

SUPPORT CREW OPERATIONAL PROCEDURES – STAFFING “DO’S AND DON’T’S”

Over a period of time, it's possible that some of the basic procedures of the duty support crews may have been forgotten, or simply overlooked due to the circumstances of the moment. Consider this a review of what are expected to be “standing requirements” of any support crew standing duty or responding to any given incident. Please ensure *ALL* crew members are familiarized with these procedures prior to the staffing of the Fire Support Unit. Questions may be directed to Battalion 30 at any time.

- 1. STATION PROTOCOL** – After all crew members have arrived at the station for duty, check-in with the career Captain (Shift Leader) announcing you are staffing the support truck for duty. If arriving at the station to respond the truck to an incident, notify the career Captain (Shift Leader) you are responding the truck, and to what location you are responding. When leaving the station for any reason, ensure the Captain (Shift Leader) is aware of your departure. ALL common use areas and amenities are available for your use, however remain cognizant that the career force “lives” there 10 days a month and has certain personal or shift items and areas set aside strictly for THEIR use. If any questions ... ask! The Volunteer bunkroom and office are OUR responsibility to maintain and keep clean. There is no maid service. Please! ... Clean-up after yourselves and ensure the rooms are neat and ready for use by the next oncoming crew. REMEMBER ... Return any Personal Protective Equipment (PPE) to your gear locker, and bedding material to your vehicle or issued bunk-room locker (in a plastic bag) when departing the station!
- 2. VOLUNTEER APARATUS CHECK-OFF** – As soon as possible after duty crew arrival, inspect and check-off the units (SUP-08, BRU-08, UTV-08) to make sure they are fully operational and prepared to respond when requested. Check-Off Sheets are provided in the clipboard located in the cab of the truck. Note ALL discrepancies on the sheet, and ensure that MAJOR discrepancies are reported to the career Captain (Shift Leader) and Battalion 30 ASAP! Fill all water and drink containers, and ensure a supply of drinking cups are readily available. If required, top-off the cascade system ensuring it's full and ready for use. REMEMBER ... Minimum fuel status for the truck is 3/4 of a tank and do NOT put the truck In-Service until it's ready to respond.
- 3. LOG-IN THE SUPPORT TRUCK** – Utilize the Computer Program and the on-board, on-line excel spreadsheet to log-in the appropriate status of the truck, and noting the personnel staffing it for the evening. Utilize the documentation provided if instruction is necessary.
- 4. DUTY CREW DINNER ARRANGEMENTS** – The following dinner arrangements may be made when standing assigned nightly duty: 1) Crew members may elect to bring their own meal items to be prepared and/or eaten once the truck has been checked off and placed in service. 2) Crew members may elect to eat with the career shift members if prior arrangements have been made with the on duty paid staff. 3) Crew members may use Utility 8 to go and purchase meal items to be consumed at the station once the support truck has been checked off and placed in service. 4) Duty crew members may elect to eat at a restaurant by driving fire support 8 to the chosen location and parking it out of the mainstream of traffic (Behind building, etc.). If there is a request for service, routine calls may be handled after the meal is completed. Emergency calls must be handled as soon as the meal can be paid for and the truck fully staffed. Request your server box the remaining items for take-out if desired.

5. **WORKING FIRES** – Upon announcement of a “working fire/Incident,” the support crew will IMMEDIATELY take note of the call and start proceeding to the incident. Do NOT wait for the dispatcher to tone out the pagers before “responding!” There are times when circumstances do not permit communications to dispatch additional units in a timely manner. Upon being dispatched, announce by MDT (computer) or radio that you are responding and from what location. Response to “working fires/Incidents” is EMERGENCY unless otherwise directed. Should the status of the incident be communicated as “under control,” “checking for extension,” or “fire out,” the support truck will automatically REDUCE response to NON-EMERGENCY. Likewise, ALL responses to “miscellaneous” calls for service (water breaks, assist citizens, etc) will be NON-EMERGENCY unless indicated by the dispatcher or fire command. Under NO circumstances should a support truck respond to any incident without knowing the location of the scene! Map Books are provided, as well as On-Line location finding software in the computer in the cab of the truck to ensure knowledge of the best route to be taken PRIOR to responding. Use them!
6. **RADIO PROCEDURES** – Avoid excess radio traffic! When possible, use the MDT (computer). Strict adherence to prescribed radio procedures will be followed at ALL times. LISTEN! Ensure the air is clear before transmitting messages. Hold the microphone transmit button down for 2 seconds then speak CLEARLY and SLOWLY into the “mike.” Do NOT ask the dispatcher for locations or directions over the air! You should know that information PRIOR to responding. Truck radios should remain on channel 1 until arrival on-scene, then switch to the prescribed tactical channel. Portable radios should be switched to the tactical channel immediately upon responding. Drivers drive! ... Passengers talk on the radio or operate the MDT (computer)! Utilize Channel 16 to pass routine information between crew members. Brush Truck & UTV radios are NOT to be utilized by Support Truck personnel unless specifically authorized by Batt. 30 or Unit 31!
7. **SCENE PROTOCOL** – Upon arriving at any given incident, announce on channel 1 and by MDT your arrival and switch the radio to the prescribed tactical channel. Should Fire Command announce the placement of the unit, proceed accordingly. If no location is specified, position the truck as close to the scene, without blocking incoming or outgoing apparatus, as safely as possible. Once the unit is positioned, the following should be accomplished as quickly as possible. Do NOT wait for instructions from fire command prior to initiating tasks!
 - A. Turn OFF all unnecessary emergency lights. Unless directly in the line of traffic, usually only the truck’s 4-way flashers are required for safety.
 - B. The “Officer” (Front cab passenger) takes the “passport” containing the “Icons” for all crew members to command and requests any specific instructions.
 - C. Establish a “safety zone” around the unit with traffic cones or fire-line tape.
 - D. Set up on-scene lighting, if required.
 - E. Establish SCBA filling operations, and establish an area for receiving and returning air cylinders utilizing the Support Truck’s “Pak-Mat” tarp.
 - F. Maintain an open line of communication (listening) with Fire Command.
8. **INJURIES** – ALL injuries, regardless how insignificant they may seem, shall be reported to the shift Safety Officer, Company 8 Station Captain (or Supervisor), and Unit 32 (or Unit 31) *prior* to initiating any follow-on treatment of said injury. The shift Safety officer (613-0438) may be contacted through the Dispatcher if on-scene, or by telephone from any location.

9. **BACK IN SERVICE** – Upon leaving the scene of any given incident, ensure ALL equipment (including ALL salvage covers if possible) has been returned to the unit, the “passport” has been retrieved, and you have communicated to the dispatcher and Fire Command via radio (or MDT) your departure. Note any equipment, salvage covers, etc. that has not been, or can not be returned to service. After returning to the station, make sure any damaged equipment has been tagged, and REMOVED from the unit. Notify the career Captain (Shift Leader) of any damaged or missing/lost equipment. Fill out the appropriate paperwork if required, and leave a note in the Volunteer office notifying Battalion 30 of the failed, damaged, missing (left on-scene), or lost equipment (including salvage covers). Ensure that ALL equipment, and the truck itself is clean and ready for the next response. Dispose of all trash, and restock the drink and water containers if necessary.

NOTE! Ensure ALL appropriate paperwork and “computer” entries have been completed prior to leaving the station! If not able to complete the VBFD or OVFD’s “computer program” entries, return to the station within 72 hours to complete them. Request assistance from the career staff, if required.

As always ... If there are ANY questions concerning, or problems arising from the above listed procedures, contact one of the Volunteer Officers or Battalion 30 for clarification. If ANY maintenance issues arise either in the station or on-scene, contact Battalion 30 (or subordinate Volunteer Officer) ASAP for quick resolution. Procedures have been put in place to “fix” problems that routinely develop ... But we have to know about them first. Above All! ... Drive and operate safely! Exercise your personal judgment, and do not place you, your crew members, or your apparatus unnecessarily in harms way! Thanks for ALL that you do!

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FIRE SUPPORT 8