

SOUTH PORTLAND FIRE DEPARTMENT

STANDARD OPERATING GUIDELINES

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1. **PURPOSE:** The following are the department rules and regulations as updated regularly.
2. **POLICY:** All fire department employees shall be familiar with the rules and regulations.

General Rules

The following regulations as hereby adopted for the guidance, government and discipline of the officers and members of the South Portland Fire Department.

All members of the Department are hereby directed to make themselves thoroughly acquainted with the Rules and Regulations, all general and special orders, bulletins, standard operating guideline, and notices. A strict observance of all rules, regulations, bulletins, standard operating guideline, and orders is insisted upon and failure on the part of any officer to report violations of them promptly and in such a manner as is herein designated shall be considered neglect of duty.

Ignorance of the Rules and Regulations shall not be tolerated as an excuse for not complying with them.

Any member of the Department charged with violation of the Rules and Regulations of the Department, or with conduct unbecoming a member, shall be subject to disciplinary action as provided for under Department Policy, City Policy, and Civil Service Rules and Regulations.

All members will be furnished with a copy of the Rules and Regulations and it shall be the duty of officers and members to conform to all requirements and perform all duties contained therein.

Administration

No meeting or assemblage shall be permitted in company quarters unless authorized by the Chief of the Department.

Whenever a member desires to be transferred the member shall go through proper channels. The member shall submit an application in writing to the Chief of the Department (or designee), stating in said application the reasons for requesting the transfer.

No information relative to the business or affairs of the Department shall be furnished to persons not connected therewith, except as authorized by the Chief of the Department (or designee).

No person shall make use of a fire station or any portion of premises connected with same for the purpose of transacting business not connected with the Fire Department.

In any fire station or Department building or vehicle, no banners, cards, political notices, or advertising of any kind shall be permitted to be attached to the outside or displayed.

All portions of general and special orders, bulletins, and notices that may be issued hereafter relating to the discipline or duties and powers of the members shall be recognized as a part of these Rules and Regulations. All rules and general orders heretofore promulgated, insofar as they relate to the powers and duties of members and are not in conflict with the above, are still enforced and will be strictly obeyed.

The officer in command of a platoon will, whenever any member thereof in the officer's opinion performs a meritorious or daring act, report such act in writing through the proper channel to the Chief of the Department. Any member may nominate other employees for awards that are given on a regular basis.

Platoon Officer

Platoon Officers shall:

- Record Daily Activity through the use of the current computer system stating the maintenance accomplished that shift, training completed, and number of inspections performed, stating any particular points that might require immediate attention and any other activities of the platoon.
- Utilize current systems to notify Public Safety Dispatcher and Duty Chief of all truck movements emergency and non-emergency in nature.
- Impart to their relieving officer any information possessed by them pertaining to stations, apparatus, fires or other matters, knowledge of which is necessary to oncoming officers to enable them to efficiently discharge their official duties.
- Promptly report to the Duty Chief any error, incapacity, inefficiency, neglect of duty, disobedience of orders or the violations of any rule, regulation, standard operating guideline, or general order.
- Perpetuate or institute the Department Incident Command System (SOG 323.1) upon arrival at an emergency incident.
- Direct company operations to ensure the members of the company institute such practices as necessary and pertinent to the operation that will limit property damage only to the extent absolutely necessary to remove the hazard.
- Properly document any damage to buildings and equipment via proper department reporting mechanisms and notify the Duty Chief when emergency repairs are necessary.

- Report to the Public Safety Dispatcher before taking apparatus out of station on verbal alarms.
- Not permit their apparatus to pass another apparatus of the Department going to or returning from an emergency incident, unless such apparatus should be disabled or signaled to do so.
- Enforce and adhere to the Dress Code.
- Make a written report without delay of all accidents or injuries to properties or persons caused by or affecting the operations of the Department and forward through the chain of command to the Chief of the Department immediately.
- Submit a written “Probationary Report” on the first day of every month on each probationary member for their company.
- Politely escort visitors or see that they are properly escorted through the station and that courteous explanations concerning the apparatus and equipment are made to them. Shall ensure that children on tour arrive with chaperones.
- Ensure that each responding member of the company is properly prepared with PPE and appropriate equipment.
- Not permit persons not connected with the Fire Department to ride on apparatus, either when responding to or returning from an emergency incident. Exceptions: express direction of the Chief, approved EMS or Fire Department Riders having completed proper paperwork.

Chief's Aides

A Chief's Aide may be a firefighter or fire officer assigned to a supervisory chief officer to assist with the logistical, tactical and accountability functions of an incident, group or division command. Any and all orders received by officers from these aides when the name of the directing Chief is given, must be promptly obeyed as if coming directly from the Chief.

Rules of Conduct

The respect and consideration due to the rank of a fire officer must always be in the mind of each member.

No member shall sell or give away any property belonging to the Department except with the permission from the Chief.

Any member who goes to the wrong location on any alarm shall file an official report and be subject to discipline.

No intoxicating liquor or narcotics shall be allowed in any fire station (except that permitted under Maine EMS Protocol) and no person under the influence of liquor or narcotics or whose presence is otherwise undesirable shall be allowed in the stations. Any member suspected of being under the influence of any substance which may alter the member's judgment, mentation, or functionality in a manner detrimental or potentially detrimental to the delivery of service of the Department shall be handled by the platoon officer in a way that removes any risk. Any member guilty of intoxication when on duty or representing the Department shall be disciplined.

Tobacco Free Environment

It is the policy of the City of South Portland to comply with all applicable federal, state, and local regulations regarding smoking in the workplace and to provide a tobacco-free work environment that promotes productivity and the well being of its employees.

Smoking and the use of any tobacco product, including chewing tobacco and vaping, is prohibited in all City facilities, vehicles, and equipment except for areas where it is specifically authorized. The City may designate "Smoking Areas" which must be at least twenty (20) feet from all entryways, vents, and doorways of city facilities.

Employees are expected to exercise common courtesy and to respect the needs and sensitivities of co-workers with regard to the tobacco policy. Smokers have an obligation to keep designated smoking areas litter-free and not to abuse break and work rules. Complaints about tobacco issues should be resolved at the lowest level possible; however, employees who violate this policy may be subject to disciplinary action.

The City does not discriminate against individuals on the basis of their use of legal products, such as tobacco, if the use occurs during non-working time and off the city's premises, except in areas specifically authorized.

Employees may contact the Human Resources Department for information regarding the effects of tobacco use and the availability of and reimbursement for smoking/tobacco cessation programs under the City's Wellness Program.

Members shall be polite and civil to each other and respectful to superiors. Disorderly conduct is strictly forbidden. Making disrespectful statements about and towards coworkers is forbidden.

Insubordination is strictly forbidden.

Members shall keep their superior officers advised on matters that should in the interest of the Department be brought to their attention.

The platoon officer shall immediately notify the Public Safety Fire Dispatcher whenever apparatus is, or is about to be, placed out of service, leaving quarters, arrival at a station to which it is temporarily transferred, or returned to quarters.

Members of the off-shift shall report for duty sufficiently rested and fit for duty. Members shall report for duty and relieve the off-going shift wearing the appropriate uniform as described in the Department Dress Code. All members shall have a dress uniform in the station and available at all times as well as an extra work uniform.

All members shall acquaint themselves thoroughly with the location of city streets and fire hydrants.

All charges whether preferred by officers or privates, shall be presented in written form to the Department, through the chain command.

Members, by personal inspection, shall acquire such knowledge of buildings within the City (construction, content, interior arrangements, location of main electrical switch, gas shut-off, sprinkler shut-off, valves and cellar drains) as may prove serviceable in case of fire.

Members shall regularly and systematically inspect, or cause to be inspected, buildings defined by City Ordinance for conditions which promote fires or life safety hazards, or dangers in case of fire. Any violations noted shall be promptly reported to the Fire Prevention Bureau.

Duty

Punctuality will be rigidly insisted upon and only the best of reasons, supported by positives and unquestionable proof that a member's delay in reporting on time was unavoidable, will be accepted.

No platoon shall go off duty unless properly relieved. If a member fails to report for duty, the officer in charge may select a member of the off-going platoon to remain on duty until such member reports or some other arrangements shall have been made to relieve the off-going member.

In the event of the oncoming platoon's arrival at the station to begin its tour of duty and finding the off-going platoon engaged at a fire, or out of quarters for any other cause in the line of duty, the oncoming officers shall consult with the off-going platoon officer in charge, or incident commander, to determine whether or not the incident is of such consequences and probable duration to detain the off-going platoon beyond the scheduled shifting time. It shall be the duty of the officer in charge to be mindful of the platoon shifting hours, and to advise whether the oncoming platoon should proceed to the incident or remain in quarters. If the oncoming platoon is to mobilize, it shall use all possible means as may be accessible and shall proceed in a body as much as possible to the location of the off-going platoon and relieve or assist subject to manpower requirements. When the Incident Commander deems necessary, the off-going platoon may be kept on duty until such time he considers their services are no longer required. The off-going platoon after being relieved from duty at a fire shall return to company quarters without delay and be dismissed until the regular time for their next tour of duty arrives.

Off duty personnel may respond to All-hands and larger (2nd and 3rd alarm) incidents. Off duty personnel shall notify the Call Back Chief (if in service) or Public Safety Dispatch when they are clear of the callback.

Whenever the Public Safety Dispatch details a company to respond to an emergency call, the assignment shall be obeyed regardless of any future emergencies which may be received in the meantime (translation no “jumping” better sounding calls).

Members shall see that the ramps, parking areas, and sidewalks around the station are kept free of dirt, ice and snow at all times.

Lawns shall be mowed, trimmed and raked (leaves) as needed to maintain a professional appearance.

In addition to their duties as herein set forth, members shall perform such other duties as may be required of them by their superior officers.

Equipment

No member shall loan equipment or send out equipment for repair within or without the Department without the platoon officer’s knowledge.

Drivers of the fire apparatus must have their vehicles under control at all times, and in no event shall the speed exceed the rate greater than is reasonable and proper, having regard to traffic and the safety of the public.

In responding to alarms of fire, apparatus will avoid one-way streets insofar as possible. In case apparatus will have to travel a one-way street against traffic, drivers of the same shall proceed at a careful rate of speed whereby they will be able to stop instantly before entering such streets if necessary. At all intersections of such streets, apparatus shall come to a full stop before entering such intersections. Officers in charge of apparatus will be held responsible for strict adherence of these orders.

Extreme care shall be exercised in placing fire apparatus at fires. Unless otherwise directed, the roadway in the immediate vicinity of a fire shall not be obstructed. Engine companies will leave right of way for the ladder companies. Ladder companies shall always be aware of obstructions and overhead power lines.

When responding to an emergency night or day, all lights will be used including headlights. When returning from an emergency lights will be shut off.

After a call, drivers will check their apparatus and equipment and report to their platoon officer any missing or damaged equipment.

Injuries and Illness

Members whose names are on the payroll, but who are excused from performance of fire duty on account of injuries received in the service (LOD) shall, when able, perform such

other duties (Light Duty) as may be required of them by the Chief of the Department, wearing the regulation uniform unless otherwise ordered.

Members shall immediately report to their platoon officers any accident, sickness or injury to themselves at the time of its occurrence, stating cause and extent of said injury no matter whether slight or serious. The Duty Chief must be notified and a written report filed immediately.

Members taken ill off shift shall report the same to the Duty Chief no less than one hour before the time due to report.

Any member who shall makes a false statement relative to any injury or sickness shall be subject to discipline.

Records

All records of the Department of whatsoever nature, with the exception of EMS records, shall at all times be open to inspection by any member of Insurance Services Office. No other person shall inspect the records of the Department unless so authorized by the Chief of the Department.

Accurate attendance shall be the responsibility of the platoon officer or man in charge and recorded in the records management program prior to 0900. This shall be checked daily for payroll purposes. The platoon officer or man in charge shall also maintain a complete history of daily activities, including: regular and special work performed by the officers and members, accident and injuries involving members, training, maintenance, inspections, etc., and everything in any manner pertaining to the administration of the platoon and of interest to the Department should be noted.

Platoon officers shall review for accuracy all records made by the platoon before going off duty. It is also required to complete all fire and PCR reports prior to going off duty.

Definitions

Alarm – The Signal or message from a person or device indicating the existence of a fire or other emergency which requires fire department action.

Chain of Command – From the lowest rank in the Department through each succeeding rank to Chief.

Department – The Fire Department of South Portland, Maine

Emergency – Any condition endangering, or thought to be endangering, life or property.

Firefighter – All personnel that do not carry the rank of officer in the firefighting force.

Firefighting Force – All members employed for the purpose of delivering emergency services and performing related activities under the direction of the Chief of the Department.

Fire Station – A building occupied by mobile apparatus of the Fire Department. Includes locations where emergency equipment is housed.

Headquarters – Office of the Chief of the Fire Department and the administration center of the Department.

Immediate Superior – Platoon officers, or person in charge of a platoon.

Line Function – Performed by an officer or person in charge of a platoon who directs the actions of the platoon.

Members – Officers and privates unless otherwise stated.

Officer – A person who has regular and permanent control or supervision of his/her work.

Officers of the Fire Force – Title and rank in order of mention: Chief, Deputy Chief, Captain, and Lieutenant.

Official Report – A written document forwarded to superior for the purpose of record keeping or for further action.

Platoon – All members on duty at one station per shift.

Platoon Officers – Captains and Lieutenants of the permanent personnel except where otherwise specified. In the absence of the Platoon Officer, an Officer Candidate will be considered the Platoon Officer.

Public Safety Dispatch –Where emergency calls and alarms are received and retransmitted. Currently Portland Regional Communications Center.

Public Safety Dispatcher – A trained person who receives an alarm signal and retransmits it over the telephone, radio voice, intercom and/or fire alarm system.

Rules – Operational Rules and Regulations of the South Portland Fire Department.

Staff Function – Performed by a member who does administrative functions and may perform firefighting responsibilities.

Shall – Intended to indicate required or mandatory.

Standard Operating Guideline (SOG) – A written document that is intended to be followed as written for 99% of events. There is latitude to operate outside parts of the SOG as needed and when this happens, a written explanation would be expected.

Through Proper channels – Shall imply that a matter, where practicable, is first brought to the attention of the immediate superior, who shall forward the same through the chain of command to the Chief.

Will – Intended to indicate recommended or that which is advised but not required.

3. REFERENCES:

- None

By Order Of:

A handwritten signature in blue ink, appearing to read "Jim Wilson", is written over a faint, light blue circular stamp.

James P. Wilson
Fire Chief