



EAST JEFFERSON FIRE RESCUE

Standard Operating Guidelines (SOG)

Number: 1000f

Call for Service Response Guidelines

PURPOSE

The purpose of this guideline is to establish response guidelines for EJFR members who not within the fire station and who are summoned for a Call for Service (CFS Incident).

SCOPE

These guidelines apply to East Jefferson Fire Rescue (EJFR) volunteer members responding from locations other than fire stations or assigned shift details to CFS Incidents. This guideline also addresses callback response for career employees.

SECTION 1.0 NOTIFICATION

- 1.1 EJFR shall utilize appropriate and timely notification systems by which requests for assistance to a CFS Incident shall notify: duty staff, volunteers and off-duty staff.
 - a. Notification systems shall include:
 - b. VHF proprietary radio voice pager, **primary notification system** (JeffCom Fire Primary)
 - c. VHF proprietary two-way radio communication system (JeffCom Fire Primary)
 - d. Digital data pager
 - e. Smart Phone Notification Application (Active911)
 - f. Internet DATA notification (Jefferson DEM NIXEL)
 - g. ARES (Amateur Radio Emergency Service)
 - h. Direct phone tree call list
- 1.2 EJFR members, when notified of a Call for Service (CFS toned alarm) by the agency notification system(s), shall respond to the request for assistance consistent with protocol, directive, guideline, and or labor agreements.

SECTION 2.0 RESPONSE

- 2.1 The goal of volunteer and off-duty response is to:
 - a. Support the primary incident requesting service
 - b. Staff district stations with appropriate crews and apparatus
 - c. Respond to the next CFS incident within EJFR
 - d. Respond to Mutual Aid incidents or incidents directed by an EJFR Duty Chief
- 2.2 EJFR members shall advise of their response via portable two-way radio as per radio communication guidelines.
- 2.3 EJFR members who subscribe to smart phone notification shall identify their availability and response or unavailability within the phone application appropriately and timely.
- 2.4 EJFR members responding in POVs shall comply with all driving regulations and policies, adhere to all posted speed limits, and drive appropriate for weather conditions.

- 2.5** When responding from locations other than fire stations or assigned shift details, EJFR members shall respond accordingly:
- a. To the fire station where your Structural, Wildland, or Technical Rescue PPE is housed
 - b. If your PPE is carried in a jump bag, then to the fire stations in the following order, Station 15, Station 11, then Station 16.
 - c. To the fire station where your assigned specialty apparatus is housed, i.e. Air 15, Tender 11, Truck 16, Marine 16, Arson 11, and or Gator 16 as an example.
 - d. If passing the incident on the way to a fire station and your services will positively affect the situation, stop at the scene until relieved to respond to the destination fire station. First due radio report, guidelines are expected as a first arriving EJFR member in any POV.
 1. The positive impact may include; first on-scene of a motor vehicle accident, first on-scene at a house fire for on-scene situation update, drowning incident acting as shore spotter, etc.
 - e. Respond directly to the scene as directed by the Duty Chief, Officer in Charge, or the Incident Commander via VHF radio direction or messaging system advisement.
- 2.6** When responding from a fire station or assigned detail, agency communication protocol and guidelines shall be utilized for communications.

SECTION 3.0 STAFFING

- 3.1** All considerations shall be applied to provide apparatus with appropriate crews to allow for the maximum utilization of apparatus and crew resources. Seat staffing shall be a guideline to accomplish best crew utilization. Variations shall only be directed by the lack of complete crews or Incident Command direction.
- a. Crew size minimums for response to incidents. This minimum staffing shall only apply to call back staffing and not for staffed apparatus per accepted and standardized daily response guidelines.
 1. Ambulance - 1 EMT minimum, preferred 2 EMT's
 2. Fire Engine- 1 Driver Operator minimum, preferred 1 DO and 1 Firefighter
 3. Tender- 1 Driver Operator minimum, preferred 1 DO and 1 Support Personnel
 4. Truck - 1 Driver Operator minimum, preferred 1 DO and 2 Firefighters
- 3.2** To support the initial incident and call back guidelines, notification of apparatus staffing levels shall be communicated to the Duty Chief, Officer in Charge, the Incident Commander via JeffCom allowing the Command Officer or JeffCom to best utilize the resource.
- 3.3** Staffing shall be maintained until relieved by either Incident Command, the staging officer under direction if the IC or a Company Officer. In situations where relief is warranted before expected time commitments, contact shall be made with the Incident Commander to allow for staffing adjustments before crew assignment departure.
- 3.4** Upon release, all apparatus utilized or staffed shall be made full-ready to respond to the next call for service. If the apparatus is not available for response, the unit shall be identified to JeffCom as Out of Service with appropriate agency notification guidelines.
- 3.5** Crew time reports shall be submitted to an Officer for time card accounting of the incident.

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| EFFECTIVE DATE: | REPLACES: |
| FIRE CHIEF: | |