

1004.01

## Station Operations Standard Operating Procedure



*This procedure is for internal use only and does not enlarge an employee's civil liability in any way. The procedure should not be construed as creating a higher duty of care, in an evidentiary sense, with respect to third party civil claims against employees. A violation of this procedure, if proven, can only form the basis of a complaint by this department for non-judicial administrative action in accordance with the laws governing employee discipline.*

**Related Policies:** CM 2005-053, CM 2009-084, CBA CBU 11

**Applicable HI Statutes:**

### I. PURPOSE

The Station Procedures SOP is intended to identify, outline and direct the day-to-day operations at each Station. This policy does not cover all eventualities and is not intended to limit the authority of the Company Officer from deviating from specific criteria if required to do so. This policy shall be utilized as a guide to develop the operational tempo and baseline daily activities.

### II. APPLICABILITY

This Policy is applicable to all Career Stations.

### III. PROCEDURES

The Company Officer, on shift, shall be responsible for the application of this Policy.

#### 1. Change of Shift:

- a. Change of shift will be at 0800hrs.
- b. All on-coming duty personnel shall assemble at the shift change location no later than 0800hrs, in duty uniform.
- c. At the Shift Change, Company Officers shall;
  - Assemble the on-coming crew for assignments
  - Conduct Roll Call
  - Provide any required communications, messages, and/or information
  - Assign any special duties
  - Brief on any previous shift emergencies of note
  - Pass-on any vehicle, equipment, and/or facility damage
  - Provide anticipated weather conditions for the shift
  - Ensure personnel's PPE gear is in a state of acceptable readiness

#### 2. Daily Battalion Chief Briefings.

To keep the Fire Chiefs Office informed on the current fire companies' daily activities, Battalion Chiefs shall prepare "briefs" which will be discussed with the Assistant Chief at 0900 for Battalion 1 and 0930 for Battalion 2.

- a. Brief's will include but not be limited to:
  - activities/operations for the 24 hour period
  - special details/assignments
  - apparatus; discrepancies/out of commission/replacement
  - personnel manning; illness/injury
  - equipment; discrepancies/out of commission/replacement

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- Internal Issues
  - recommendations
3. Relief.
- a. End of Tour.  
The Company Officer shall not allow any member of their crew to go off duty:
- until properly relieved by an oncoming member, or
  - until the anticipated number on members of the oncoming platoon have reported for duty, or
  - until other arrangements have been made with the approval of the Battalion Chief
- b. Members who are on a scheduled tour of duty and leave without proper relief and/or approval from a senior officer may be subject to disciplinary action.
- c. Ranking members shall be:
- relieved by members of equal rank, or
  - by a member who is assigned to perform those duties on that date if the member of equal rank will not be present.
  - allowed early relief from platoon duty with approval from their senior officer, and the member relieving is in the proper uniform and fit for duty.
- d. Substitution between members shall be permitted as provided in the collective bargaining agreement and as follows:
- A written memorandum to the respective Battalion Chief shall be submitted at least 1 shift in advance of the anticipated date of substitution.
  - All substitutions shall be approved by the Battalion Chief affected
  - Employees do not have to hold the same rank. However, the employee substituting must be qualified to assume the position.
  - A qualified employee is one who is deemed to have the certifications required to perform in certain positions and who meets the minimum qualifications to perform in the substituted position in a temporary assignment.
  - Substitution is permitted on days observed as Holidays with the explicit understanding that any holiday premium shall be claimed by the employee being relieved.
  - An employee is not required to repay another employee for a substitution.
  - The affected employees are required to resolve any repayment issues and not the employer.
  - All regular duty premiums, proficiency pay, or other adjustments to pay shall be claimed by the employee being relieved.
  - Any pre or post shift overtime shall be claimed by the relieving employee.
  - Personnel involved shall be responsible for their respective substitution tracking.
  - At no time will an employee be allowed to work more than 72 consecutive hours.

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- It is incumbent on the employee being substituted to ensure that the relieving employee reports for the required work shift. Should the relieving employee not report for duty as agreed, the following sanction shall be imposed:
  - i. The employee being relieved shall be considered absent without leave (AWOL) and immediately be placed on leave without pay (LWOP). If the employee can return to work, LWOP shall be terminated at the time of their arrival at their duty station.
  - ii. The respective Battalion Chief shall conduct a thorough investigation as to the circumstances on a case-by-case basis.
- 4. Tardiness:
  - a. If a member of the oncoming platoon fails to report for duty at his/her scheduled time he/she will be considered tardy. A member of the off-going platoon may be selected to remain on duty until arrangements have been made with the Battalion Chief.
  - b. A member that is Tardy without notification to his/her superior officer shall be considered AWOL and be subject to disciplinary actions, up to and inclusive of termination.
  - c. Tardiness shall be entered in the station logbook.
  - d. At the discretion of a superior officer, the member may be required to submit memo indicating the amount of time involved, reason for tardiness, the name of the relieving member, if any, and any other pertinent information.
- 5. Change of Assignment:
  - a. When details are made which require members to move personal equipment such as boots, turnouts, and bedding from one station to another for short periods of time, chief officers shall provide department transportation.
  - b. Changes of assignment will be in accordance with the CBA sec. 26 Travel Allowance.
  - c. Upon request, members may elect to use their own vehicles at their own expense.
- 6. Memorandums and Directives:
  - a. On-duty Company Officers and Battalion Chiefs receiving written orders, directives, and memorandums shall be responsible to ensure that the Company Officer and Battalion Chiefs respectively of the off-duty platoons are properly apprised of items of mutual concern. Such appraisals shall occur no later than the next duty period for each of the off-duty platoons.
  - b. All Company Officers are hereby directed to read, discuss, and ensure that all members under their command fully understand the contents of all memorandums and directives originating from this administration.
  - c. Company Officers shall enter into their daily logs upon receipt of any memorandums or directives to show that they have been reviewed with all personnel under his/her command and document names of personnel.
  - d. Personnel may be questioned during inspections on memorandums and directives originating from this administration.
- 7. Multiple Company Officers
  - a. When two or more Company Officers are located in the same quarters, they shall confer with each other in regard to repairs, supplies, and upkeep of quarters.

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- b. They shall work harmoniously together and shall share the responsibility equally.
  - c. The same unified effort is expected of members of lower rank who share responsibility.
8. Work Assignments:
- a. All Fire Department personnel are expected to perform work assigned to them by their supervisor.
  - b. Supervisors are legally authorized to assign work to their subordinates. Therefore, a lawful and official order from a supervisor directing an employee to perform certain work must be obeyed.
  - c. The supervisor will excuse an employee from performance of assigned work;
    - If its performance will jeopardize the health and safety of the employee, other employees, or members of the public.
    - If the employee has valid reason for not wanting to perform a work assignment, he/she shall present his/her reason to the supervisor; however, the supervisor decides whether or not the employee's request will be granted.
  - d. The employee who fails to perform the assigned work is subject to disciplinary action up to and inclusive of termination.
9. Lockers:
- a. Members shall keep all wearing apparel and other personal belongings, when not in use, in a locker, closet, or other proper place provided for this purpose.
  - b. County or personal property shall not be placed or hung on apparatus in such a manner that it will be detrimental to the finish or use.
  - c. The locker or closet shall be kept in a neat and clean condition at all times and the doors kept locked.
10. Routine Details:
- a. Company Officers shall assign members to work incidental to the cleaning and maintenance of quarters and apparatus, equitably distributing the duties as fairly as possible, in accordance with the CBA.
  - b. All members, regardless of rank, will proceed promptly with their work and duties as established within the work schedule.
  - c. Work will not be interrupted unless authorized by the Company Officer on duty.
  - d. All members on duty shall be up and ready for work by 0630hrs. They will have their station and premises tidied up and all major pieces of equipment operational, checked and cleaned before 0800hrs.
11. Meal Preparation:
- One member in each station may be permitted to prepare food for the noon or evening meal by permission of the Company Officer, and while so engaged, will be considered as performing official duties.
12. Work Schedule:
- a. Daily:
    - 0800-0900 Apparatus and equipment primary services and checks
    - 0900-1200 Daily duties as assigned by the shift Captain.
    - 1200-1245 Meal.

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1245-1600 Training / Special Projects.

1700-1745 Meal.

1800-2200 Non-Core Hours

\* Due to emergency response and various activities, the Shift Captain may deviate from the above schedule, ensuring that the breaks and meals are afforded as soon as reasonably possible.

\* Monday through Friday - Personnel will follow the training schedule.

b. Scheduled Routine:

Wednesday Fire and Rescue tools and equipment periodic maintenance.

Thursday 0900-1200 Drill.

1245-1600 Make-up training.

Friday 0900-1200 Pre-planning, familiarization.

Saturday Station maintenance, general area cleaning, cabinet cleaning, stove and refrigerator, scrub shower walls and floors, wash down apparatus floor, front and rear apron, yard maintenance and hydrant detail.

Sunday Fire and rescue apparatus scheduled lubrication and oil change.

Polishing brass, chrome, polishing equipment and apparatus.

Holidays Follow drill and/or work schedule.

\* Scheduled routine shall be uniformly applied to all stations.

13. Care of Facilities:

- a. The roofs of buildings, sidewalks and gutters in front of quarters shall be kept clean and free from obstructions.
- b. No debris of any nature shall be swept or thrown into streets or drains during the cleaning of quarters.
- c. Company Officers shall be responsible for seeing that roof drains of their respective stations are inspected and cleaned on the first general maintenance day of each calendar month.
- d. Excess grease or oil from cooking is to be disposed of, along with other trash in a capped container.
  - Under no circumstances is it to be emptied into the kitchen sink.
  - Absolutely no bones of animals, fowls, fish and fish scales shall be disposed of through the sink garbage disposal.

14. Sleeping Quarters:

- a. Beds shall be properly and neatly dressed after each use.
  - Members shall cooperate with one another in keeping the beds properly dressed.
  - A bed is properly dressed when it is covered with the Department's bed cover.
  - It shall be properly dressed during the hours of 0630 and 1900.
  - Bed covers shall be changed as necessary to keep beds in a neat and sanitary condition.
- b. Beds may be provided only for personnel on duty (hot bed system).
- c. Individual beds may be provided for Company Officers and Battalion Chiefs if reasonable space is available in the fire station dormitory.

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- d. Sleeping is permissible only in a member's assigned bed between the hours of 1900 and 0630.
  - Members occupying beds in quarters shall not be unnecessarily disturbed.
  - Members shall perform personal hygiene prior to occupying County owned beds.
  - Sleeping on top of bed covers shall not be permitted.

### 15. Visitors:

- a. All visitors or chief officers, as they enter the station, shall be courteously approached by the officer or member on floor watch to ascertain their business.
- b. Company Officers shall be summoned immediately if information is desired, or conditions warrant leadership interaction.
- c. Company Commanders shall be notified when Chief Officers, members of the public, mechanics or workers enter quarters or when gasoline or supplies are presented for delivery.
- d. Visitors with legitimate or justified reasons or purposes and proper identification will be escorted through the quarters.
- e. Department personnel may demonstrate the use of firefighting equipment and apparatus. Care will be taken to ensure that visitors are not injured by or directly participating in these demonstrations without a risk assessment and authorization by the chain of command.
- f. Entrance to quarters for the purpose of soliciting is strictly forbidden except as approved by the Fire Chief.
- g. Under ordinary conditions, the following should not be affected by these restrictions.
  - Members of the families of fire personnel working in the station, when conducting themselves in an orderly manner.
  - Trades persons delivering food, uniforms and uniform accessories when requested by a member, or cleaners or laundrymen furnishing necessary service to members on duty.
  - Public employees, particularly Police Officers, when necessary to enter the station in connection with their duties.

### 16. Public Image:

Members in duty uniform may stand in front of, or in the entrance to company quarters but shall not be permitted to congregate to such an extent that criticism will be directed at the Department.

### 17. Death Notice:

- a. Appreciating the desire of department members to pay their respects and express condolences to the bereaved: Employees who are aware of the passing of a department member, retiree, or the immediate family member (parent, sibling, or child) of an active department member, are encouraged to notify the Office of the Fire Chief as soon as possible to ensure our efforts in notifying all personnel.
  - Upon receipt of notification of the death, a general distribution electronic (e mail) notification shall be generated from the Office of the Fire Chief. This will include the dates and times of the pending arrangements and services.

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- With the passing of active or retired uniformed personnel, the Fire Chief or his designee shall contact the family and offer traditional funeral service accommodations to include Honor Guards, Pall Bearers, and/or casket transportation utilizing fire apparatus.
- The Fire Chief or his designee will coordinate the aforementioned service accommodations through the Assistant Fire Chief of Operations and the Battalion Chief's.

### **18. Funeral Detail:**

- a. Upon request of the family of a deceased active or retired member of the Hawai'i County Fire Department, the Fire Chief or his designee shall assist the family in making the necessary arrangements for the funeral. The Fire Department will provide an engine to carry the coffin from the funeral home, the place of viewing, the church for final service, and to the cemetery for burial.
- b. Members of the Hawai'i Fire Department are asked to provide voluntary Honor Guard duty by the casket while the body is on view. Honor Guard members are to wear the duty uniform, clean and pressed, and black shoes nicely polished.
- c. When the funeral procession passes a Fire Station, the on-duty members of that station will line up at attention in front of the station while the procession passes by and render the hand salute. The Chief Officer or Senior Captain will be in command of formation. If the funeral procession passes by Central Fire Station, with all companies within the Hilo Fire District 1, 2, 3, and 4 standing by.

### **19. Off-Limit Areas:**

- a. The Fire Dispatch operational area, warehouse and Maintenance Shop are designated as No Loitering Areas to all personnel. Personnel on official business only will be permitted in these areas.
- b. Loitering in quarters is prohibited.