.

REV. DATE: 11/01/17 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

KNOX BOX RAPID SECURITY SYSTEM

PURPOSE: To establish a standard procedure for the securing of any component of the Knox Box Rapid Security System after initial installation or after any subsequent entry.

POLICY: When contacted to secure a Knox Box device after the building owner or his/her representative has made the initial installation or to update keys or access cards, the Officer will:

1. Notify Fireboard via telephone that he/she is responding to the specific address for the purpose of securing or updating a Knox Box Device and will need an incident number for an incident report.
2. After securing the Knox Box, the Officer will document in the incident report the new key installation and that the Knox Box at that address has been secured.
3. A memorandum will be sent to the Deputy Chief of Fire Prevention providing the following information:
 - a. Business Name & Address
 - b. Serial Number (located on access door plate)
 - c. Type & Model

When accessing a Knox Box device to gain entry into a building or structure during a response or inspection, the Incident Commander or company officer will:

1. Advise Fireboard to notify Wilmington Police that entry was gained into the building using a key from the Knox Box, if necessary.
2. Upon termination of the incident or completion of the inspection, the Incident Commander will document in the incident report that all keys have been returned to the Knox Box and that the building and Knox Box has been secured by the fire department.

REV. DATE: 3/01/23 **ORDERED BY:** John M. Looney

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

LOCAL ALARM OPERATIONS

PURPOSE: To standardize Engine, Ladder, and Squad Company operations on local alarm responses to fire alarm system activations, detector activations, or investigations.

POLICY:

The first due engine and ladder companies will be the investigating companies on all local alarms. The second arriving engine company or squad company will proceed into the scene and stand by for orders with all personnel remaining at the apparatus.

If a smoke or fire condition is located during an investigation of a local alarm, the Incident Commander will request a Structure Fire Box Alarm or High Rise Structure Fire Box Alarm assignment and the appropriate S.O.P. will be followed.

First Due Engine Company (Non-High Rise or Non-Standpipe Structure)

- Locate the closest hydrant and stage the apparatus in a position for a primary water supply, if needed. The apparatus shall be positioned to allow ladder company apparatus access to the structure.
- Team 1 will proceed to the structure or incident area in full PPE and SCBA with appropriate hand tools and equipment necessary for the investigation.
- If the structure is equipped with a fire alarm system, the company officer will proceed to the fire alarm panel and verify the location of the activation(s) and advise the Incident Commander of the same.
- Team 1 will investigate the reported area and advise the Incident Commander of the findings.
- Team 2 will stand by with the apparatus in full PPE.
- If a smoke or fire condition is located, the first arriving engine company will follow the S.O.P. for Structure Fire Box Alarm Operations.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

LOCAL ALARM OPERATIONS

First Due Engine Company (High Rise or Standpipe Structure)

- Respond to the front of the building (Side A). Apparatus will be positioned so it does not block access to the fire department connections or impede the placement of additional arriving apparatus.
- The company officer and all members will enter the building in full PPE including SCBA with the 2½" high rise packs and accessory bag along with flat head axe, Halligan bar and Knox Box key.

2½"-High Rise Equipment will consist of:

- (4) high rise hose packs each containing 50' of 2½" hose (200' total) with Elkhart 1 1/8" smooth bore nozzle
- Accessory bag containing the following:
 - in line pressure gauge
 - Short section of 3" hose
 - 1½" x 2½" adapter
 - 100' section of 3/8" rope
 - (3) utility hose straps
 - various wrenches
- The company officer will proceed to the fire alarm panel to determine alarm locations. After determining the location(s) of the alarm or fire, the officer will select the stair tower that will be utilized and activate firefighter service Phase I on the building elevators. Building elevators will not be used if firefighter service cannot be activated or there is water or smoke inside the elevator car or shaft. The status of elevator control and designated attack stair tower will be transmitted by radio. The standpipe outlet on the fire floor may be used if the valve is located in an area where conditions permit. Otherwise, the standpipe outlet on the floor below will be utilized.
- Investigations on the reported fire floor will be done by the company officer and nozzle firefighter with all high rise pack hose and equipment staged at the location of the standpipe hook up with the driver and hydrant firefighter.
- If a smoke or fire condition is located, the first arriving engine company will follow the S.O.P. High Rise Structure Fire Box Alarm Operations.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

LOCAL ALARM OPERATIONS

Second Due Engine Company (Non-High Rise or Non-Standpipe Structure)

- The second arriving engine company will locate a separate hydrant to prepare for a secondary water supply and standby for orders.
- If a smoke or fire condition is located, the second arriving engine company will follow the S.O.P. for Structure Fire Box Alarm Operations.

Second Due Engine Company (High Rise or Standpipe Structure)

- The second arriving engine company will locate the closest hydrant to prepare for a primary water supply for the building standpipe system and standby for orders.
- If a smoke or fire condition is located, the second arriving engine company will follow the S.O.P. for High Rise Structure Fire Box Alarm Operations.

First Due Ladder Company

- The first arriving ladder company will be positioned on Side A of the structure or in the location that provides the best aerial access.
- Team 1 will proceed to the structure or incident area in full PPE and SCBA with appropriate hand tools and equipment necessary for the investigation.
- If the structure is equipped with a fire alarm system, the company officer will proceed to the fire alarm panel and verify the location of the activation(s) and advise the Incident Commander of the same.
- Team 1 will investigate the reported area and advise the Incident Commander of the findings.
- Team 2 will stand by with the apparatus in full PPE.
- If a smoke or fire condition is located, the first arriving ladder company will the S.O.P. for Structure Fire Box Alarm Operations or High Rise Structure Fire Box Alarm Operations.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

LOCAL ALARM OPERATIONS

Squad Company

- The squad company will position the apparatus close to the scene in a location not to block access for other apparatus.
- The squad company will stand by at the apparatus and await orders from the incident commander.
- If a smoke or fire condition is located, the squad company will the S.O.P. for Structure Fire Box Alarm Operations or High Rise Structure Fire Box Alarm Operations.

**** The squad company will take the First Due Engine Company assignment in their first due area and when necessary. When the squad company is operating as the first due engine, all engine companies will remain in engine company assignments. ****

**** The squad company will not take the second due engine company assignment for local alarm assignments. The squad company will stand by for orders and follow the "Squad Company" assignments listed in the Structure Fire Box Alarm and High Rise Structure Fire Box Alarm S.O.P.s if placed in service on a local alarm. ****

First Due Battalion Chief

- The first arriving battalion chief will ensure a 360 degree size up of the structure is completed and confirm initial information from the first due engine or ladder company officer, if they are not first on scene. Once the information is verified as needed, the first due battalion chief will assume command of the incident. A command post will be set up at a safe exterior location using the incident command and accountability box, as needed. The first arriving battalion chief will operate as the Incident Commander unless relieved by a higher ranking chief officer.
- If a smoke or fire condition is located during the investigation, the Incident Commander will request a Structure Fire or High Rise Structure Fire Box Alarm assignment and the appropriate S.O.P. will be followed.

DATE: 03/01/23

ORDERED BY: John M. Looney

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

MARINE UNIT

PURPOSE: To provide direction and guidance concerning the deployment of the Marine Units (i.e., Fireboat 7; M-8; M-13) and establish training/certifications needed to safely navigate waterways and operate onboard the vessels.

POLICY: The Marine Unit's primary responsibility is rescue, firefighting, harbor safety and environmental protection. The City of Wilmington has Memorandums of Agreement (MOA) with Delaware Volunteer Fire/Marine Units along with D.S.P.; D.N.R.C; D.R.B.A.; PSE&G (Salem Nuclear Plant); Motiva; and the U.S. Coast Guard Delaware Bay Sector through the Tri-State Marine Firefighting Task Force.

It will be the policy of the Wilmington Fire Department that Personal Flotation Devices (PFD) be worn at all times when underway at an emergency incident and training evolutions on the following vessels: Marine #8, Marine #10, Marine #11, and Marine #13. A PFD will be required when operating outside the cabin of Fireboat #7.

RESCUE:

The primary responsibility of the Marine Unit is rescue on all waterways within the jurisdiction of the City of Wilmington including Hoopes Reservoir; and also when severe weather causes flash flooding on City streets. The crew has daily training to handle any situation that might accrue such as industrial accidents aboard large ships; barges; dredges that are away from the dock in the Wilmington Anchorage or other areas that are not accessible by land companies.

FIREFIGHTING:

Land based companies may only be able to fight fires on the land side of many waterfront businesses and industries. The Marine Unit must supply fire protection for the Port of Wilmington and many other businesses in the area of Wilmington's Riverfront district. The Marine Unit must also be able to handle fires aboard all types of vessels. The Marine Unit also has the capability to provide LDH water supply to land based firefighting operations.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

MARINE UNIT

SAFETY PATROLS:

The Marine Unit can be a deterrent to vandalism, theft, and other types of illegal acts along our waterways just by our presence. Daily monitoring of all vessels and their activities would bring piece of mind to their owners and those of the waterfront community. Safety patrols are conducted regularly to keep a watchful eye for any reckless operation of boats and all hazards to navigation. If any act of vandalism or illegal act is in progress, our boat operators will notify the local law enforcement agency and stay a safe distance. They will call for the Coast Guard on VHF Channel 81 and try to hail another law enforcement unit on VHF Channel 16. While on safety patrols, the crew has the responsibility to mark or remove debris such as logs, lumber, tires or damaged pilings which may be a hazard to navigation and report the same to the proper authority for removal.

ENVIRONMENTAL PROTECTION:

While on safety patrols the Marine Unit monitors the waterways for oil or chemical spills and is trained in how to handle or contain such problems. The crew has a thorough knowledge of all sanitation devices used on vessels today and the safety requirements for fuel transfer stations along our waterway.

STAFFING:

Operators: Shall be designated by the Chief of Fire. Must meet the Fire Department's minimum standard of Firefighter Level II. There shall be three classifications for operators: Fire Boat Captain; Small Boat Operator; and Deck Hand. All shall have extensive knowledge and training to be responsible for the safe operations of the Marine Units. It should be understood that the ultimate responsibility for the safety of the crew, boat, and assignment is held by the Small Boat Operator or Fireboat Captain. When a fire department vessel is underway with a fire line officer on board, that is not a certified Fireboat Captain or Small Boat Operator, the operator of the vessel shall be responsible for the selection of the vessel to respond and all operations concerning the vessel. The fire line officer will have responsibility of the incident scene not concerning the operation of the department's vessel. It is imperative that both the officer and the operator work closely together to communicate their expectations and whether they are obtainable or not. Should the operator of the vessel hold a higher certification than the line officer, it will be the operator's discretion on which vessel to take.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

MARINE UNIT

It shall be the responsibility of all Operators to operate the vessel in a manner regarding strict safety for the crew, the public and property. He/she shall also control their actions by following exceptional marine practices including the USCG Rules of the Road and Departmental S.O.P.'s

It will be the decision of the District #2 Battalion Chief to assign an operator when a qualified boat officer is not available. The qualified Firefighter assigned shall have the same responsibilities that an Officer assigned as an operator would have. The list below describes levels of responsibilities with the most qualified at the top. These positions may be filled by a fire line Officer or a Level II Firefighter.

FIREBOAT CAPTAIN:

The Fireboat Captain shall possess a USCG Merchant Mariner Credential with a minimum rating of 100 Gross Tons with either Inland or Near Coastal endorsement. He/she shall have successfully completed the department's Small Boat Operator training certification and be qualified on both small boats. He/she will have thorough knowledge of all systems of Fireboat 7. Because of the size and systems onboard Fireboat 7 there will be no set hours of completion of training. Recommendation of certification will be made to the Deputy Chief of Operations from the Lieutenant of the Marine Unit once the Fireboat Captain candidate has successfully demonstrated knowledge and confidence in the operation of the vessel and its systems. Having a licensed operator is preferred for insurance reasons. The City of Wilmington carries separate insurance on Fireboat 7 and the vessel is inspected annually.

SMALL BOAT OPERATOR:

A small boat operator shall have the minimum of a State Approved (DE, NJ, PA) Certified Safe Boating Class with proof of successful completion. He/she shall be a department certified Deckhand as outlined in this SOP and training form. He/she shall have 40 hours of documented training by a member holding the position of Small Boat Operator or above. The operator shall have thorough knowledge of the systems for each vessel they are operating, the basic electrical layouts of each vessel and knowledge of the navigation electronics. Recommendation of certification will be made to the Deputy Chief of Operations from the Lieutenant of the Marine Unit once the Small Boat Operator candidate has successfully demonstrated knowledge and confidence in the operation of the vessels and their systems.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

MARINE UNIT

DECK HAND:

Must be trained in the proper handling of lines, deck equipment, and all fire and rescue equipment stored on all vessels he/she will be working on. Understand damage control procedures and make necessary emergency repairs to the vessels or equipment. He/she will complete in-house training as outlined by the Chief of Fire and will complete a competency practical test given by the officer of the Marine Unit.

TERMINOLOGY:

The term “PILOT” should not be used when referring to an operator. Operators should be referred to as their level of certification (Fireboat Captain or Small Boat Operator). This is preferred as to avoid any confusion when the vessels are underway and dealing with the marine community. A “Pilot” is a separate more technical USCG License endorsement.

TRAINING:

Search and Rescue (SAR) Boat Training Program

The objective of the SAR boat training is to establish an initial training program that will permit a department wide minimum standard basic training for all boat and water rescue crews. The training criterion for this program is taken from the Coast Guard Boat Crewman qualification guide M16114.6. Records for each individual will be maintained on a special form identifying each subject area. When a member demonstrates his ability to perform a specific phase as outlined in the training program the Marine Unit Officer in charge shall sign the master check off sheet opposite the major subject. Once a member has completed the required tasks for a specific job description, a memo will be forwarded to the Deputy Chief of Operations stating that the member has demonstrated the skills and knowledge necessary to be an operator or deckhand. The department will require each member to demonstrate his/her skill annually to the satisfaction of the Marine Unit Officer.

This training will be three parts consisting of but not limited to:

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

MARINE UNIT

1. General training for SAR boat crews suitable for all personnel. Deck hands, seamanship, line handling, look-out, communications, personnel rescue, man overboard, relief operator.
2. Specified training for individual members of SAR boat crews. Small boat operators, navigation, damage control, on-board systems, search and rescue procedures, towing, marine firefighting, swift water operations.
3. Advance training for SAR boat crews. Operators, advance radar and GPS navigation, commercial ship board fire control systems, vessel stability, severe weather operations, oil boom deployment.

AREA OF TRAINING OPERATIONS:

The following will be defined as the authorized area for training operations:

Delaware River: Commodore Barry Bridge South to the PSE&G Nuclear Power Plant including the Salem River and Delaware City Branch Canal.

C&D Canal: Mouth of the Delaware River Westward to the DE Route 1 Bridge.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

MARINE UNIT

LOG BOOK AND PRE-OPERATIONAL CHECKLIST:

Each vessel has a log book and pre-operational checklist which must be completed with the following information prior to vessel operation and return of a mission.

1. Complete both pre-operational checklists and post-operational checklists each time a vessel is used.
2. Complete activity logs as they relate to any activity along the waterway.
3. The S.O.P. for on-duty accidents dated November 30, 2017; will be used when any damage is done to any Marine Unit.
4. Report any lost equipment or damage to any vessel or equipment contained on the vessel, including propellers, that occurs during a tour of duty as soon as possible but no later than the end of the tour of duty in which the damage occurred or was discovered. Contact personnel are:
 - Captain Michael Khairzada (F-10) – WFD
Office: 571-4585
Email: michael.khairzada@cj.state.de.us
Mobile: (302) 388-6790
 - Deputy Chief of Operations – WFD
Office: 576-3153
Email: WFDChiefs e-mail group
5. Maintain all vessels in a clean and safe condition and in a state of operational readiness (i.e., fueled, clean, equipment in place, etc.).

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

MARINE UNIT

COMMUNICATIONS:

Prior to the marine unit getting underway, the boat operator shall notify communications (Fireboard) via radio the following information:

- Marine Unit call sign.
- The number of crew members on board, plus passengers, if any.
- The intended mission.

Once underway, the crew must monitor VHF Channel 16 on the marine VHF radio, WFD-A on the mobile fire radio. If the vessel is equipped with more than one marine VHF radio channel 13 shall be monitored also.

MEDICAL EMERGENCIES:

1. Any time a crew encounters an individual(s) on the waterways who may be in need of emergency medical assistance, the crew shall render aid to their maximum trained capabilities.
2. If advanced medical assistance or transportation is needed to a medical facility, the crew shall notify Fireboard of the particulars; and the dock in which the ALS-BLS unit needs to respond to meet the arriving marine unit.
3. Appropriate reports will be filled out as to the nature of the call and actions taken.
4. Should a request to be made to respond to a larger vessel for a medical emergency, notification will be made to Fireboard that an ALS-BLS unit, along with a land company and the District 2 Battalion Chief, if available, also board the vessel to assist.

REV. DATE: 11/01/17

ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

MAYDAY

PURPOSE: To establish a procedure/policy for the immediate actions following any MAYDAY transmission made on the fire grounds. This procedure/policy is in accordance with the MAYDAY policy adopted by the fire service in the State of Delaware.

POLICY: This policy/procedure will be followed by the firefighter transmitting the MAYDAY and the Incident Commander.

“MAYDAY” – is a universal distress call, repeated three times “mayday, mayday, mayday” to alert units operating on the incident scene to an immediate severe need for assistance.

Anytime a firefighter is in distress, needs assistance, or incapacitated a MAYDAY shall be immediately transmitted. A MAYDAY may be transmitted by the firefighter in distress, a crew member on behalf of the firefighter in distress, or a divisional/incident commander. Examples of MAYDAY situations:

- A crew member has fallen through the roof or floor.
- A crew member has been caught in a catastrophic event, such as a flashover, explosion, backdraft, or collapse.
- A crew member has become entangled, trapped, pinned, stuck, or separated from their crew in an IDLH atmosphere.
- A crew member is disoriented, missing, lost, or loss contact with a hose line or search line.
- A crew member’s egress becomes blocked by fire or structural collapse and an alternate egress is not immediately available.
- A crew member’s low air alarm activates and the egress is not available.
- Any situation when the life safety of a crew member is at immediate risk.

Calling the MAYDAY

When a firefighter finds themselves to be in distress and needing immediate assistance, the firefighter will transmit a MAYDAY...

“MAYDAY, MAYDAY, MAYDAY...” followed by the three Ws.

W – Who is calling the MAYDAY?

W – Where is the MAYDAY at?

W – What is the problem? / What assistance is needed?

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

MAYDAY

Example:

“MAYDAY, MAYDAY, MAYDAY... Firefighter Smith from Engine 2, on Division 2, Cut off from crew and low on air”

The Incident Commander will immediately acknowledge the MAYDAY...

“Command to all units on the fire ground, a MAYDAY has been declared by (Name of Firefighter) from (Company). Stop all routine radio traffic and continue operations.”

The Incident Commander will immediately implement the “Mayday Tactical Worksheet” and transfer command of fire ground operations to another on scene officer.

All fire ground operations will maintain radio discipline and continue to complete their assignments. The Incident Commander will make direct communication with the distressed firefighter and access any LUNAR information not already obtained.

L – Location
U – Unit
N – Name
A – Air Status
R – Resources Needed

Additional Considerations:

- A second alarm will automatically be dispatched upon confirmation of the MAYDAY by the New Castle County Fireboard.
- A Personnel Accountability Report (“PAR”) should be complete as soon as fire ground and rescue operations allow. The PAR check does not need to be completed on the radio but may be done by face-to-face communications.
- The on scene Rapid Intervention Team (RIT) will be deployed and a secondary RIT should be assigned.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

MAYDAY

- During the course of the rescue, consider switching parts of the fire operations to an alternative channel. The firefighter in distress, the RIT, and the MAYDAY commander shall all stay on main operational channel or the channel the MAYDAY was declared on .

Additional Methods for Transmitting/Alerting for a MAYDAY

- Activation of the emergency alert function on the radio
- Activation of the SCBA PASS alarm

***Attachment: The MAYDAY Tactical Worksheet

REV. DATE: 02/07/2018

ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

MOTOR VEHICLE COLLISION WITH ENTRAPMENT

MOTOR VEHICLE COLLISION WITH SUBJECTS TRAPPED

I. Initial Response Dispatch

- First due Engine Company (response district)
- Squad Company #4
- One Battalion Chief (response district)
- One BLS
- One ALS
- If incident occurs in Squad #4's response district an additional Engine Company will be dispatched

II. Arrival on scene

- Establish command
- Use apparatus positioning to provide safe work area when possible
- Identify potential hazards
- Call for additional resources if needed
- All personnel will be in full PPE including traffic safety vests

III. Incident assessment

- Number of vehicle involved
- Number of patients and location of patients
- Evaluate vehicle stability
- Evaluate any additional hazards

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

MOTOR VEHICLE COLLISION WITH ENTRAPMENT

IV. Immediate Hazard Control

- Fire control
- Energized electrical wires or equipment control
- Fuel leak control
- Vehicle movement control (take vehicle out of gear, shut off ignition, remove keys from vehicle)

V. Patient Contact

- All vehicles will be properly stabilized prior to patient care
- Patient contact will be made from a direction to minimize patient movement
- EMT access to the vehicle will be made from the safest point for both the patient and the EMT
- Patient will be assessed and properly stabilized prior to removal or extrication
- All patients will be properly protected from glass and sharp objects
- Proper patient removal techniques will be used during all removals and extrication

VI. Subjects Trapped

- Vehicle stabilization will be monitored during the extrication process
- Victim stabilization will be monitored during the extrication process
- Charged hose line will be deployed for fire protection
- Disconnect battery
- Assess for air bags and locations. Use proper clearance when working in the vicinity of an un-deployed air bag.
- Protect patient during glass removal
- Extricate patient using proper vehicle extrication techniques
- Be aware of additional air bags, pretensioners, and Hybrid vehicles
- Assist EMS personnel with patient packaging and removal

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

MOTOR VEHICLE COLLISION WITH ENTRAPMENT

VII. Termination Phase

- Cover all spills with appropriate absorbent material
- Clean up accident/extrication debris when applicable
- Safety demobilize all fire department equipment
- Secure all equipment on the apparatus
- Turn scene over to the proper police agency
- Critique incident if necessary

DATE: 11/01/17 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

MOTOR VEHICLE COLLISION

PURPOSE: To provide safe operational guidelines for Wilmington Fire Department personnel who respond to motor vehicle collisions.

POLICY: The following SOP is an operational guideline for using proper technique and approved procedures when operating at a Motor Vehicle Collision or Motor Vehicle Collision with Entrapment.

MOTOR VEHICLE COLLISION

I. Initial Response Dispatch

- First due Engine Company (response district)
- One BLS

II. Arrival on scene

- Establish command
- Use apparatus positioning to provide safe work area when possible
- Identify potential hazards
- Call for additional resources if needed
- All personnel will be in full PPE including traffic safety vests

III. Incident assessment

- Number of vehicle involved
- Number of patients and location of patients
- Evaluate vehicle stability
- Evaluate any additional hazards

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

MOTOR VEHICLE COLLISION

IV. Immediate Hazard Control

- Fire control
- Energized electrical wires or energized traffic control equipment
- Fuel leak control
- Vehicle movement control (take vehicle out of gear, shut off ignition, remove keys from vehicle)

V. Patient Contact

- All vehicles will be properly stabilized prior to patient care
- Patient contact will be made from a direction to minimize patient movement
- EMT access to the vehicle will be made from the safest point for both the patient and the EMT
- Patient will be assessed and properly stabilized prior to removal or extrication
- All patients will be properly protected from glass and sharp objects
- Proper patient removal techniques will be used during all removals and extrication

VI. Termination Phase

- Cover all spills with appropriate absorbent material
- Clean up accident/extrication debris when applicable
- Safety demobilize all fire department equipment
- Secure all equipment on the apparatus
- Turn scene over to the proper police agency

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ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

NALOXONE PROGRAM (NARCAN)

PURPOSE: To establish a procedure for the administration, maintenance and deployment regarding nasal Naloxone. The procedure's objective is to treat opioid overdoses by the proper pre-hospital administration of nasal Naloxone.

POLICY: It will be the policy of the Wilmington Fire Department to train and equip all fire department personnel to properly possess and administer nasal Naloxone as per the State of Delaware's Public Safety Personnel Naloxone Standing Order.

Definitions

Opiate – An opiate is any controlled substance containing or compounded to be a derivative of morphine, morphine sulfate. The term opiate describes any of the narcotic opioid alkaloids found as natural products in the opium poppy plant, Papaver somniferum. Commonly encountered opiates include Heroin, Morphine, OxyContin, Percocet, Percodan, Fentanyl and Dilaudid.

Naloxone is an opioid antagonist drug. Naloxone is a drug used to counter the effects of an opiate overdoses. Naloxone is specifically used to counteract the life threatening depression of the central nervous system and respiratory system.

Criteria for the Utilization of Nasal Naloxone

- A patient assessment will be performed to determine that the patient is unresponsive, absence of breathing and/or pulseless and is in a potential overdose state. Utilize information provided by bystanders and indications of opiate use in the area of the patient.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

NALOXONE PROGRAM (NARCAN)

Naloxone Dosages

- All fire department personnel will utilize scene safety and universal precautions when administering Nasal Naloxone. The State of Delaware's Public Safety Personnel Naloxone Standing Order will be followed.
- Initiate respiratory support using bag valve mask with supplemental O2.
- If at any time pulses are lost, initiate CPR/AED as per normal protocol.
- Administer 1mg of nasal Naloxone into the patient's nostril.
- A second 1mg dose may be given in the opposite nostril if the patient is still not breathing adequately.
- After administering the Naloxone, the patient shall be continuously monitored and treated until EMS arrives and assumes patient care.
- The Company Officer will brief the incoming EMS (BLS/ALS) of the treatment and condition of the patient prior to transfer of care.

Contraindications for Use

- Patient is 14 years old or younger (contact Medical Control)
- Patient is unconscious but breathing adequately
- Patient has already received two doses of Naloxone.

Documentation

Whenever Naloxone is administered, the Delaware Public Safety Personnel Naloxone Administration Form will be completed and submitted. This form will be completed and e-mailed to the Office of EMS (OEMS@state.de.us) and to the Officer of Safety and Training. If you are unable to e-mail the form to OEMS, the form must be faxed to OEMS at 302-223-1330. Fax machines are located at Fire District #1 or #2 or can be faxed from Fire Headquarters. A form must be completed for each and every administration of Naloxone. This will include medication accidentally broken or destroyed during assembly prior to administration. A copy of this report will be forwarded to the Officer assigned to Safety and Training via e-mail.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

NALOXONE PROGRAM (NARCAN)

Naloxone Supplies

All Naloxone supplies will be provided by St. Francis Emergency Services at this time. All requests for Naloxone will be through PA-100 on a one for one basis. The Naloxone tracking system utilized by St. Francis EMS will be used. A maximum of two naloxone kits will be carried on the apparatus. Each Naloxone kit will include a plastic syringe barrel, atomization device and 2mg Naloxone vial.

Expired/Damaged Doses

All damaged or expired doses of Naloxone will be IMMEDIATELY reported to the Company Officer. The Company Officer will contact PA-100 to pick up the damaged or expired doses for documentation and disposal as per St. Francis protocol.

Storage of Naloxone

- All Companies will store Naloxone in the issued approved containers.
- The issued approved containers will be carried in the EMS jump bag.

REV. DATE: 06/21/2018 ORDERED BY: Michael Donohue
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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

NATURAL GAS EMERGENCIES

PURPOSE: To provide safe operational guidelines for natural gas emergencies. This SOP will apply to all members of the Wilmington Fire Department who respond and operate at natural gas emergencies.

POLICY: To establish procedures for safe and effective operations at natural gas emergencies incidents.

Introduction

Properties of Natural Gas

- Colorless
- Odorless – however, to increase detectability, a mercaptan odorant is added at the local distribution station, which gives natural gas its characteristic “rotten egg” smell
- Non-toxic
- Lighter than air (vapor density between 0.59 and 0.72)
- Combustible

Hazards of Natural Gas

Explosive Hazard

Natural gas is composed primarily of the hydrocarbons, methane, ethane and propane, which can become highly explosive when combined with air and an ignition source. The Lower Explosive Limit (LEL) for natural gas is 3.9%-4.5% while the Upper Explosive Limit (UEL) is 14.5%-15%. Only intrinsically safe equipment will be used. At present time our Department radios **ARE NOT** intrinsically safe.

Oxygen Displacement Hazard

While natural gas is not toxic, at high concentrations it will displace oxygen, which could lead to asphyxiation.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

NATURAL GAS EMERGENCIES

Migration Hazard

Since natural gas is lighter than air, it has the potential to create an explosive or oxygen displacement hazard a great distance away from the source of the leak. Indoors, natural gas can migrate upwards in a building through a service chase or wall cavity. Outdoors, natural gas leaking from an underground pipe typically permeates the ground and rises harmlessly into the air. However, if the ground is frozen or covered with impermeable concrete or pavement, the gas will begin to migrate laterally until it finds a channel to follow. This channel could be a sewer line, conduit or even the loosely compacted trench in which the gas line itself is buried. If the channel leads into a confined space such as a vault or basement, natural gas concentrations could rise high enough to create an explosive or asphyxiation hazard.

Burning natural gas should not normally be extinguished. Since this would change the situation from a visual to an invisible hazard with an explosive potential. Stopping the flow of gas should control fires that have not extended to other surroundings.

Reported Gas Leaks or Odors

All calls for gas leaks or gas odors will be approached as a potentially dangerous incident. Leaks inside a structure pose a far greater risk than those outside. These incidents should be handled not only with caution but with the proper equipment. This begins by gathering as much information as possible from the dispatcher. Ensure that the callers have evacuated the structure while en route.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

NATURAL GAS EMERGENCIES

Prior to Gas Company's Arrival

- **Outside Gas Leak**
 - Responding units will stage at a safe intersection out of the potential danger zone.
 - First arriving unit will establish command.
 - The first arriving Engine or Squad Company will secure a hydrant.
 - Upon arrival all meters will be activated and allowed to go through their warm up cycle.
 - The Officers of the first Engine/Squad and Ladder along with the nozzle and follow in person will be in full PPE and proper meter.
 - Monitoring will begin and continue until the situation is mitigated.
 - If it is determined that it is an outside leak, adjacent structures should be checked for gas migration. Upon entering any dwelling an SCBA will be added to the PPE.
 - Gas Company to be requested.
 - A safe area will be established and personnel will await the arrival of the gas company.
 - Evacuate any affected dwellings and eliminate ignition sources as necessary.
- **Gas Leak inside Structure**
 - Responding units will stage at a safe intersection out of the potential danger zone.
 - First arriving unit will establish command.
 - The first arriving Engine or Squad Company will secure a hydrant.
 - Upon arrival all meters will be activated and allowed to go through their warm up cycle.
 - The Officers of the first Engine/Squad and Ladder along with the nozzle and follow in person will be in full PPE to include SCBA and proper meter.
 - The nozzle person will deploy a hand line to the front door and continue inside with meters to investigate.
 - If it is determined the leak is inside the structure, the gas company will be requested immediately.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

NATURAL GAS EMERGENCIES

- **Gas Leak inside Structure (continued)**
 - Evacuate any civilians in the structure and check exposures.
 - Attempt to locate the source of gas and any available shut off devices.
 - If possible shut off affected appliance at the gas valve supplying that appliance.
 - When the source of the gas leak cannot be determined, the gas supply for the structure will be shut off at the meter.
 - If there is any indication of gas accumulating within the structure check for explosive concentrations and begin ventilation (natural ventilation is preferred).
 - Secure all ignition sources both gas and electric; shut off electrical power from outside breaker, if possible.
 - Upon Gas Company's arrival relay all actions taken.
 - Assist the Gas Company in any way necessary to mitigate the hazard.
- **Gas Leak with Structural Explosion**

Units arriving at the scene of a structural explosion must consider natural gas as a possible cause. Explosions have occurred in structures which were not served by natural gas. Underground leaks may permit gas to travel considerable distances before entering a structure through the foundation, around pipes or through void spaces. In these circumstances the cause of the explosion may be difficult to determine. The following procedures should be used after a natural gas structural explosion.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

NATURAL GAS EMERGENCIES

- Responding Units – Stage in Safe Area
- Engine Companies will secure hydrants, deploy and charge a hand line
- First in Company establish Command
- Call for resources; i.e., Gas Company, License and Inspections; Wilmington Police
- Upon arrival all meters will be activated and allowed to go through their warm up cycle
- Monitoring will be continuous for the duration of the incident
- All exposures will be checked for gas migration
- Evacuate all civilians
- Protect exposures
- Assist Gas Company to determine leak. It will be responsibility of the gas company to isolate the leak and secure the proper valves to mitigate gas flow.
- Once leak is secure ensure structural stability of the structure in question and all exposures in the area.

In all cases fire suppression units shall take whatever actions are necessary to provide for life and property safety.

REV. DATE: 07/01/2020 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

OPEN FIRE HYDRANTS

PURPOSE: To establish the proper procedure in the event of an open hydrant.

POLICY: The Wilmington Fire Department will no longer respond to open fire hydrants in the City of Wilmington. The shut down of hydrants, 24 hours a day, seven days a week, is the responsibility of the Department of Public Works.

The contacts and their numbers are as follows:

Maurice Husser – 576-3875 (cell 588-5997)
Sean Duffy – 576-3074

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PERSONNEL ACCOUNTABILITY REPORT (PAR)

PURPOSE: The purpose of this SOP is to outline the procedure for rapid fire ground personnel accountability.

POLICY: The following policy will outline the use of verbal PAR check procedures of members operating at emergency incidents.

Verbal PAR

1. When a “Verbal PAR” is ordered by the Incident Commander or his/her designee, the following announcement will be made:
 - Fireboard will tone “A PAR CHECK WILL BE CONDUCTED FOR UNITS OPERATING ON THE FIRE GROUNDS”
 - “Command/Accountability to all Units, Standby for a PAR Check”
 - Engine 1 – Team 1 – PAR (Example)
 - Engine 1 Officer would answer
 - Engine 1 – Team 1 - PAR (Example)
 - If all members of each company are accounted for, the Incident Commander or his/her designee would continue the PAR Check until all Units report OKAY.
2. While conducting a PAR Check, if a Unit reports that they cannot account for all of their members, the I.C. or his/her designee will attempt to contact the member(s) direct and deploy the RIT to the member’s last known location, if necessary.

REV. DATE: 3/01/23 **ORDERED BY:** John M. Looney

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

RAILROAD OPERATIONS

PURPOSE: To provide safety and operational guidelines for Wilmington Fire Department personnel operating on or adjacent to the right of way of the Amtrak, CSX, or Norfolk Southern Railroads.

POLICY: It will be the policy of the Wilmington Fire Department to follow all information contained in this procedure when operating on any railroad incident. Communication will be established with the railroad in question prior to initiating a fire or rescue operation.

Amtrak Electrified Territory

The Amtrak railroad operates an overhead electric or catenary system consisting of wires and cables running parallel to the track which holds the electrically charged wire firmly above the track. The catenary system provides electrical power to power their electric locomotives. This catenary system is extremely high voltage. Wilmington Fire Department personnel will maintain a 15 foot working clearance when operating near the following electrical components. Fire personnel will consider all electrical lines energized until notified by a qualified Class "A" Amtrak employee that the power de-energized, grounded on both ends, and it is safe to work.

- 15' of 33,000 to 230,000 volt power company transmission line
- 15" of 138,000 volt transmission line
- 15' of 12,000 trolley line
- 15' of 6900 volt signal line

See attached diagram

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

RAILROAD OPERATIONS

The Amtrak railroad operates a passenger rail system. However several other primary railroads operate on the Amtrak rail system, to include SEPTA, Norfolk Southern, and the CSX Railroad. The Amtrak, Norfolk Southern, and CSX operate diesel locomotives independent of the catenary system on the same tracks.

Electric Locomotives

Electric locomotives are powered via the pantograph (located on top of the locomotive) by 12,000 volt catenary system. The 12,000 volt power is transformed down to drive the traction motors which propels the train and also supplies the 480 volt Head End Power (HEP) which supplies the train's accessories, such as HVAC, lights, and assorted equipment. The HEP travels through cables on and in between train cars and locomotives. Fire Department personnel will not remove HEP cables.

Fire and Rescue Operations Electrified Territory

No fire operation shall be conducted in the electrified territory where there is a possibility that a hose stream or water spray may come in contact with the energized overhead catenary system. In the event of a fire or other incident on or adjacent to the Amtrak railroad, the Incident Commander shall notify Fireboard to notify the following:

- Amtrak Emergency Dispatch Center – 1-800-331-0008

The Incident Commander will give the following information:

- Location
- Reason for Call
- Stop train movement
- De-energize catenary system if necessary
- Confirmation that it is safe to proceed

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

RAILROAD OPERATIONS

Remember shutting down the electric will only stop the electric locomotives; it will not stop the diesel locomotives and therefore it is imperative to stop all train movement. Amtrak emergency dispatch center will make all the proper notifications to shut down power and to stop train movement. They will also notify the proper Amtrak personnel and equipment to respond depending on the incident.

To shut down power on electric locomotives, the pantograph must be disconnected from the overhead catenary system. To lower the pantograph the paragraph down button located in the locomotive must be pushed. Best practices dictate that whenever possible railroad personnel will shut down electric locomotives. Each train car is equipped with emergency power, which would provide lights only when the power is shut down. The potential for electrocution or electrical fires is present at any time an electric locomotive is involved in an accident or when responders are operating in or near the equipment. Firefighter operations on an electric locomotive shall not begin until the power is disconnected. Extreme caution shall be used at all times.

When the catenary system has been de-energized, no fire rescue operations shall take place until the catenary system has been properly grounded on both ends of the incident by a qualified Class "A" Amtrak employee. If absolutely necessary to operate hose lines near the charged overhead catenary system fog streams will be used. No member will operate a charged hand line with a fog stream closer than 15 feet to any energized wires. Care will be taken not to operate charged hose in such a manner where water is splashed, dripped, or directed on any charged electrical components.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

RAILROAD OPERATIONS

Rescue Operations

No rescue operations will take place in the electrified territory until the catenary system has been shut down and grounded on both ends by an Amtrak Class "A" employee. All train movement will also be stopped. No Wilmington Fire Department personnel will climb on top of any train, catenary pole, or use any ground ladders until the system has been de-energized, properly grounded, and train movement has been stopped. In the event an Amtrak train is involved in any incident, the train conductor is the primary contact for the Incident Commander, pending the arrival of a field supervisor (road foreman or trainmaster). The supervisor will advise the Incident Commander when he/she arrives on scene. In the event Amtrak property is involved in an incident, the Amtrak Police will be the primary point of contact.

Norfolk Southern and CSX Railroads

The Norfolk Southern and CSX railroad operate a freight transportation railroad service. On rare occasions a passenger train may operate on the Norfolk Southern or CSX rail system. They operate diesel locomotives; no catenary systems are present on the Norfolk Southern and CSX. However, Norfolk Southern and CSX trains do not operate on the Amtrak electrified territory independent of the catenary system. They transport a variety of commodities to include hazardous materials. Shipping papers are located in the locomotives and the train conductor is the primary point of contact in an emergency. Extreme caution should be used when operating on or on the right of way of the Norfolk Southern and CSX railroads.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

RAILROAD OPERATIONS

Diesel Locomotives

The Amtrak, Norfolk Southern, and CSX Railroads all use diesel locomotives. These locomotives are basically mobile electric generating plants. A large diesel engine powers a generator which produces electric that powers the traction motors which propel the train and Head End Power (HEP) which supplies the train's accessories such as HVAC, lights, and assorted equipment.

There are constant hazards aboard diesel locomotives. Hot fluids in the radiator, lube oil for the engine, batteries, and up to 6,000 gallons of diesel fuel per locomotive. High voltage power is stored in capacitors and an air compressor and reservoir which power the train's breaking system are also found on each locomotive. Firefighting operations shall not begin until the locomotives have been shut down. To shut down a diesel locomotive there are three (3) emergency shut offs: one on each side and in the cab of the locomotive. Press and hold down for approximately ten (10) seconds, the locomotive will stop in approximately one (1) minute. Only use this procedure in emergencies. Best practices indicate that whenever possible railroad personnel will shut down diesel locomotives.

In the event of fire or other incident on or adjacent to the CSX or Norfolk Southern railroads the Incident Commander shall notify Fireboard to notify the following:

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

RAILROAD OPERATIONS

- CSX Public Safety Coordination Center – 1-800-232-0144
- Norfolk Southern Police Communication Center – 1-800-453-2530

The Incident Commander will give the following information to Fireboard:

- Location
- Reason for call
- Stop train movement
- Confirmation when it is safe to proceed

Railroad Familiarization/Terminology

NEC – Northeast Corridor, the multiple tracks, electrified mainline running between Boston and Washington, DC

Catenary – NEC electrification system is an overhead or catenary system consisting of wires and cables running parallel to the track, suspended by poles, and suspension cables perpendicular to the track, which holds the electrically charged wire firmly above the track. (Wilmington area 12,000 volts – see attached diagram)

Catenary Support (CAT Poles) – “H” shaped steel poles ranging from 70 to 170 feet high, from which the catenary system is suspended. Voltages range from 6,900 volt single lines; 12,000 volt catenary lines; and 138,000 volt transmission lines, 33,000 to 230,000 volt power company transmission lines.

Pantograph – The device on top of an electric locomotive that comes in contact with the catenary and carries the high voltage power into the locomotive.

Head End Power (HEP) – 480 volts of electricity that travel through cables on and in between cars and locomotives to provide power for lights, HVAC, and other appliances. HEP is supplied by the catenary system. No Wilmington Fire Department personnel will attempt to remove the HEP power cables that are located between cars.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

RAILROAD OPERATIONS

Signals – Signals are used to control train movement through a variety of color combinations and light patterns which provide an Engineer with information on speed, open tracks, and other conditions. They are mounted above and alongside of the tracks.

Signal Cabinet – Signal cabinets are often silver or brown metal structures found alongside the tracks which contain the power lines and appropriate equipment to operate signs, switches, crossing gates, or other apparatus. (Voltage up to 6,900 volts)

High Voltage Work Clearances – Unlike electrical utility systems that use covered wire, all the lines in the catenary system are bare wire. The high voltage carried by the overhead catenary system makes it imperative that no one approaches or permits any object within 15 feet of the power lines.

Class “A” Employee – An Amtrak employee in the Electric Traction Department who is competent to erect, repair, and maintain electric apparatus; and supervise and protect other persons performing work in the electrified territory.

Electric Locomotive – The electric locomotives operated by Amtrak are powered by the 12,000 volt catenary system. They produce approximately 7,000 horse power, weight approximately 200,000 pounds, and can operate at speeds up to 150 mph.

Diesel Locomotive – Diesel locomotives are powered by diesel fuel which turns a generator that produces electricity to drive the traction motors on each axle. These locomotives carry up to 6,000 gallons of diesel fuel.

Cab – The area in a locomotive or car where the Engineer controls the train.

WILMINGTON FIRE DEPARTMENT

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RAILROAD OPERATIONS

Brake Pressure Lines – 110 to 140 psi of compressed air generated on the locomotive and distributed to the brake assemblies on every wheel of every car in the train. No Wilmington Fire Department personnel will disconnect any brake line.

Engineer – Engineers have the responsibility for smooth train operation and to move a train under the direction of the Conductor.

Conductor – The Conductor is responsible for the operation of the train and has final authority for anything involving the train. In the event of an emergency, the Conductor is the primary point of contact for emergency responders.

Dead Head – Railroad employee riding on the train who is not part of the crew.

Amtrak Emergency Dispatch Center – Monitors and controls train movement, electrical power, signals, and switches. In emergency situations Amtrak Emergency Dispatch Center can be called to stop all train movement, shut down overhead electrification, and notifies Amtrak Police.

Right-of-Way – This is the property: the track and structures that make up a railroad's physical plant.

Track – The track structure is made up of steel rails and wood or concrete cross ties lay on a bed of ballast. The rails fasten to concrete ties using spring clips. On wood ties a six inch steel spike is used. The rails and ties are upon a bed of ballast (crushed rock) that extends about two feet out from the end of the ties.

Trucks – The assembly mounted underneath both ends of a locomotive or car that holds together the wheels, axles, brakes, and other hardware.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

RAILROAD OPERATIONS

Interlocking – The location of switches and signals which allow trains to change or switch from one track to another.

Switches – Pneumatically or electrically operated pieces of rail which move permitting trains to change tracks. The force produced by switches can easily crush a foot or hand. Extreme caution should be used.

Working Clearances – On Right-of-Way on active tracks, keep all personnel and equipment at least 15 feet from the center line of the nearest track.

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

RAPID INTERVENTION TEAM (RIT)

PURPOSE: The purpose of this S.O.P. is to define the responsibilities of a Rapid Intervention Team (RIT) and provide guidelines and procedures for the RIT's operations. The sole purpose of the RIT is to be immediately available to assist a firefighter who becomes trapped or is in distress.

The initial assignment of the third due Engine Company on all Structure Fire Box Alarms and High Rise Structure Fire Box Alarms will be to set up as the Rapid Intervention Team. The RIT Company will stage their apparatus so as not to impede access to the scene by other units.

The RIT Company will identify themselves as RIT followed by their company number in place of the Engine number (Engine 1 would become RIT 1, etc.). On their arrival, the RIT will collect the RIT equipment listed in this S.O.P. When the Team is ready for deployment the RIT Officer will report to the Incident Commander. Members of the RIT will wear full Personal Protective Equipment (PPE) and SCBA while they standby unless directed otherwise by the Incident Commander. RIT members will place a "RIT" SCBA wrap on their SCBA cylinders to identify themselves as the RIT.

The RIT will assemble their equipment in an area that will not impede other fire ground operations, in a location available for immediate use, and in a general area designated by the Incident Commander (Side A, Division 5, etc.). On high-rise operations the RIT will initially assemble at staging, two floors below the fire floor or at a location designated by the Command Staff.

The RIT will be staffed with at least four members. **RIT members will not be assigned any interior duties or tasks in locations that would impede their deployment. RIT members may be assigned exterior duties that will not delay response to a Mayday.**

RIT members will perform an additional size-up with a complete 360° of the structure to determine access and problem areas. The RIT Officer will assemble and secure any specific equipment they may need for the incident. The RIT Officer will report to the Incident Commander if there are any security components that could block egress. The Incident Commander may order the components removed to facilitate faster access and egress. The RIT will monitor their radios at all times.

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

RAPID INTERVENTION TEAM (RIT)

The RIT Officer will report any safety concerns to the Incident Commander. If an unsafe action is observed, the RIT Officer has the authority to take corrective action. The RIT Company will at all times be ready for immediate deployment.

When the RIT is deployed they will be equipped to locate, transfill, and remove the member from harm. In the event the member is physically trapped, the RIT will be able to protect them in place until other resources can be deployed. If the RIT is deployed, another Engine will be dispatched to assume the RIT assignment. Additional uncommitted Companies on scene maybe assigned to assist the RIT Company if needed.

The Wilmington Fire Department has four complete RIT KIT equipment bags. The RIT KITS are located on Ladder #1, Ladder #2, Ladder #3, and Squad 4. The RIT Company will collect the RIT KIT bag from the apparatus located closest to the RIT staging area. If special equipment is needed, the RIT Officer will collect it from the closest available apparatus.

The RIT KIT equipment bags are designated as follows:

LADDER #1	RIT KIT 1
LADDER #2	RIT KIT 2
LADDER #3	RIT KIT 3
SQUAD 4	RIT KIT 4

The RIT KIT designation is for **equipment identification purposes only** and does not change the RIT Company Number procedure outlined in this S.O.P.

The compartment door where the RIT KIT is carried on the Ladder companies will be identified with the letters "RIT".

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

RAPID INTERVENTION TEAM (RIT)

RAPID INTERVENTION TEAM (RIT) EQUIPMENT

RIT KIT EQUIPMENT BAG

- 1 SCBA Transfill Pack with Face Piece
- 1 Chicago Bag
- 1 MAST
- 4 25 Foot Personnel Search Lines
- 4 RIT SCBA Cylinder Covers
- 1 Bow Saw and Spare Blade
- 1 Hand Tool Bag
- 2 Insulated Metal Shears
- 1 Cable Cutter
- 1 Side-Cutting Pliers
- 1 Clip on Strobe Light
- 1 Pick Off Strap
- 2 Large D Carabiners
- 1 200 foot Columbus Rig with Large Carabiners
- Set of Elevator Keys
- 12 Hour Light Sticks

THE RIT COMPANY WILL REPORT TO THE INCIDENT COMMANDER WITH THE RIT EQUIPMENT AND THE BELOW LISTED EQUIPMENT FROM THEIR OWN APPARATUS OR SPECIFIC EQUIPMENT NEEDED TO COMPLETE THEIR ASSIGNMENT

- 1 Thermal Imaging Camera
- 1 Dedicated RIT hand line
- 1 Halligan Bar
- 1 Flat Head Axe
- 2 Spare Air Cylinders
- Hand Lights

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

RESPONSE HIERARCHY AND PERSONAL PROTECTIVE EQUIPMENT

PURPOSE: This procedure outlines the Company response quota and the level of Personal Protective Equipment (PPE) required for specific alarm types.

POLICY: All members will wear the required Personal Protective Equipment as outlined below. The required PPE will be worn until Command determines that a reduced level of protection will be sufficient.

<u>Alarm Type</u>	<u>Level of PPE</u>	<u>Response</u>
Box Alarm (B)	1	4 Engine Companies 2 Ladder Companies 2 Battalion Chiefs
High Rise Box Alarm (HB)	1	5 Engine Companies 2 Ladder Companies 2 Battalion Chiefs

Special Responses – Outlined Below

Automobile Fire	1	1 Engine Company
Carbon Monoxide	1	2 Engine Companies 1 Ladder Company 1 Battalion Chief
Elevator Rescue	4	1 Engine Company 1 Ladder Company 1 Battalion Chief
First Responder EMS	5	1 Engine Company
Fuel Spill	2	1 Engine Company

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

RESPONSE HIERARCHY AND PERSONAL PROTECTIVE EQUIPMENT

Special Responses – Outlined Below

Industrial Accident	**	1 Engine Company Squad Company #4 2 Ladder Companies 2 Battalion Chiefs EMS
Interstate Highway		
Automobile Fire	1	2 Engine Companies
Truck Fire	1	2 Engine Companies 1 Ladder Company 1 Battalion Chief
Motor Vehicle Accident No Entrapment		
I-95	3	Engine Company #5 Engine Company #1 1 Battalion Chief EMS
I-495	3	Engine Company #2 Engine Company #3 1 Battalion Chief EMS

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

RESPONSE HIERARCHY AND PERSONAL PROTECTIVE EQUIPMENT

Motor Vehicle Accident with Entrapment		
I-95	3	Engine Company #5 Engine Company #1 Squad Company #4 1 Battalion Chief EMS
I-495	3	Engine Company #2 Engine Company #3 Squad Company #4 1 Battalion Chief EMS
Brush Fire	3	1 Engine Company
Investigation	**	1 Engine Company
Motor Vehicle Accident	3	1 Engine Company EMS
Motor Vehicle Accident Entrapment	3	1 Engine Company Squad Company #4 1 Battalion Chief
Natural Gas Odor Inside	1	2 Engine Companies 1 Ladder Company 1 Battalion Chief
Natural Gas Odor Outside	2	2 Engine Companies 1 Ladder Company 1 Battalion Chief
Person Locked In Vehicle	**	1 Engine Company

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

RESPONSE HIERARCHY AND PERSONAL PROTECTIVE EQUIPMENT

Service Call	**	1 Engine Company
Technical Rescue	**	1 Engine Company Squad Company #4 2 Ladder Companies 2 Battalion Chiefs EMS
Water Response		
Disabled Vessel	**	Engine 2 (Marine Company)
Vessel Fire	1	Engine 2 (Marine Company) Battalion Chief
Moored Vessel Fire	1	Engine 2 (Marine Company) Box Alarm
Water Rescue		
Land Based	**	1 Engine Company Squad Company #4 2 Ladder Companies 2 Battalion Chiefs EMS
Delaware River	**	Engine 2 (Marine Company)

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

RESPONSE HIERARCHY AND PERSONAL PROTECTIVE EQUIPMENT

Level of PPE

- 1 – Full turnout gear including SCBA, firefighting gloves, firefighting hood and helmet.
- 2 – Full turnout gear including firefighting gloves and helmet.
- 3 – Full turnout gear including firefighting gloves, helmet and reflective traffic vest.
- 4 – Firefighting gloves, helmet and eye protection.
- 5 – Latex gloves; eye and respiratory protection as needed.

****Level of PPE shall be determined by Command**

Apparatus drivers and crew members assigned outside duties will wear Level 2 PPE on all Local, Box, and High Rise Box responses. On all other responses they will wear the Level of protection required for that response.

REV. DATE: 09/21/21 ORDERED BY: John M. Looney

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedures

Self-Contained Breathing Apparatus (SCBA)

PURPOSE: To provide Fire Department personnel with guidelines when a Self-Contained Breathing Apparatus (SCBA) will be used.

POLICY: The use of SCBA is an essential part of the complete personal protective equipment provided for each member of the Fire Department. All personnel are expected to use the SCBA whenever the need for respiratory protection is indicated. This shall include any atmosphere that is contaminated with smoke, gases, or other by-products of combustion or any atmosphere that contains any known contaminants not normally present in air.

SCBA shall be used by all personnel operating:

- When operating in a contaminated atmosphere.
- When operating in an atmosphere which may suddenly become contaminated.
- When operating in an atmosphere which is oxygen deficient.
- When operating in an atmosphere which is suspected of being contaminated.

This includes all personnel operating:

- In an active fire area.
- Directly above an active fire area.
- In a potential explosion or fire area including gas leaks and fuel spills.
- Where products of combustion are visible in the atmosphere including vehicle fires, dumpster fires.
- Where invisible contaminants are suspected to be present (i.e., carbon monoxide during overhaul).
- Where toxic products are present, suspected to be present, or may be released without warning.
- In any confined space that requires respiratory safety protection based on conditions.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedures

Self-Contained Breathing Apparatus (SCBA)

Premature removal of SCBA must be avoided at all times. This is particularly significant during overhaul when smoldering materials may produce increased quantities of carbon monoxide, cyanide, and other toxic products. In these cases, SCBA must be used until the atmosphere has been changed and deemed safe.

The decision to remove SCBA shall be made by the Incident Commander based on an evaluation of atmospheric conditions. Prior to removal, fire area shall be thoroughly ventilated and when necessary, continuous ventilation shall be provided. If there is any doubt about respiratory safety SCBA use shall be maintained until the atmosphere is deemed safe by testing. The Incident Commander and/or Safety Officer shall be responsible for this determination. A four gas meter will be utilized along with a single gas HCN meter.

No Incident Commander or Company Officer will direct any Fire Department personnel not to protect themselves with an SCBA when conditions warrant its use.

*The intent of this Policy is to avoid any respiratory contact with products of combustion, super-heated gases, toxic products, or other hazardous contaminants that pose an IDLH environment for Fire Department personnel.

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

SEVERE WEATHER PROJECTED HEAVY RAINS

PURPOSE: To strategically locate rescue boats in the event of street flooding due to severe weather/heavy rains.

POLICY: Whenever the Wilmington Fire Department is notified of a severe weather event with heavy rain where the possibility of street flooding exists, the following procedure will be utilized:

1. “M-11” John Boat 16 foot with trailer and fully equipped with flotation devices and all necessary equipment, will be taken to Station #6.
2. “M-10” Zodiac 15 foot with trailer and fully equipped with flotation devices and as all necessary equipment, will be taken to Station #1.

It is imperative that each of these units, if placed in service, have a skilled boat operator. If the assigned Stations are without one, Battalion Chiefs have the authority to detail personnel into these Stations or to special call from the overtime list personnel who can efficiently operate one of the above vessels.

The relocation of rescue boats will be done prior to the severe weather event when possible. Rescue boat location may be adjusted based on the geographic area affected.

Battalion Chiefs’ vehicles, reserve cars, or Fire Department pick-up trucks will be used for the towing of boats to the scene.

REV. DATE: 10/26/18 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

SPECIAL RESPONSE MEDICAL TRANSPORT VIA HELICOPTER

PURPOSE: To provide fire protection for helicopters making emergency transports to and from the Wilmington hospitals and emergency locations throughout the City. Delaware State Police helicopters or private transport, when transporting patients to and from the Wilmington hospitals, shall be afforded fire protection at the landing site. Should a helicopter have engine problems or experience a hard landing, the Wilmington Fire Department will provide immediate fire protection and effect rescue if needed.

POLICY: The Delaware State Police or private transport will notify the New Castle County Fireboard when they are 10 to 15 minutes from the landing site. Fireboard will then dispatch the following Companies:

- a. First due Engine Company will respond to the landing site and prepare for the landing of the helicopter. No sirens or lights will be used and all traffic laws will be followed unless notified of an emergency landing.
- b. Upon arrival at the landing site, the Officer and nozzle person will stand-by with a carbon dioxide and dry powder fire extinguisher and be prepared to deploy a 1 ¾" foam line if needed.

The above operation will be used on every medical transport. Should a patient be transported from a hospital via helicopter or private transport, the same operation will be put into effect.

When the Fire Department is notified of an emergency landing, a full box alarm response will be dispatched.

REV. DATE: 07/01/2020 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

SQUAD COMPANY OPERATIONS AT BOX & HIGH RISE BOX ALARMS

PURPOSE: To establish guidelines for the Squad Company when operating at structure fire and high rise structure fire box alarms.

POLICY: The squad company will be responsible for specific duties when not operating as the first due engine company in their local response area or when necessary. The primary duty of the squad company, when not the first due engine company, will be primary search, initial ventilation, and rescue. The squad company will operate as Team 1 and Team 2, as needed.

Structure Fire Box Alarm

When the squad company is not operating as the first due engine company, all members of the squad company will don full PPE and SCBA, take appropriate hand tools and equipment, and proceed to the reported structure for primary search, initial ventilation, and rescue operations. The squad company will begin primary searches on the floor(s) above the fire, first. Once primary searches and initial ventilation are complete on the floor(s) above the fire, the squad company will assist the first due ladder company with secondary searches throughout the structure.

High Rise Structure Fire Box Alarm

When the squad company is not operating as the first due engine company, all members of the squad company will don full PPE and SCBA, take appropriate hand tools and equipment, and proceed to the reported fire floor to assist with primary searches, initial ventilation, and rescues. Once primary searches are complete on the fire floor, the squad company will proceed to the floor above the fire floor and assist with primary searches, initial ventilation, and rescues. Once primary searches are complete on the floor above the fire floor, the squad company will proceed to the top floor and conduct primary searches, initial ventilation, and rescues. The squad company will search the top portion of all stair towers and open any bulkhead doors or hatches to assist with smoke removal from the stair towers. Once primary searches are completed on the top floor, the squad company will begin primary searches on all floors between the top floor and the fire floor.

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

STRUCTURE FIRE BOX ALARM OPERATIONS

PURPOSE: To standardize Engine, Ladder, and Squad Company operations on non-high rise residential and commercial structure fires.

POLICY

First Due Engine Company

- Locate the closet hydrant and establish a primary water supply. The apparatus shall be positioned to allow ladder company apparatus access to the structure.
- The first hose line will be a 1¾" hand line of appropriate length for all residential and multi-residential structures unless defensive operations are ordered.
- The first hose line will be a 2 ½" hand line of appropriate length for all commercial structure fires.
- The Officer and nozzle person wearing full protective equipment will stretch the first hand line to the fire building, investigate, and begin fire extinguishment, as needed. The Company Officer will be in a position of overall control.
- The apparatus driver will insure that the supply line is charged unless ordered not to charge the line by the Company Officer or Incident Commander.
- The hydrant person will connect the supply line to the hydrant and charge the hydrant when requested by the apparatus driver. After the supply line is charged, the hydrant person will don their full personal protective equipment and report to the Company Officer for an assignment.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

STRUCTURE FIRE BOX ALARM OPERATIONS

Second Due Engine Company

- The second arriving Engine Company will locate a separate hydrant to insure a secondary water supply and standby for orders. If there is a report of smoke or fire showing, the second due Engine Company will establish the secondary water supply.
- When a report of smoke or fire showing has been given, the Officer and nozzle person wearing full protective equipment will stretch a secondary attack line or a back-up line of equal or greater diameter and appropriate length to the fire building. The Company Officer will be in a position of overall control.
- The apparatus driver will insure that the supply line is charged unless ordered not to charge the line by the Company Officer or Incident Commander.
- The hydrant person will connect the supply line to the hydrant and charge the hydrant when requested by the apparatus driver. After the supply line is charged, the hydrant person will don their full personal protective equipment and report to the Company Officer for an assignment.

Third Due Engine Company

- The third arriving engine company will assume the RIT assignment.
- The Rapid Intervention Team (RIT) S.O.P. will be followed based upon the needs of the incident.

First Due Ladder Company

- The first arriving ladder company will be positioned on Side A of the structure or in the location that provides the best aerial access.
- The Officer and follow-in person will enter the structure, based on conditions, and begin primary search, ventilation and rescue operations on the fire floor.
- The driver and outside vent person will ladder all sides of the structure and begin initial ventilation, as needed.
- The driver or outside vent person will attempt to place the aerial in service, if possible, and proceed to the roof, if necessary.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

STRUCTURE FIRE BOX ALARM OPERATIONS

Second Due Ladder Company

- The second arriving ladder company will be positioned in a location that provides the best aerial access, if possible.
- The Officer and follow-in person will enter the exposures, based on conditions, and begin search, ventilation and rescue operations, as needed.
- The driver and outside vent person will ladder the exposures and begin initial ventilation, as needed.
- The driver or outside vent person will attempt to place the aerial in service, if possible, and proceed to the roof of the fire building or exposures, if necessary.
- The second arriving ladder company will be responsible for securing utilities for the fire building and exposures, as needed.

Squad Company

- The squad company will position the apparatus close to the scene in a location not to block access for other apparatus.
- The squad company will enter the structure, based on conditions, and begin primary search, ventilation, and rescue operations on the floor(s) above the fire. If the fire is on the top floor, the squad company will assist with primary searches on the fire floor and will conduct a primary search of the floor(s) below the fire floor.
- The squad company will be coordinate secondary searches with the ladder companies, as needed.

**** The squad company will take the First Due Engine Company assignment in their first due area and when necessary. When the squad company is operating as the first due engine, all engine companies will remain in engine company assignments.****

**** If the squad company is operating as the First Due Engine Company, Team 1 of the Second Due Ladder Company will be responsible for primary search, ventilation, and rescue on the floor(s) above the fire floor. If the fire is on the top floor, the Second Due Ladder Company will assist with primary searches on the fire floor and will conduct a primary search of the floor(s) below the fire floor. ****

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

STRUCTURE FIRE BOX ALARM OPERATIONS

Fourth Due Engine Company

- The fourth arriving engine company will position the apparatus close to the scene in a location not to block other apparatus.
- All personnel from the fourth arriving engine company will report to the incident commander wearing full protective equipment for an assignment based upon the needs of the incident.

First and Second Due Battalion Chiefs

- The first arriving battalion chief will assume command of the incident and remain as the incident commander unless relieved by a higher ranking chief officer.
- The second due battalion chief will follow the S.O.P. for Incident Management Duties for Battalion Chiefs.

Additional Arriving Companies and Staff Officers

- All additional arriving companies and staff officers will report to the incident commander for an assignment.

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

TACTICAL WORKSHEETS & INCIDENT COMMAND BOX

PURPOSE: The Wilmington Fire Department Tactical Worksheet, High Rise Tactical Worksheet, and Incident Command Box are tools used to assist an Incident Commander manage and organize emergency incidents.

POLICY: It will be the policy of the Wilmington Fire Department for all Incident Commanders to utilize Tactical Worksheets and the Incident Command Box on all structure fire incidents or incidents where multiple companies or resources are operating.

On all structure fire and significant incidents, the Incident Commander will utilize the Tactical Worksheets and Incident Command Box which are critical for an Incident Commander during the initial stages for:

- Developing strategies (offensive or defensive)
- Developing an Incident Action Plan (IAP)
- Fireground accountability
- Fireground apparatus resource management
- To track strategic and tactical fireground benchmarks
- Fireground task organizational management
- Expanding or scaling down an emergency incident

The Tactical Worksheets and Incident Command Box also provide prompts, reminders, and a work space for diagraming the emergency incident. It also provides an excellent informational tool when a transfer of command is warranted.

*All completed tactical worksheets will be sent to the Deputy Chief of Operations.

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

TEAM ASSIGNMENTS

PURPOSE: The purpose is to account for the actions and locations of fire department personnel when operating on an emergency incident.

POLICY: The following policy establishes the procedure for team designations when a company is operating in two teams. Teams #1 and #2 will be designated by the company riding assignments for the shift.

Whenever any Company's personnel (Engine, Ladder, and Squad) are operating in two teams, the teams will be designated Team #1 and Team #2. The team designation will correspond with a Company's actions and general location when operating on an emergency incident. The team designation will also greatly assist with fire ground accountability.

TEAM #1

Engine and Squad Companies – Officer and Nozzle position
Ladder Companies – Officer and Follow-In position

TEAM #2

Engine and Squad Companies – Driver and Hydrant position
Ladder Companies – Driver and Outside Vent (O.V.) position

RADIO DESIGNATIONS

(Company) TEAM #1 – Company Officer and Nozzle/Follow-In position

(Company) TEAM #2 – Driver and Hydrant/Outside Vent (O.V.)

Prior to the start of the shift, all Company Officers will e-mail the WFD Chiefs e-mail group with the names assigned to the designated riding positions for accountability purposes. The working Battalion Chiefs will update the passport accountability boards to match the team assignments.

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

VACANT BUILDING FIRES

PURPOSE: To establish firefighting tactics and to insure firefighter safety when dealing with fires in vacant buildings.

POLICY: When heavy fire is encountered in a vacant structure a defensive attack will be utilized. Master stream devices and large diameter hand-lines will be deployed from the exterior. Exposure protection may become the priority. Naturally there could be occasions where this policy may not hold absolutely true based on the size up, tactical considerations, life threatening emergencies encountered by the Incident Commander. However these situations will, in all likelihood, will be the exception rather than the rule.

- Conduct a 360 size-up of the building: its overall structural condition, fire conditions, and exposures by the first arriving Officer. Establish collapse zones.
- Deploy appropriate size hose line or master stream device as dictated by fire condition and the size of the structure. Rapid control/extinguishment is essential for mitigation of the incident.
- Confinement of the fire to the building of origin is the primary tactical consideration. Expect rapid fire development and fire impingement on all exposures.
- Upon fire knockdown, a structural assessment will be performed by the Incident Commander if firefighting personnel must be committed to the structure.

*It is never acceptable to risk Fire Department personnel's safety to save property.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

WASH DOWN OF BLOOD CONTAMINANTS

PURPOSE: To provide the safest means to responders when dispatched to a scene for the purpose of washing down blood contaminants that resulted from shootings, vehicular or industrial accidents, etc.

POLICY: All Engine Companies will respond to wash down blood contaminants. Each Company will be equipped to safely mitigate the incidents. In the event more resources are needed the respective Battalion Chief will be called.

The following guidelines will be used by Wilmington Fire Department personnel whenever dispatched to mitigate a spill involving blood:

1. Restrict access to the contaminated area.
2. A pump sprayer containing a mixture of water and disinfectant product (follow manufacturer's direction for dilution) will be carried on all Engine Companies. The disinfectant will be sprayed on the contaminated area; leave the disinfectant sit for five to ten minutes; then wash down with water at a low discharge pressure.
3. At no time will the undiluted disinfectant product be used.
4. If any fire department personnel are contaminated, the respective Battalion Chief will be notified immediately. The member will immediately wash the affected area thoroughly with soap and water.
5. The Battalion Chief will transport the contaminated Fire Department member to the same hospital where the patient was transported. At the hospital, the Fire Department member will complete the State Infectious Exposure Form and source patient testing will be performed.
6. Upon returning to quarters, all Department forms and statements will be completed.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

PAGE: 1 of 1

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

WATER SUPPLY

PURPOSE: To establish a procedure ensuring that when needed, a water supply is readily available at emergency scenes.

POLICY: The first arriving engine shall establish a water supply in one of the following methods; any deviation must be communicated via radio to ensure the water supply is secured by the next arriving unit:

- Forward lay
 - The engine company stretches from the hydrant to the scene
- Reverse lay
 - The engine stretches from the scene to the hydrant
- Split lay
 - When a stretch is too long, the first arriving engine will pick a location and stretch from it to the scene and communicate to the second engine to complete the stretch
- Drafting
 - The engine will stretch from a drafting site to the scene (i.e., draft engine, dump site, Fire Boat #7)
- No hydrant
 - In the event that the first arriving engine does not secure a hydrant, it is the Officer's responsibility to communicate this and ensure the second arriving engine secures a water supply (i.e., riding short due to medical/drug testing)

DATE: 09/25/19

ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

WEATHER EMERGENCY RESPONSE PLAN

PURPOSE: In the event that any major weather system occurs within the City which is responsible for higher than normal frequency of fire and rescue incidents, the Weather Emergency Response Plan would assure the availability of apparatus and the safety of the responders.

POLICY: The Weather Emergency Response Plan will be placed into effect by the Chief of Fire, the Deputy Chief of Operations or the on-duty Battalion Chief:

1. Fireboard will sound the information alert tone, followed by a general broadcast to all Stations that the Weather Emergency Response Plan is now in effect.
2. During the Weather Emergency Response Plan, the normal response assignments for local alarms will be one (1) Engine Company.
3. In the event that the dispatcher on duty receives information that the alarm is of a serious nature or that a life hazard may exist, the normal response assignment will be automatically dispatched.
4. When the Company arrives on the scene and either smoke or fire is showing, the Officer will notify Fireboard to fill the response quota.

REV. DATE: 09/21/21 **ORDERED BY:** John M. Looney

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

WORKING ALARM RESPONSE QUOTA & MULTI-ALARM FIRES

PURPOSE: To insure an adequate response level to additional incidents and multiple alarm fires. Whenever WFD units are committed at a Structure Fire Box Alarm, High Rise Structure Fire Box Alarm, Significant Incident, or Multiple Incidents the response quota for the remainder of the City will be adjusted and covered by available WFD and New Castle County units, as needed.

POLICY: The following response procedures will be followed during working alarms, significant incidents, or multiple incidents: (All additional incident responses or multiple alarm fire requests will start with any available WFD primary or call back units.)

Additional Incident Response (Standing Policy)

- Additional Single Engine Response – 1 Available Engine
- Additional Local Alarm Response – 1 Available Engine (Single Engine Response)
- Additional Structure Fire Response – 4 Engines, 2 Ladders, 1 Chief
- Additional High Rise Structure Fire Response – 5 Engines, 2 Ladders, 1 Chief

WFD Station Cover Up Assignment (Incident Commander Requested)

- Fire Station 1 – 1 NCC Engine Company & 1 – NCC Ladder Company
- Fire Station 3 – 1 NCC Engine Company

2nd. Alarm Fire Response Assignment (Incident Commander Requested)

- Structure Fire – 2 Engines, 1 Ladder, 1 Heavy Rescue, Cover Ups
- High Rise Structure Fire – 4 Engines, 2 Ladders, 1 Heavy Rescue, Cover Ups

3rd. Alarm Fire Response Assignment (Incident Commander Requested)

- Structure Fire – 2 Engines, 1 Ladder, 1 Heavy Rescue, Cover Ups
- High Rise Structure Fire – 4 Engines, 2 Ladders, 1 Heavy Rescue, Cover Ups

REV. DATE: 05/30/2023 ORDERED BY: John M. Looney

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

WORKING FIRE DESIGNATION & NOTIFICATIONS

PURPOSE: To insure proper notifications, Incident Command tools, and agency resources are dispatched and implemented during working fires.

POLICY: When the Incident Commander, whether it is a Chief Officer or a Company Officer, confirms that a working fire is in progress, they will communicate the “Working Fire” status to Fireboard. This communication will authorize the following to be notified, implemented, or dispatched:

- Securing of TAC A
- Incident Timer & Benchmark Notifications (10, 20, 30 min...)
- WFD Staff notifications
- BLS and ALS notifications
- FMO and L&I notifications
- Utility Agencies (as requested)

The Incident Commander will be responsible to insure that required additional resources are dispatched.

Once Fireboard has made the contacts, they will notify the Incident Commander of all agencies contacted.

**When a working fire has been designated, remaining fire department units will follow the Cover Up SOP.

REV. DATE: 05/30/23 **ORDERED BY:** John M. Looney

PAGE: 1 of 1



**RESCUE / EMS /
MEDICAL**

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

BLS AMBULANCE REPORT PROCEDURES

PURPOSE: This procedure outlines the reports required by BLS Units.

POLICY:

1. Dispatched but cancelled prior to responding:
 - CAD report
2. Cancelled in route:
 - CAD report
 - DEMRS report
3. Refused service:
 - CAD report
 - DEMRS report
 - State of Delaware Release From Responsibility When Patient Refuses Service Form
4. Fire scene standby NO Patient:
 - CAD report
 - DEMRS report
5. Transport patient:
 - CAD Report
 - DEMRS report
6. BLS that has utilized AED:
 - CAD Report
 - DEMRS report
 - AED Download – send to the Safety and Training Division

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

COVID-19

PURPOSE: To establish a standard response to the national COVID-19 crisis.

POLICY: The Wilmington Fire Department will operate in a modified medical response matrix. All fire responses will remain unchanged; however, investigations should limit personnel committed to the incident. Modified medical responses will limit the number of fire department personnel committed to patient care. Personnel shall refer to established guidelines for COVID-19 universal precautions.

Exposures: should an employee have direct exposure to a confirmed/presumptive COVID-19 patient, the following procedure will be followed:

1. The employee should immediately don a surgical mask and practice self-isolation/quarantine.
2. Notification will be made to the working District Battalion Chief and the Battalion Chief of Safety and Training.
 - a. An e-mail will be sent to the WFD Chiefs group with the date, time, location, employee name, and incident number for the exposure.
3. The employee will be tested according to the State of Delaware COVID-19 testing protocol.
4. Utilizing the Work Exclusion and Monitoring Plan Considerations Delaware Office of EMS-Interim COVID-19 Guidance for First Responders for guidance on work exclusion, isolation, or self-monitoring.
5. Documentation: the immediate supervisor will complete the report of potential exposure form for pre-hospital responders for any potential or confirmed COVID-19 exposures. Additionally the F-66 and F-67 will be completed as much as possible by the supervisor.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

COVID-19

*Self-Exclusion/Isolation

- For responders with exposure that necessitate work exclusion and active monitoring avoid congregate settings, the sharing of personal household items, and any travel for 14 days after exposure.
- Stay home; do not go to work, school, church or other public places.
- While at home separate yourself from other people and pets in your home if possible.
- Stay in a specific room, and if available, use a separate bathroom.
- Avoid sharing personal household items.
- Wash your hands with soap and water often and practice good hygiene.
- Wear a face mask if you need to be around other people or caring for pets.
- Postpone all non-essential medical appointments until you are out of isolation. If you have an essential appointment during the isolation period, please tell your local health department who will help coordinate the visit.

*If symptoms develop, worsen or you develop difficulty breathing

- Mildly symptomatic persons are not required to seek care solely for the purposes of COVID-19 testing.
- If symptoms require medical intervention and you need to seek medical evaluation or intervention, contact public health at 1-888-295-5156 and inform that they are being monitored for COVID-19 and need follow-up medical care and testing.
- If 911 is called, be sure to advise the dispatcher that you are under self-monitoring or isolation so that information can be relayed to the responders.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

COVID-19

In conclusion this is uncharted territory, the Wilmington Fire Department in coordination with the Delaware Division of Public Health and Office of Emergency Medical Services and Preparedness have plans in place for pandemics but this is the nation's first experience in dealing with any of this magnitude.

This Procedure will be updated as new information is received by this Department.

REV. DATE: 03/17/2020 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

INFECTIOUS EXPOSURE

PURPOSE: This Standard provides a method for recording an exposure and tracking the source patient's medical disposition in regards to a communicable disease.

POLICY: When a member is exposed to a patient's bodily fluids or an air born pathogen, the following procedure will be followed:

1. Wash exposed area as soon as possible with soap and water or antimicrobial wash if available.
2. Respond to the same hospital as the source patient.
3. Complete the Delaware Health and Social Services form entitled REPORT OF POTENTIAL EXPOSURE FOR MEDICAL CARE PROVIDERS available at the hospitals, from the Battalion Chiefs and on the WFD Website forms page.
4. After leaving the hospital and during business hours, report to Medical Dispensary. If after working hours for the Medical Dispensary, you must report there the next business day.
5. Complete the F-66 and F-67 forms.

All forms are accessible via the Department's intranet. Forms will be typed on the computer and completed prior to the end of the shift in which the exposure occurred. Completed forms will then be sent to your respective Division Commander, the Safety and Training Unit and the City of Wilmington's Medial Dispensary via e-mail. Current e-mail addresses for the Medical Dispensary are as follows:

tquann@wilmingtonde.gov
bbattaglia@wilmingtonde.gov

All hard copies of forms will be signed and submitted to your respective Division Commander and the Safety and Training Unit.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

INFECTIOUS EXPOSURE

The immediate supervisor must notify the Medical Dispensary of an exposure prior to the end of the shift in which the exposure occurred. The Medical Dispensary will be contacted at 576-3854 both during business hours and after hours. The following information will be required by the medical dispensary when they are contacted:

1. Name of employee
2. Station number (i.e., Station 1)
3. Station telephone number
4. Date of exposure
5. Time of exposure
6. Location of incident (address)
7. Brief description
8. Where treatment was received (i.e., Wilmington Hospital)
9. Name of person submitting information
10. Phone number of person submitting information

REV. DATE: 04/29/2022 ORDERED BY: John M. Looney

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

MEDICAL REPORT PROCEDURES

PURPOSE: This procedure outlines the reports required for Medical Assists and BLS units.

POLICY:

1. Dispatched but cancelled prior to responding:
 - CAD report
2. Cancelled in route:
 - CAD report
3. Refused service:
 - CAD report
 - DEMRS report
 - State of Delaware Release From Responsibility When Patient Refuses Service Form
4. Transfer of care (fire apparatus/paid detail)
 - CAD report
 - DEMRS report
5. Transport patient (paid details):
 - CAD Report
 - DEMRS report
6. Utilization of AED:
 - CAD Report
 - DEMRS report

REV. DATE: 07/01/2020 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PROCEDURES FOR REPLENISHING MEDICAL OXYGEN

PURPOSE: To insure that a full supply of oxygen is available at all times.

POLICY: Companies will be able to immediately replenish their oxygen supply by exchanging an empty oxygen cylinder for a full cylinder. Cylinders will be exchanged in the EMS supply office at Station #1. Companies exchanging cylinders will notify the Officer of Engine Company #1 so that an inventory of full cylinders can be maintained. The **FULL** tag must be torn off returned cylinders to designate **EMPTY** cylinders. Full cylinders will have a white seal over the stem outlet. This seal designates a full cylinder and prevents debris from entering the outlet. The seal should be left in place until the cylinder is needed.

- All oxygen cylinders will be exchanged when they reach **500 psi**.

Members must monitor cylinders closely whenever administering high flow oxygen and a full cylinder should be readily available.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

PROCEDURES FOR THE RESTOCKING OF EMERGENCY MEDICAL SUPPLIES

PURPOSE: To familiarize firefighting and EMS units with restocking disposable, one time use items, for their respective units.

POLICY: EMS supplies and Medical Oxygen are controlled items and will be maintained at Fire Station #1 by Officers in charge of Engine Company #1. When operating with EMS units, firefighting units should make every effort to restock supplies from those units. When transporting patients to area hospitals, EMS units should restock from the ER.

Should it become necessary to restock from Station #1, a Departmental Purchase Order should be taken to Station #1, and present it to the Engine Officer to secure the requested items. EMS Purchase Orders should not be sent through inter-departmental mail.

The Office of Engine Company #1 will fill the Purchase Order and complete a Wilmington Fire Department Delivery Receipt for the items requested. A copy of the Delivery Receipt will be forwarded to the Support Services Unit. If the requested items are not available, they will be listed on the Purchase Order as “**back order**” and will be filled as soon as they become available.

The Captain of Engine Company #1 will be responsible for inventory and reordering all EMS supplies.

REV. DATE: 11/01/17 **ORDERED BY:** Michael Donohue

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SPECIAL OPERATIONS

SOC

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

TRENCH RESCUE

PURPOSE: To provide safe guidelines for trench rescue operations. This SOP will apply to all members of the WFD who respond and operate at trench operations.

POLICY: To establish procedures for entry and rescue of qualified personnel for any trench emergency in accordance with OSHA 29 CFR 1926 Subpart P, and NFPA 1670, Chapter 9.

Definitions

Trench

- A narrow excavation in relation to its length made below the surface of the ground.
- Depth is greater than the width.
- Width is not greater than 15' (feet)

*Note Federal Law mandates that all trenches 5' (feet) or deeper must be shored with approved systems.

Excavation

- A man made cut, cavity, or depression in an earth surface formed by earth removal.
- Usually wider than it is deep.

General Guidelines

- Any incident that involves a trench or excavation in which a person(s) is trapped, buried or having a medical emergency shall be considered a Trench Rescue.
- No member of the WFD, EMS or Technician Level rescuer will enter a trench or excavation until it is made "safe and protected" using approved techniques in accordance with OSHA 29 CFR 1926 Subpart P to perform rescue, disentanglement or provide medical attention.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

TRENCH RESCUE

Qualifications for Responding Personnel

- Awareness Level – generally not rescuers, however at this level personnel are able to recognize hazards and contact additional needed resources
- Operations Level – at this level personnel are capable of hazard recognition, equipment usage and the techniques necessary to safely support and participate in a trench rescue
- Technician Level – at this level personnel are capable of hazard recognition, equipment usage and techniques to safely and effectively coordinate, perform and supervise a trench rescue incident. This level can involve search, rescue and recovery operation.

OPERATIONS

Initial response – reported or confirmed trench rescue incident:

- WFD Rescue Box Alarm Assignment:
 - 2 Engine Companies
 - 1 Ladder Company
 - Squad #4
 - Both District Battalion Chiefs
 - Deputy Chief of Operations
 - One BLS unit
 - One ALS unit
 - One ALS Supervisor

Additional resources will be dispatched upon request of the Incident Commander.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

TRENCH RESCUE

Arrival on Scene:

- All units are to stage a minimum of one block away from incident
- Establish command (transfer as needed)
- Initiate safe zone
- Identify hazards
- Call additional resources as needed
- First arriving technician will assume Operations Officer

Incident Assessment Phase:

- Secure job site foreman or reliable witness
- Begin documentation using WFD Trench Rescue Tactical Worksheet (see attached)
- Determine the following:
 - Nature of the emergency (collapse, entrapment, medical)
 - How many victims?
 - Rescue or recovery?
 - What is their approximate location?
 - Width, length, and depth of trench?
 - Are there any hazards in area/trench? (Disrupted utilities, flowing water, secondary collapse, spoil pile, angle of response, etc.)
- Level III Accountability
- Safety Officer(s)

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

TRENCH RESCUE

Pre-Rescue Phase

- Scene control
 - **UNDER NO CIRCUMSTANCE IS ANY MEMBER OF THE WFD OR EMS TO ENTER AN UNPROTECTED TRENCH OR EXCAVATION**
 - Protect the general area around the collapse zone for at least 300' (feet) in every direction. This includes:
 - Access control
 - Traffic control
 - Shutting down heavy machinery
 - Make the area immediately around the collapse zone and in the trench as safe as possible:
 - Ground pads around trench lip
 - Ground ladders placed in each end of the trench
 - Mechanical ventilation of trench
 - Support of unbroken utilities/control utilities
 - If conditions permit and victim is awake, attempt to provide victim with a helmet, eye protection and tools for self rescue
 - Dewater if necessary
 - Develop rescue/extrication plan
 - Weather considerations
- Atmospheric Monitoring

Atmospheric monitoring will begin immediately and continue both inside and outside the excavation in question for the duration of the incident. Atmospheric monitoring will include:

 - Oxygen level
 - Flammability LeL
 - Toxicity

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

TRENCH RESCUE

- Any instrument used to monitor a excavation shall have
 - An audible alarm
 - Be calibrated to 10 percent to the LeL of the calibrated gas
 - Have an audible alarm set at
 - Low oxygen 19.5 percent
 - Oxygen enriched 23.5 percent
 - Any toxic specific level
 - Personnel assigned to atmospheric monitoring will obtain readings every ten minutes to be documented on the WFD Trench Rescue Worksheet
 - If atmospheric readings become unsafe to continue operations, all team members will exit the excavation ASAP until the area is deemed safe
- Communications
 - All radios will be intrinsically safe
 - Use alternative TAC channel
- Lighting
 - Intrinsically safe
 - Advantageous placement
 - General lighting
 - Site specific lighting

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

TRENCH RESCUE

Rescue Phase

- Once the best action plan and location of where the shoring needs to be placed has been established, rescue/recovery teams shall begin reconnaissance/rescue/recovery operation in trench
- Prior to rescue operation, each team member will be logged on the WFD trench rescue worksheet
- All rescue team members will wear proper PPE (helmet, gloves, eye/ear protection, steel toe boots and long pants)
- Shoring placement shall be based on last known location of victim(s) and their condition, and the safeness of the trench
- Proper shoring techniques and equipment shall be used in accordance with approved Trench Rescue methods
- A back-up rescue team will be in place prior to rescue operation commencing
- PAR will be conducted every 20 minutes
- Teams shall be limited to 20 minutes in the trench
- Ground pads will be checked every 20 minutes
- Each team member will be assigned to rehab upon removal from trench

Victim Location – DECIDE

- Is this a rescue or recovery?
- If rescue, can helmet, eye protection and oxygen be placed on victim?
- Is victim capable of beginning self rescue? If so, provide victim with appropriate tools.
- Do you have enough and proper equipment?
- Is additional team(s) needed?
- Communicate your needs to the Logistics Officer

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

TRENCH RESCUE

Victim Removal – ONCE THE VICTIM IS SET FOR REMOVAL, ASSURE THE FOLLOWING:

- Assure c-spine control as much as possible with appropriate litter (i.e., stokes, LSP) based on the trench and the victim's condition
- Use removal systems on the exterior of the trench applicable to the size and weight of victim
- Use of electric winches, etc., to remove victims is prohibited
- Under no circumstance is any removal system to be attached to the trench shoring

Termination Phase

- Conduct PAR
- Have contractor or responsible party secure the trench and entry points to ensure no additional entry
- Complete technical worksheet and documentation
- Demobilize equipment
- Evaluation and critique

REV. DATE: 11/01/17 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

SWIFT WATER RESCUE

PURPOSE: To establish safe guidelines for swift water operations. This SOP will apply to all members of the WFD who respond and operate at swift water operations.

POLICY: To establish procedures for qualified entry and rescue personnel for any swift water emergency in accordance with NFPA 1670 and 1006.

CATEGORIES OF SWIFT WATER:

Class 1: Moving water with a few riffles and small waves. Few or no obstructions.

Class 2: Easy rapids with waves up to 3 feet (1 m) high and wide, clear channels that are obvious without scouting. Some maneuvering is required.

Class 3: Rapids with high irregular waves often capable of swamping an open canoe. Narrow passages that often require complex maneuvering. May require scouting from shore.

Class 4: Long, difficult rapids with constricted passages that often require precise maneuvering in very turbulent waters. Scouting from shore is necessary, and conditions make rescue difficult.

Class 5: Extremely difficult, long, and very violent rapids with highly congested routes, which should always be scouted from shore. Rescue conditions are difficult, and there is significant hazard to life in the event of a mishap.

Class 6: Difficulties of Class 5 carried to the extreme of navigability. Nearly impossible and very dangerous. For teams of expert only, after close study has been made and all precautions have been taken.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

SWIFT WATER RESCUE

GENERAL GUIDELINES

- Any incident that involves swift water in which a person(s) is trapped, or having a medical emergency shall be considered a Swift Water Rescue Incident.
 - No member of the WFD, EMS or technician level rescuer will enter the swift water until it is made “safe and protected” using approved techniques and equipment in accordance with WFD standards to perform rescue, disentanglements or provide medical attention.
-
- **Awareness Level** – Minimum capabilities for any responder who, in the course of their regular job duties, could be called to respond or could be first on scene at a technical rescue incident. At this level the responder is not generally considered a “rescuer”.
 - **Operations Level** – The responder at this level should be capable of hazard recognition, equipment use, techniques necessary to perform shore and boat based rescues, and participates in a technical rescue under the supervision of technician level personnel.
 - **Technician Level** – A rescuer capable of hazard recognition, equipment use, and techniques to coordinate, perform, and supervise a technical rescue. May involve search, rescue and/or recovery operations.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

SWIFT WATER RESCUE

OPERATIONS

I. Initial Response – Reported or confirmed swift water rescue incident (land based):

- WFD Rescue Box Alarm Assignment:
 - 2 Engine Companies
 - 1 Ladder Company
 - Squad #4
 - Both District Battalion Chiefs
 - One BLS unit
 - One ALS unit
 - One ALS Supervisor

Additional resources will be dispatched upon request of the Incident Commander.

II. **Arrival on Scene:**

- All units are to stage as close to the incident as safely as possible.
- Establish command (transfer as needed)
- Initiate safe zones
 - Hot Zone – defined as the water; entrance to this area is for technician level rescuers only
 - Warm Zone – defined as within ten feet to the water or inside a rescue craft; this zone is for operations and technician level rescuers only.
 - Cold Zone – defined as any area outside the hot and warm zones; this zone is where awareness level, family and bystanders must be located.
- Identify hazards
- Call additional resources as needed
- First arriving technician will assume Operations Officer

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

SWIFT WATER RESCUE

III. Initial Assessment Phase:

- Secure reliable witness or reporting person(s)
- Determine the following:
 - Nature of emergency (stranded, trapped, medical)
 - How many victims?
 - Rescue or recovery?
 - What is their approximate location? (to shoreline)
 - Are there any hazards in the water? (rocks, strainers, vehicles, manholes, etc.)
- Level III Accountability
- Safety Officer(s)

IV. Pre-Rescue Phase:

- a. Scene Control:
 - ❖ Under no circumstances is any member of the WFD or EMS to enter within 10 feet of the shoreline without a PFD.
 - ❖ Protect the area around the incident in as many directions as possible:
 - Access control
 - Traffic control
 - Weather
 - Develop rescue plan
- b. Communications:
 - ❖ Radio
 - ❖ Use alternate TAC channel
 - ❖ Hand signals
 - ❖ Whistles
- c. Lighting:
 - ❖ Advantageous placement
 - ❖ Site specific lighting
 - ❖ General lighting

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

SWIFT WATER RESCUE

V. Rescue Phase:

- Use the mnemonic RETHROG when establishing strategy and tactics (reach, throw, row, go: helicopter).
- If unable to locate victim(s), try to establish Point of Last Seen area.
- All members of the WFD and EMS within 10 feet of the water edge will wear the proper PPE (helmets, PFD, etc.).
- Once the best action plan and location of where the rescue/recovery will take place is established, operations shall begin.
- Always deploy upstream spotters above the location of the rescue operations – ideally on both sides of the stream.
- Always have multiple downstream backups.
- Never count on the victim to help in his own rescue.
- Once the victim is contacted, never lose them.

VI. Victim Location:

- Is this rescue or recovery?
- If rescue, can equipment be given to victim? (PFD, helmet, eye protection, etc.)
- Is victim capable of self-rescue?
- Do you have enough and proper equipment?
- Are additional teams needed?
- Communicate your needs to Operations Officer.

VII. Victim Removal – once victim(s) is set for removal, assure the following:

- Assure the proper medical considerations have been met. (c-spine, airway, warming)
- Use the proper removal techniques (boat, hose, ladder, throw bag, throw ring, helicopter)

VIII. Termination Phase:

- Decon equipment (if necessary)
- Conduct PAR
- Complete documentation
- Demobilize equipment
- Evaluation and critique

REV. DATE: 11/01/17 ORDERED BY: Michael Donohue

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

STRUCTURAL COLLAPSE

PURPOSE: To provide safe operational guidelines for structural collapse emergencies. This SOP will apply to all members of the WFD who respond and operate at or near a structural collapse incident.

POLICY: To establish approved procedures and operational guidelines for structural collapse emergencies. These procedures will be utilized during all phases of the incident to include: recon, shoring, rescue and recovery operations. No WFD member will participate if not properly trained or equipped.

Definitions:

Structural Collapse

The sudden and rapid failure of a structural member(s) or structure due to a variety of possible forces. Any building or structural element has the potential to collapse.

Rescue Shoring

The erection of a series of timbers and bracing to stabilize walls or floors in an attempt to arrest any further movement or collapse of unstable structures. It is strictly a temporary measure, used to provide a degree of safety for rescue personnel operating in unstable structures. It is not used to restore structural elements to their original positions or shapes.

Qualifications for Responding Personnel

- Awareness Level – Generally not rescuers, however at this level personnel are able to recognize hazards and contact additional needed resources.
- Operational Level – At this level personnel are capable of hazard recognition, equipment usage and the techniques necessary to safely support and participate in a trench rescue.
- Technician Level – At this level personnel are capable of hazard recognition, equipment usage and techniques to safely and effectively coordinate, perform and supervise a collapse rescue incident. This level can involve search, rescue and recovery operation.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

STRUCTURAL COLLAPSE

OPERATIONS

I. Initial Response – Reported or confirmed structural collapse incident:

- WFD Rescue Box Alarm Assignment:
 - 2 Engine Companies
 - 2 Ladder Companies
 - Squad #4
 - Both District Battalion Chiefs
 - One BLS unit
 - One ALS unit
 - One ALS Supervisor

Additional resources will be dispatched upon request of the Incident Commander.

II. Arrival on Scene:

- All units are to stage a minimum of 300' away from incident.
- Establish command (transfer as needed)
- Initiate safe zones
- Identify hazards and potential hazards
- Call additional resources as needed
- 1st arriving technician will assume Operation Officer
- Police to set up perimeter
- Type of construction
- Type of collapse
- Determine need to shut down area activity (planes, trains autos, etc.)

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

STRUCTURAL COLLAPSE

III. Incident Assessment Phase:

- Secure job site foreman or reliable witness, reporting person, owner/occupant
- Begin documentation using WFD Structural Collapse Tactical Worksheet (see attached)
- Determine the following:
 - Building Use
 - Number of occupants
 - Type of Construction
 - Number of trapped & location
 - Number of missing and accounted for
 - Type of collapse
 - Cantilever Collapse
 - “V” Shape Collapse
 - Pancake Collapse
 - Lean-To Collapse
 - “A” Frame Collapse
 - Potential of secondary collapse
 - Presence of related hazards:
 - Gas & utilities
 - Flammables
 - Electrical
 - Flooding
 - Sewer Disruption
 - Hazmat issues
- Level III Accountability
- Incident Duration (Short or Long Term)
- Evaluate Resources

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

STRUCTURAL COLLAPSE

IV. Pre-Rescue Phase

- 6 Sided Survey of Scene (all four sides, top, and bottom)
- On site resources adequate
- Non-essential personnel out of hot zone.
- Structural triage teams
- Shut down all utilities (locked out & tagged)
- Divide collapse into manageable areas
- Appoint team leaders & teams
 - Search Group
 - Medical Group
 - Rescue Group
 - Shoring Group
- Assure control of all entry and exit points to site
- Re-evaluate Incident Action Plan
- Prioritize rescues (victims seen & heard)
- Are rescues / recoveries able to be attempted with on scene resources?
- Transportation routes in & out of areas
- Staging area (minimum of 300' from hot zone.)

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

STRUCTURAL COLLAPSE

V. Rescue Phase

A. Priorities

- Surface victims and those lightly trapped
- Victims that can be heard
- Last known location
- Possible locations
- Mark areas of possible victim locations, and the areas that have already been searched

B. Select Debris Removal

- Process will reduce size of rubble pile
- Must use Pre-Determined Plan
- May need heavy equipment
- Remove debris from top down
- Remove debris from area where victims may be located

C. Shoring

- Shoring will be used to support damaged and/or weakened floors and walls
- Proper shoring equipment and techniques will be utilized at all times
- Only trained personnel will install shoring
- **DO NOT** force shoring into place
- No shoring is to be removed once it is in place

D. Breaching

- Try to avoid breaching walls due to structural stability
- Try cutting floors for structural stability and safety
- If breaching is needed, cut small inspection holes to access area in question for safety

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

STRUCTURAL COLLAPSE

E. General Debris Removal

- Usually done by heavy equipment
- Will be utilized when all other approved methods have been exhausted
- No chance for survival
- Demolition phase
- Select Debris Removal will commence if signs of deceased victims become apparent
- May require Police Department and Medical Examiner to assist

VI. Termination Phase

- Conduct PAR
- Only equipment that can be removed safely will be removed
- Clean and decontaminate all equipment recovered
- Inspect all equipment used
- Document all lost and damaged equipment
- Full Critique
- After action report

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

ROPE RESCUE

PURPOSE: To provide safe, operational guidelines for rope rescue emergencies. This SOP will apply to all members of the Wilmington fire department who respond and operate at rope rescue emergencies.

POLICY: To establish procedures for rope rescue emergencies in accordance with approved rope rescue practices.

DEFINITION: Rope rescue is defined as any attempt that requires rope related equipment to safely gain access: such as high rise buildings, above or below grade structures, towers, slopes, embankments by means of a rope system.

- High Angle Rescue (technical) are for rescues involving angles of inclinations in excess of 30°
- Low Angle Rescue (non-technical) are for rescues involving angles of inclinations less than 30°

Qualifications for responding personnel:

- Awareness Level – Generally not rescuers however at these level personnel are able to recognize hazards and contact additional needed resources.
- Operational Level – At this level personnel are capable of hazard recognition, equipment usage and the techniques necessary to safely and effectively support and participate in a rope rescue.
- Technician Level – At this level personnel are capable of hazard recognition, equipment usage and techniques to safely and effectively coordinate, perform and supervise a rope rescue incident. This level can involve search, rescue and recovery operation.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

ROPE RESCUE

I. Initial Response – Reported or confirmed high angle or rope rescue incident:

WFD Rescue Box Alarm Assignment:

2 Engine Companies

1 Ladder Company

Squad #4

Both District Battalion Chiefs

One BLS unit

One ALS unit

One ALS Supervisor

Additional resources will be dispatched upon request of the Incident Commander.

II. Arrival on scene

Establish command, transfer as needed

Establish safe zones

Identify hazards

Call additional resources, if needed

First arriving technician, will assume Operations Officer

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

ROPE RESCUE

III. Incident Assessment Phase

Secure job foreman, building security, or reliable witness

Determine rescue or recovery

Location of victims

Number of victims

How is victim suspended or supported?

Is the victim injured?

Is the victim hanging or simply stranded?

Can victim achieve self-rescue?

Can victim be reached by other methods?

Is access above the victim accessible?

Level III accountability

IV. Pre-Rescue Phase

Make general area safe, establish perimeters.

Control perimeter access, preferably non-technician personnel, WPD if possible.

Develop rescue plan.

Assemble needed equipment.

Locate suitable anchors (bomb proof when possible).

Appoint safety officer (operational level personnel).

Appoint rigging officer (technician level personnel).

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

ROPE RESCUE

V. Rescue Phase

NFPA 1983 will be followed whenever possible

All rescue personnel will utilize Class III harnesses.

All support personnel will have Class III harnesses and fall protection in place if deemed necessary by the Operations Officer.

All personnel will have proper PPE (helmet, gloves, etc.)

All rescue rope used will be ½ inch static kermantle or larger.

All victim loads will utilize two separate ½ inch diameter lines (main and safety).

Anchors will be bomb proof whenever possible.

All sharp edges will be padded.

All rescue personnel rappels or lowers will utilize two separate ½ lines (main and safety).

All victims will be transported via stokes basket, skid stretcher, class III harness or LSP halfback.

Spinal immobilization will be utilized when necessary.

Mechanical advantage systems should not exceed a five to one mechanical advantage with a three man haul team.

WFD rope and assorted hardware will be utilized at all times.

*EXCEPTION: When working with NCC technical rescue team.

All systems knots, carabineers, etc., will be sight and touched checked by at least two team members.

No power winches or cranes will be used to raise or lower a victim. Cranes, aerial ladders and davits are suitable for anchoring or moving from side to side.

*EXCEPTION: Cranes may be used when necessary only when the victim remains in sight of the operations officer at all times. A team member will be assigned to the crane operator for communication purposes with the operations officer.

WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

ROPE RESCUE

VI. Termination Phase

Safely demobilize all WFD equipment.
Clean and decontaminate if necessary.
Inspect all equipment used.
Secure equipment properly in serviceable condition.
Document rope usage
Evaluate and critique.

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WILMINGTON FIRE DEPARTMENT

Standard Operating Procedure

CONFINED SPACE RESCUE

PURPOSE: To provide safe operational guidelines for confined space emergencies. This SOP will apply to all members of the WFD who respond and operate at confined space rescues.

POLICY: To establish procedures for entries and rescue for any confined space emergency in accordance with OSHA 29 CFR 1910.146.

Definition: A confined space is defined as:

- Large enough and so configured that an individual can bodily enter and perform assigned work.
- Has limited or restricted means of entry or exit.
- Is not designed for continuous occupancy.

Definition: A permit required confined space is defined as:

- Contains or has potential to contain a hazardous atmosphere.
- Contains material that has potential for engulfing an entrant.
- Has an internal configuration such that an entrant could become trapped or asphyxiated by inwardly converging walls or by a floor which slopes downward and tapers to a smaller cross section.
- Contains any other recognized or health hazard including mechanical, electrical, slip, trip or fall hazards.

Qualifications for responding personnel:

- Awareness Level – Generally not rescuers however at these level personnel are able to recognize hazards and contact additional needed resources.
- Operational Level – At this level personnel are capable of hazard recognition, equipment usage and the techniques necessary to safely and effectively support and participate in a confined space incident.
- Technician Level – At this level personnel are capable of hazard recognition, equipment usage and techniques to safety and effectively coordinate, perform and supervise a confined space rescue incident. This level can involve search, rescue and recovery operation.

I. Initial Response – Reported or confirmed confined space incident:

WFD Rescue Box Alarm Assignment:

2 Engine Companies

1 Ladder Company

Squad #4

Both District Battalion Chiefs

One BLS unit

One ALS unit

One ALS Supervisor

Additional resources will be dispatched upon request of the Incident Commander.

II. Arrival on Scene:

- Establish command (transfer as needed)
- Initiate safe zone
- Identify hazards
- Call additional needed resources
- 1st arriving technician will assume operation officer

III. Incident Assessment Phase:

- Secure job site foreman or reliable witness
- Secure job site permit/MSDS sheets; if applicable, plans and prints
- Begin documentation using WFD confined space rescue entry sheet (see attached)
- Determine type of space
- Number of victims
- Type of hazards
- Type of Product
- Type of entrapment
- Determine number of entry/exit points
- Determine rescue or recovery operation
- Level III accountability

IV. Pre-entry Phase

- Make general area safety; establish perimeters
- Control perimeter access/preferably non-technician personnel/WPD if possible
- Ensure fire control if applicable
- Ventilate space if applicable/mechanical or natural
- Initiate blank out, lock out tag out. This will ensure all electrical, mechanical, pneumatic, and nuclear energies are disabled and secured properly. May need technical assistance from site personnel. Lock out, tag out will be documented on the WFD confined space entry rescue sheet.
- All mechanical devices will be at a zero mechanical state.
- All lock out; tag out procedures will include the use of a key type padlock when possible.
- In any case where this is not possible, physical security will be used.
- Assemble needed rescue equipment.
- Begin to develop rescue plan.

1. Atmospheric monitoring
Atmospheric monitoring will begin immediately and continue inside and outside space in question for the duration of the incident.
Initiate atmospheric monitoring
 - Oxygen level
 - Flammability LeL
 - Toxicity
2. Any instrument used to monitor a confined space shall have:
 - An audio alarm
 - Be calibrated to 10 percent to the LeL of the calibrating gas
 - Have an audio alarm set at
 - low oxygen 19.5 percent
 - oxygen enriched 23.5 percent
 - toxicity CO 35 parts per million
 - H₂S (Hydrogen Sulfide) 10 parts per million
 - any toxic specific chemical
 - any oxygen reading below 12 percent command should recognize that LeL readings will not be accurate
 - personnel assigned to atmospheric monitoring will obtain readings every 15 minutes to be documented on the WFD entry rescue worksheet.
 - if atmospheric readings become unsafe to continue operations all team members will exit the space ASAP until the area is deemed safe.
3. Communications:
 - All radios will be intrinsically safe models
 - Use alternate TAC channel
 - If radio system is insufficient, use hand signals or rope tug method
 - “OATH SYSTEM”

One tug	O kay
Two tugs	A dvance
Three tugs	t ake up
Four tugs	H elp
4. Lighting
 - Intrinsically safe
 - Advantageous placement
 - General lighting
 - Site specific lighting

V. Entry Phase

1. Once the best action plan and location for entry has been established, rescue/recovery teams shall begin entry and reconnaissance/rescue/recovery operation in the space.
2. Entry decision shall be based on known locations of victims and their condition, safety of the opening, atmosphere readings and ease of recovery points.
3. Prior to entry, each team member shall be logged on the WFD entry rescue worksheet.
4. Proper respiratory protection SCBA/SABA if needed.
5. All rescue team members will have proper PPE, helmet, gloves, eye/ear protection and coveralls.
6. All rescue team members entering the space will have Class III rescue harness and retrieval line in place.
7. A back-up rescue team will be in place prior to initial rescue team entrance.
8. A mechanical extraction device will be in place prior to entry if necessary.
9. Any support rescue personnel working in elevated area greater than five feet in height will have Class III harness and fall protection in place.
10. PAR will be conducted every 15 minutes.
11. Teams shall be limited to 30 minutes in any space.
12. Each team member shall be assigned to rehab upon removal from the space.

VI. Victim Location

DECIDE

- Is this a rescue or recovery?
- If rescue, can an SABA be placed on victim?
- Can victim be easily extracted?
- Do you have enough and the proper equipment?
- Is an additional team needed?
- Communicate your needs to the Operation Officer.

VII. Victim Removal

Once the victim is set for removal, assure the following:

- Assure as much c-spine control as is possible based on the space and the victim's condition.
- Use removal systems on the exterior which are applicable to the size and weight of the victim.
- Mechanical advantage systems are much preferred over manual hauling.
- Do not use electric winches, etc., to remove victims.
- Decide if the victim is to be removed head first or feet first.
- Avoid the use of wristlets on patients with burns to the extremities.

Once the victim has been attached to a removal device and is in the process of being rescued/recovered.

- Assure that if the victim is to be moved through an opening, either vertical or horizontal, which presents team members the only way out, that the following guidelines are followed:
 1. Whenever possible, assure that all team members are stationed to the egress side of the hole/opening in the event the victim becomes lodged.
 2. Always try to avoid being blocked in by a victim.
 3. If this is not possible, assure the following:
 - When the move is made, assure it is made quickly and smoothly, leaving the time the space is blocked for egress as minimal as possible.
 - Assure that the exterior personnel, as well as interior teams, are aware of the move and a plan is agreed upon prior to blocking the space.
 - Assure that all air line problems develop as a result of the victim becoming tangled or pinching off the lines.
 4. Safety Considerations

In the event of an air line failure on a SABA, the entire team shall **IMMEDIATELY** leave the space, once they assure that the rescuer with the problem is assisted.

- Notify the exterior immediately of the problem and identify the line and the specific problem.
- Never leave a partner in trouble unless you must clear the way for his exit.
- In the event that the five minute bypass bottle runs out before you have exited and the air line problem has not been corrected:
 1. Buddy breathing by passing the mainline (which is still functional) back and forth to each other's system is acceptable.
 2. Do not leave the non-operational line behind.
 3. Exit the space and correct the problem.
 4. Send in the next team if warranted.

VIII. Termination Phase

- Conduct PAR.
- Have contractor or responsible party seal entry points to assure no additional entry.
- Complete Technical Worksheet and documentation.
- Demobilization of equipment.
- Evaluation and critique.

CONFINED SPACE TERMS/DEFINITIONS

MSDS – **M**aterial **S**afety **D**ata **S**heet

PAR – **P**ersonnel **A**ccountability **R**eport

CLASS III – Rescue Harness (shoulders; waist; leg straps)

SCBA – **S**elf **C**ontained **B**reathing **A**pparatus

SAR – **S**upplied **A**ir **R**espirators

LEVEL III RESPONSE – Emergency Speed

LEVEL I RESPONSE – Reduced Speed

SABA – **S**upplied **A**ir **B**reathing **A**pparatus