STANDARD OPERATING PROCEDURES
AND GUIDELINES
100
General Rules and Regulations
Purpose

The rules and regulations of Kyle Fire Department are designed to promote efficiency and discipline in the fire department and preserve the integrity of the department and the public confidence in that integrity. The Rules and Regulations establish the guidelines that shall govern the conduct of members of the fire department both on and off duty.

Policy

General Guidelines

1. The conduct of all members of the fire department shall be governed by the provisions of the Rules and Regulations, Guidelines of the Fire Department: Personnel Policies and Procedures, Hays County, State of Texas, and/or Federal Laws. All rules and regulations apply to volunteer and career staff equally.

2. Violations of the Rules and Regulations and Guidelines of the fire department, Policies and Procedures, Hays County, State of Texas, and/or Federal Laws shall be considered an offense and will be subject the offender to disciplinary action defined in the Progressive Discipline Procedures.

3. Disciplinary action under the Rules and Regulations shall be in accordance with all existing laws, precedents, and/or regulations of rules and regulations and Guidelines of the fire department, Policies and Procedures, Hays County, State of Texas, and/or Federal Laws.

4. Should any member who has successfully completed probation be discharged, suspended, demoted in rank, or reprimanded because of a violation of the Rules and Regulations and Guidelines of the fire department, Policies and Procedures, Hays County, State of Texas, and/or Federal Laws, they shall receive a letter that shall set forth the provision violated and the details of said violation. Should the member desire to appeal the action, the rules are outlined in the Progressive Discipline Procedures.

Members Shall:

1. Be familiar with and comply with the directives of Kyle Fire Department Standard Operating Procedures/Guidelines and all Rules and Regulations.

2. Use their training and capabilities to protect the public at all times, both on and off duty.

3. Perform competently in their assigned positions.

4. Always conduct them so as to present themselves and the department in a positive manner.

5. Operate in a highly self-disciplined manner and be responsible to regulate his/her own conduct.
6. When in a supervisory position, manage in an effective manner; subordinates will follow instructions in a positive, cooperative manner.

7. Keep selves trained and informed to perform their jobs effectively and competently.

8. Be safety conscious.


10. Obey the law.

11. Pay their just debts and legal liabilities.

12. Maintain an accurate residential address and working telephone number on file with the department. Any change of address and/or telephone number shall be reported to the office on the first day the members report to their duty assignment after the change, using the department form designated for that purpose.

13. Be responsible and hold accountability for any department equipment assigned to them or entrusted into their care. Any lost, damaged, or malfunctioned equipment should be immediately reported to the member’s supervisor. It is the supervisor’s responsibility to see that information about equipment is passed on to the next shift.

MEMBERS SHALL NOT:

1. Engage in any activity that is detrimental to the department.

2. Engage in a conflict of interest to the department or use their position with the department for personal gain or influence.

3. Use alcoholic beverages, debilitating drugs, or any substance, which could impair their physical or mental capacities while on duty or within nine (9) hours of reporting for duty.

4. Enter any tavern, lounge, liquor store, when on duty or in uniform, except in the performance of duty.

5. Abuse department equipment or property.

6. Abuse their sick leave, emergency leave, or any other benefits, provided by Kyle Fire Department.

7. Lend, sell, give away, or appropriate for their own use any fire department equipment, supplies, and/or other department property.
8. Endorse or recommend any particular service, product or brand name while engaged in their official capacity or in any case which might involve the fire department. Members shall not engage in business contracts, whether directly or indirectly, with Kyle Fire Department.

9. Become a member of any organization, association, movement, or group which advocates or approves the commission of acts of force or violence to deny others their rights under the Constitution of the United States, or which seeks to alter the form of Government of the United States by unconstitutional means. This may result in disciplinary action.

10. Engage in any conduct that would constitute conduct unbecoming of a member of the fire department. Conduct unbecoming of a member of the fire department includes unethical or otherwise reprehensible acts, which law-abiding, self-respecting citizens would find repugnant and which would seriously damage the integrity of the individual and the department and would result in lessened confidence of the public in the department and/or its personnel.

GENERAL RULES

1. Do not use loud, indecent, profane, abusive, or provocative language while in the performance of duty and/or in the presence of the public. Ethnic slurs or jokes will not be tolerated. If any language is offensive to any other member, the language should be discontinued.

2. No gambling activities while on duty.

3. Accept neither directly nor indirectly any gift, gratuity, loan, or fee for services incidental to the performance of duty.

4. Exhibit courtesy and respect to the public at all times. All Visitors to fire stations should be promptly and courteously greeted and assisted as appropriate.

5. Respond to the lawful orders of ranking officers and acting officers. Failure or deliberate refusal of any member to obey a lawful order given by a superior or acting supervisor should be considered insubordination.

6. Exhibit courtesy and respect to all officers and acting officers. While on duty, all officers shall be referred to by their appropriate rank.

7. Knowingly being untruthful with a superior officer or acting officer should constitute dishonesty and will be considered insubordination.
8. Supervisors and acting supervisors refrain from exceeding their authority in giving orders. The wrongful or injurious exercise of authority by any member is prohibited. A member acting in obedience to an improper order should be protected against penalty. Should a member receive an order that conflicts with a previous order, the member should notify the officer who issued the conflicting order and be governed by his/her instructions.

9. Answer all requests for assistance to which dispatched. Perform to maximum ability.

10. Exercise precautionary measures and good judgment to avoid injury to self and others while on duty and at all times exercise caution consistent with the performance of duty to avoid unnecessary damage or loss of department equipment. At all times on duty follow any order or memorandum pertaining to safety.

11. Participate in drills and other activities as directed and be thoroughly familiar with the equipment of the department and of the district streets and hydrants.

12. Entering the clothing or personal lockers of other members without permission of the individual whose locker is being opened is forbidden unless so directed by a ranking officer who should be in attendance when the locker is opened.

13. Accept responsibilities for the performance of the duties of a higher rank when assigned to sit in such positions.

14. Adhere to the chain of command in the transaction of department business unless otherwise directed.

15. Permission should be granted to converse with a supervisor, other than their immediate supervisor, when such request is made through the chain of command. In the event a member’s request is turned down, the member is authorized to go directly to the supervisor with whom the audience was requested.

16. Promptly notify the immediate supervisor of all matters coming to attention that might affect the interest or welfare of the department or community.

17. Promptly notify immediate supervisor of any accident, sickness, or personal injury occurring while on duty.

18. Do not fraudulently report on-duty injuries when the injury occurred off-duty or is nonexistent.
19. Do not abuse the use of Paid Time Off.

20. Absence without leave is forbidden. (Absence without leave should be defined as either a failure to report to duty at the time and place of duty or the leaving of a place of duty or assignment without proper authorization).

21. Maintain beds, lockers, equipment, and work facilities in a neat and clean condition

22. Private business should not be conducted either at or away from fire department facilities while on duty.

23. Do not use any form of tobacco while making personal contact with the public in the performance of duty.

24. Put forth every effort to be compatible with other members of the department and the public. Do not resort to physical violence with other members while on duty.

25. Members driving fire apparatus should use safe driving practices.

26. Show respect to the flag of our country and National Anthem under the appropriate circumstances by coming to attention, facing the flag and giving the civilian salute, removing the cap with the right hand and placing same over the left breast, or if not wearing a cap, placing right hand over the left breast.
KYLE FIRE DEPARTMENT
STANDARD OPERATING PROCEDURES
Section 100 – General Rules and Regulations
Section 100-01 Recruit Academy and Probationary Members

PURPOSE

To establish procedures for new volunteer applicants and define probationary requirements for the new volunteer members.

POLICY

Applicants:
Potential applicants that wish to join the Volunteer ranks of Kyle Fire Department must fulfill the following criteria:

- Must reside or work in the Kyle Fire Department District boundaries
- Be at least 18 years of age
- Complete a New Applicant application
- Complete and sign a criminal and background check application.
- Submit a valid driver’s license to operate motor vehicles in the State of Texas.

Note: Applicants without a valid driver’s license will not be considered.

Once the application has been completed and turned in to the administration office, the following steps will be followed to become a probationary member with Kyle Fire Department:

- Receive clear background check and driving record from administration.
- Receive new applicant packet from administration, including Standard Operating Procedures/Guidelines.
- Provide information for roster to administrative staff.
- Obtain a unit number from administrative staff.
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Section 100-01 Recruit Academy and Probationary Members

- Two weeks prior to Introductory Academy, obtain a photo identification card from administrative staff.

- First day of academy:
  - Yellow accountability tags issued
  - PPE issued
  - Department shirt issued
  - Assigned user ID for scheduling software
  - Active 911 or text pages set up
  - Pager or radio issued
  - Volunteer orientation

Probationary Firefighters:

The probationary period shall be regarded as a working test period and an intrinsic part of becoming an active volunteer with Kyle Fire Department. This period shall be utilized for close observation of the volunteer’s work and to determine the most effective adjustments for any new volunteer to the position if necessary. Evaluation of the probationary volunteer during this period shall serve in separating any probationary volunteer whose performance does not meet required work standards.

Probationary firefighters are those members of the department who have completed the department’s basic recruit training academy and are actively working toward achieving the status of Firefighter. This position has an indoctrination period of at least 180 days and may be extended. A large portion of the recruit period will be taken up in district-wide preplanning, training, and maintaining equipment and facilities.

1. It shall be the first duty of all probationary firefighting members of Kyle Fire Department to obey all orders and instructions from officers while on duty, on KFD property, or while serving as a representative of KFD.
2. Participate cooperatively in daily activities including housekeeping, physical fitness, vehicle upkeep, report writing, miscellaneous paperwork, public contact, radio responses, and any other duties assigned.
3. Actively participate in all training activities as assigned. **Probationary members shall attend training as defined in ‘Section 100-02 Volunteer Participation’**.
4. Report for duty/training on time and in the proper uniform.
5. Display a positive and professional attitude in all contact with the public and other agencies (ie, mutual aid companies, utilities, regulatory agencies, etc.).
7. Demonstrate continuous effort to become more proficient in general firefighter duties, improving operational skills with all firefighting, rescue, and emergency medical tools for which training has been received, decreasing response times, and working cooperatively and jointly to provide quality service to the protection district.
8. **Under direct supervision of a firefighter, senior firefighter or officer, respond to incidents and perform emergency activities in line with received training.**
9. Performs other duties and participates in special projects as assigned.
10. The probationary member is expected to embrace, support, and promote the department’s values, beliefs, and culture, which include but are not limited to the following. These traits are not basic requirements but are expected behavior.
   a. High ethical standards
   b. Active participation in teamwork
   c. Strong safety principles and safety awareness
   d. Active participation in department and community activities
   e. Provide outstanding customer service to internal and external customers
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Section 100-02 Volunteer Participation

PURPOSE

Minimum participation is required to assure the member is aware of the changes in the Department, maintains proper training levels and is developing team interactions and relationships which are critical to safety and efficient operations within the Department.

POLICY

Kyle Fire Department holds approximately 24 training nights per year on the first and third Monday of each month and runs over 2300 calls every year. Several other functions such as birthday parties, parades, static displays, etc. are also held annually. In order to assure member participation, the following minimum requirements have been established:

- Training hours: a minimum of three (3) meetings per quarter, four (4) for probationary members, and:
- Response requirement: a minimum of 20% of fire calls (including motor vehicle accidents) as determined by the Fire Chief and staff, or;
- Shift staffing: two twelve hour shifts per month

If a member does not meet the quarterly minimum requirement, a written warning will be issued. If the member fails to meet the minimum requirements for any two (2) consecutive quarters, the Battalion Chief and Fire Chief will consider revoking the individual’s membership in the Department. Over any period of time, continued failures to meet the required minimum participation levels shall result in termination of membership.

Failure to meet the minimum participation requirements shows either a lack of dedication or too many conflicts with other activities and obligations.

Members who are under any disciplinary actions must attend all training, and other required functions unless excused in advance by the member in charge of the function and/or the Fire Chief. The member must respond to calls when available. If participation does not improve during these periods, membership shall be revoked and the member will return all assigned equipment to the Department.
Extenuating Circumstances

Prior approval of the appropriate officer or member is required at least 24 hours in advance in the event a required activity cannot be attended. Excused absences shall include:

1. Personal or family illness.
2. Business or travel conflicts.
3. Personal and family responsibilities such as birthdays, anniversaries, etc.
4. Vacations.
5. Other civic responsibilities.
6. Emergency services training outside the department.

Each member is responsible for advising the Battalion Chief or the Department member responsible for coordinating an activity of an impending absence at least 24 hours in advance of the scheduled activity. In certain instances, such as illnesses, vacations, business commitments, there will be excused absences from responses during the time period a member was absent. These will be handled on an individual basis, with the responsibility of advising a Battalion Chief. When a member becomes unable to participate in an activity which the member has been assigned, the member is responsible for arranging a substitute and notifying the officer or member in charge of that activity.
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100-03 Chain of Command

PURPOSE

It is important to utilize the proper chain of command in dealing with any type of situation. Breaking the Chain of Command creates communication, follow-up and other management problems. Therefore, district personnel are directed to utilize the chain of command in all applicable.

POLICY

PROCESS

Official communications both up and down the chain of command must not skip any rank. Any assignment given to any person, must pass through all the appropriate ranks. Any request, comment, suggestion, complaint etc. forwarded up the chain of command must start with the person’s immediate supervisor. If the person issuing the request, comment, suggestion, he/she may insist that the communication be sent to the next rank. No communication from firefighter to fire chief or from fire chief to firefighter (through the appropriate ranks) may be stopped without the sender’s permission.

ASSIGNMENTS / SPECIAL PROJECTS

From time to time special assignments or projects may arise on which people of more than one rank are working; communications pertinent to that project between these individuals will not constitute chain of command jumping.

Example: Firefighters working on the engine being coordinated by a battalion chief.

Example: Committee members communicating project specific information to a chief or battalion chief.

Not all conversations, planning, and ideas discussed in special projects need to be reported through the chain of command. However, anything that could possibly affect shift operations, supplies, equipment, scheduling of man-hours, etc., must be completely reported through the chain either up or down, depending on the situation at hand.

Example: A firefighter and an battalion chief are working together to build a new training tool. The planning of just how to build it, what color to paint, etc., is a project specific discussion and should not cause a problem with station activity. This type of discussion should not need to be reported. But the scheduling of time on shift to build the tool, going to purchase supplies, materials, paint, etc., is an example of things that absolutely must be reported through the chain of command. In this example, it would be appropriate for the fire fighter to report to the lieutenant and the battalion chief to report to the appropriate chief that these activities need to be done. Any scheduling conflicts brought to light would need to be worked out by the appropriate people involved. The priority of the project vs. the priority of the conflict would have to be weighed by the appropriate supervisor, and accommodations made to accomplish both goals.
COMMON SENSE AND A LITTLE COOPERATION should easily settle which situations dictate chain of command communication, and what is necessary to accomplish the task at hand.

E-MAIL COMMUNICATIONS

When e-mail communications take place across the ranks, everyone in the proper chain of command between the sender and recipient of the e-mail must be copied (CC’d). This holds true for e-mail communication both up and down the chain of command.

Example: Firefighter e-mails an battalion chief with a suggestion and CC’s both the officer and chief.

Example: Return e-mails form the battalion chief to the firefighter should also CC the proper officer.

MEETINGS

Request for meetings that cross ranks must be forwarded through the proper channels.

ACTING OFFICERS

Those individuals acting “out-of-capacity” or “stepping up” are considered of full rank for chain of command purposes. This includes step-up officers at Station Two as assigned by the on-duty Lieutenant. These individuals will have full authority and responsibility of the rank for the period of time they are assigned to “out-of-capacity” status.

FIREFIGHTERS

Firefighters must at times assume the responsibilities of the officer. It is the responsibility of the officer to develop the assigned firefighter to be able to assume the station officer duties when necessary. Therefore, the officer is expected to utilize the firefighter in ways that provide the training necessary to be able to perform station officer duties.
PURPOSE

The station is the total responsibility of the station officer or acting station officer. This includes security, economy, upkeep, aesthetic value, etc. All parts of the building are to be kept clean, whether or not it is the scheduled day to be cleaned. Cleanliness is kept up for two reasons: (1) Station appearance, (2) Personnel health. By realizing the responsibility of personnel health, we reduce sick time, which means more security to those in dangerous situations. It also means more efficiency and economic value to the district. Upkeep means safety where things are put back in place, so accidents do not occur. Lockers should be kept neat or kept closed in the event a tour should visit the station. No lewd pictures/magazines displayed at any time. All magazines of a personal nature will be kept in lockers. The neatness of lockers also applies to bunker gear lockers.

POLICY

GENERAL STATION REGULATIONS

1. Breakfast – Breakfast is permitted in the morning and should be eaten as early as possible. The kitchen should be cleaned after the dishes are cleaned. Degrease grills, stoves, vent hoods as necessary, and on scheduled day. Breakfast shall be completed by 09:00 on both duty days of the 48 hour shift.

2. Special Cleaning For Kitchen Utensils – Cleaning of the kitchen applies after each meal (includes cleaning the table and the floor underneath it). Cast iron skillets, certain knives, and other special items should not be placed in the dishwasher.

3. Station Orderliness - Newspapers and furniture need to be arranged to keep the station appearance looking good. Burned out light bulbs are to be replaced immediately. After these as-needed duties are finished, there may be special duties; there may be special assigned duties for a particular day that need to be completed. If something needs cleaning, regardless of the assigned day to clean that area, clean it. Remember, the station is home to you and others.

4. Trash – Station trash should be taken to the dumpster and the trash cans washed out to keep down odors in the station. Accumulative trash for the entire day should be taken care of after the evening meal for health and odor reasons.

5. Mops – Mops should be cleaned before and after each use and put on storage racks to dry. All cleaning supplies should be stored away properly.
6. Bathrooms – Bathrooms could be health hazards if not kept clean. All toilets and urinals and sinks should be cleaned and disinfected before the end of each shift. This includes kitchen sinks. Medical equipment should not be washed in kitchen sinks/bathroom sinks.

7. Garden Hoses – Garden hoses should be wound neatly on their storage racks after each use. In the event of freezing weather, all outside hoses should be brought in and drained.

8. Station Lighting – Outside lighting should be monitored and security lighting should not be left on in the daytime. Interior station lighting should be shut off when the area is not being used and when the station is empty due to a non-emergency function.

9. Television – The viewing of television during shift duty hours is at the discretion of the station officer. The station officer shall insure recreational television viewing does not interfere with station duties, training sessions, or in any way hampers the mission of Kyle Fire Department. The following guidelines are to be used by the station officer in deciding whether or not to allow the viewing of television:

   a. The television should not be on during class time, training sessions, “round table” or “tailboard” reviews of runs, etc.
   b. It is not appropriate for a crew to watch television when regular duties remain undone. This includes not only assigned daily duties, but all reoccurring situations as well. For example, vehicles that need washing, trash in the yard, minor repairs or maintenance of equipment, etc.
   c. It is not appropriate for part of a crew to be watching television while the remaining members continue to work.
   d. If a visitor comes in while the TV is on, the sound should be turned off and full attention given to the needs of the citizen.
   e. The sound on the TV should not be allowed to be at a level that interferes with hearing the station speakers. When the tone sounds, the TV should be muted to insure all personnel are able to hear the station speaker.
   f. The TV should be turned off prior to leaving the station unmanned for any reason.
   g. The station officer has full discretion on whether or not TV viewing is appropriate during the entire forty-eight (48) hour shift. Therefore, the station officer has full responsibility to insure that recreational TV viewing does not hamper crew performance, accomplishing assigned tasks, or accomplishing those unassigned tasks that need to be done.
   h. During special events or breaking news the station officer may allow TV viewing during daytime hours.
10. Training – Each shift has some type of training. There should be no unnecessary interruptions during the training. Personnel should refrain from using abusive or offensive language; respect should be given to all instructors and the public.

11. Special Projects – If a special project is worked on during the day, clean all areas used before the end of the day. If a project extends beyond 1700 hours or to another shift, make every effort to clean the area so that accidents will not happen. Do not work near compressors or cascade systems.

12. Operational Readiness – Station officers are to ensure that crews and equipment remain in a state of operational readiness at all times or are returned to a state of operational readiness as soon as possible after an emergency response. Daily activities are to be accomplished from an operationally ready position. The station officer is to ensure that all daily duties, scheduled activities, training, etc., are accomplished during the forty-eight (48) hour shift whenever possible. This may require the assignment of activities after 1700 hours in some situations. Station recliners may only be used during leisure time. Leisure time is defined as the lunch period 11:30 – 13:00 and after 17:00. Leisure time may be extended on weekends after all duties have been completed, at the station officers’ discretion. Leisure time may include activities of TV viewing, reading, games, etc. Station security will occur at dusk, at which time all station doors will be secured and minimal lighting will be required. Personnel staying up longer may do so with doors opened and lights on as long as the area is secured.

13. Telephone – During the day there may be numerous phone calls. These should be kept short to keep lines clear for the business to the department. The telephone should be answered: Kyle Fire Department, and your name. Messages should be taken for anyone not available. Courtesy should be exhibited at all times; we are here to serve the public.

14. Miscellaneous – Attempts should be made to repair items that are broken around that station. If service calls occur during the day where all personnel are taken away from the station, the overhead bay doors will be closed.

15. Firefighters will not go back to bed at night returning from a run until apparatus is back to emergency response condition.
16. Wake-up – In the morning, wake-up time is 0800 on days with shift change. Wake up time after the first 24 hours of a 48 hour shift is 0800 and be ready for duty at 09:00. Sleep time may be extended due to call volume the previous night to meet FLSA requirements of a minimum of five (5) hours of beneficial sleep. This will be based on the station officer’s decision. At shift change, all linen should be picked up and beds returned to their regular daytime stations. Turnout gear should be neatly returned to lockers. Information about the previous shift should be passed on to the oncoming shift.

17. Station Apparatus Room Heaters – The apparatus room heaters will be set at 50 degrees Fahrenheit. If there are prolonged periods of times with the doors open causes the heaters to run, the heaters should be turned off. Even during emergency runs, efforts should be made to shut the doors. Heaters should be cleaned during September before cool weathers hits.

18. Special Instruction – The Breathing Air Compressor needs to be run weekly for at least 30 minutes. This will dry up any moisture built up in the compressor’s cylinder heads. A weekly check list will be made to insure this operation is completed.
   a. Turn compressor on
   b. Open the remote fill valve.
   c. Set the regulator valve just a small amount until air flow can be heard.
   d. After the thirty (30) minute run time, turn compressor off and return all valves back to normal operations.
   e. Date and record compressor run time on daily check off list.
   f. All bottle fills will also be recorded on a log sheet.
   g. The system will remain pressurized to keep contaminants from entering the system.

19. Yard Maintenance – Yards are kept as a matter of pride and good public relations for the department and the city. Trash that is noticed in the yard should be picked up.

20. Security – Security is a matter for everyone. Personal security applies to locking your vehicle, personal locker, etc. Leaving the building requires that lights be turned off. All doors should be secured. Emergency runs leave the station very vulnerable to theft or vandalism. Every attempt should be made to keep security at a maximum at all times, by keeping the public to designated areas, and to accompany the public when they are not in access areas. This may mean closing the apparatus doors during the summer unless fire department personnel are in the area. Personnel are to close apparatus doors while leaving on emergency calls. Station doors/bay doors will be locked at dusk.
21. Station Accidents – The first priority is to attend to the injured person. The second priority is to notify the Chiefs. The Fire Chief must be notified in all cases of injury to civilian personnel, regardless of how minor the injury. For fire rescue personnel, the standard worker’s compensation forms should be filled out, regardless of how minor the injury is. If it is not written, it did not happen. For civilians, get their name, address, telephone number, and a brief description of what happened, in their words, along with their signature (use long memo form). The station officer should also submit, in writing, a description of what happened, what was seen by fire department personnel, and any statements made by the victim, whether these statements are derogatory towards the fire department or statements that would clear the department from fault.

22. Station Library – The station library; all material used for testing for promotion, any books donated to the fire department related to the fire service, any magazines related to the fire service, the station dictionary, map books, policy books and dictionary should be maintained in an orderly fashion. Any time something is found missing, a memo should be written immediately and turned in. Materials may be checked out on the library check out log.

23. Station Repairs – Repairs of equipment should be handled at the level that they can be properly handled. On duty personnel should attempt repairs when possible. If this is not possible, send in a Repair Request to Chiefs and station officers. Upon completion of the repair, the request should be noted as complete and notify the fire department personnel. The request should have name of personnel making the request, and a detailed explanation of what needs to be repaired. Parts should be tagged with proper information.

24. Pest Control – Pest control is a station concern due to the health safety for personnel. The station officer may request the pest control visits. The station officer may request the pest control company to come between the regular visits as he deems necessary, and notify his superior officer.

25. Tours – It is the responsibility of the station officer to prepare for a station tour. The tour should be conducted in such a way as to: (1) educate, and (2) to present a positive public relations effort. All tours should be conducted during normal business hours, except where special arrangements are made. All requests for tours should be directed to the administration office.
DAILY DUTIES

STATION OFFICER OR ACTING OFFICER

In an effort to organize the required activities of the fire station and equipment maintenance, Daily Duty Lists have been developed for the fire station. It is the station officers’ responsibility to see that the station duties are accomplished in an effective manner. The Daily Duty List is not meant to exclude any particular duty that needs to be done on any one day. The basic rule of thumb that should guide the station officer in directing station activities is to remember that his/her crew is responsible for everything that needs to be done regardless of the day of the week. The station officer is expected to utilize common sense, cooperation with other shifts, and exercise his/her authority to maintain the fire station and equipment in the proper order. It is impossible to put into writing every example or every situation that will occur. Therefore, the following examples are meant to be used by the station officer as indications of the basic philosophy to be adopted when determining his/her crew’s activities for the day.

1. Daily duties do not end at 1700 hours.
2. Saturdays and Sundays are duty days.
3. If a duty has already been done once in a day but it needs to be done again, then it is necessary to redo the duty. Example: If the floor was mopped earlier, but is muddy again, it is necessary to re-mop the floor.
4. If a duty is not assigned on a day but that duty needs to be done, then it is necessary to do the duty. Again, the officer is expected to utilize common sense, cooperation, and authority to maintain the station and equipment in proper order.
5. Station officers and firefighters are all expected to show initiative in maintaining the station and the apparatus.

Regular Station Duties - The firefighter is responsible for routine station cleaning and maintenance. When he/she has completed his apparatus duties, he/she should then help with general cleanup of station or training exercises.
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100 - 05 Appearance Policy

PURPOSE

The purpose of this policy is to define the appearance regulations for Kyle Fire Department.

POLICY

APPEARANCE SAFETY REGULATIONS

These rules pertaining to hairstyles, length of hair, sideburns, moustaches, beards, and makeup are necessary to ensure employee safety.

1. No hair shall be exposed during fire suppression operations. This includes moustaches and sideburns.

2. Hair shall in no way interfere with, or lessen, the ability to perform any EMS skill or patient care. Hair will not hang in personnel’s way, nor will hair come in contact with a patient, any exposure, or any EMS equipment.

3. No hair shall interfere with, or lessen, the protection afforded by required safety equipment. Hair should not be visible outside the hood, mask, or helmet under any circumstances.

APPEARANCE GROOMING REGULATIONS

ALL GROOMING REGULATIONS MUST MEET NFPA 1500

These rules pertaining to hairstyles, length of hair, sideburns, moustaches, beards, tattoos and makeup are necessary to ensure a measure of grooming uniformity representative of the department’s professional image.

1. All personnel should be clean-shaven, except that a moustache may be permitted. If a moustache is worn, the following guidelines should be utilized.

   • All grooming regulations must meet NFPA 1500
   • Moustaches will be trimmed so they do not interfere with the seal of the S.C.B.A Face piece.

2. Sideburns are acceptable, provided they meet the following guidelines:
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100 - 05 Appearance Policy

1. Sideburns shall not extend downward below the bottom of the earlobe and will end in a clean-shaven horizontal line.
2. Sideburns shall be kept neatly trimmed and will not be bushy or flared.
3. Eccentric sideburns that attract undue attention shall not be permitted.
4. Hairstyles of all uniformed male personnel shall conform to the following guidelines:
   1. Hair shall be neat, well trimmed, and combed at all times, except under the most adverse conditions, such as during emergency operations. Ragged, unkempt, appearance will not be permitted.
   2. Hair, when combed, shall not present a ragged, unkempt, or extreme appearance.
   3. Hair in the back shall not extend below the top of the dress shirt collar. When the person is in a standing position with the head erect. The length of the hair will not present a ragged, unkempt, or extreme appearance.
   4. Bangs shall not extend lower then ¼ ” above the eyebrows.
   5. Hair shall not cover more than three-fourths of the ear.
   6. Hair shall not be dyed an unusual or unnatural color.
   7. Hair shall not be worn in an extreme or fad style, such as a Mohawk, ducktail, braids, or in a way that exceeds length standards.
   8. Wigs or hairpieces are acceptable if they meet all of the hair guidelines.

3. Hairstyles of all uniformed female personnel:
   1. Hair shall be neat, well-trimmed, and combed at all times, except under the most adverse conditions, such as during emergency operations. Ragged, unkempt, appearance will not be permitted.
   2. Hairstyles shall maintain a professional appearance representative of the department. Hair shall not be dyed an unusual or unnatural color.
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100 - 05 Appearance Policy

- If longer or loose hair violates a safety regulation, then it shall be braided and/or held in place. Items used by female personnel to hold the hair in place should be concealed as much as possible and should be of a color and style that blends with the uniforms. Decorative items such as ribbons and combs will not be worn in the hair.

4. Tattoos shall be covered at all times when in the public view and shall not be allowed on the face, neck, or any other area that is not easily concealed. Tattoos below the elbow must be covered with sleeves.

5. Makeup, Jewelry, Etc.
- Women may wear appropriate and conservative amounts of makeup.
- Finger nails will not extend more than ¼ inch beyond the tip of the finger.
- Finger nail polish may be worn provided that it is considered conservative and appropriate to the public.
- Earrings may be worn by females only. Ear rings will be of the post type and shall not be more than two per ear and also have no loops or dangling attachments.
- Neck chains may be worn, but must remain beneath the uniform shirt.
- All other jewelry such as rings, watches, bracelets, etc. should be snug fitting so as to lessen any chance of snagging on equipment or being pulled by a patient or victim.
- Uniform insignia are worn only if issued by the District/Department, and are intended to be worn as a part of the uniform. All other items must be specifically approved by the Fire Chief.
- Tongue rings, facial piercing, and other non-traditional jewelry are prohibited during work hours.
Purpose

This policy outlines the uniform and expectations in maintaining a professional appearance at all times and promoting positive recognition in the community. This policy specifies uniform specifications for all personnel within Kyle Fire Department.

Policy

General Instructions

- Uniforms shall be neat, clean, wrinkle free, and in serviceable condition.
- Personnel shall make every effort to maintain a neat, clean, and professional appearance when in contact with the public.
- No substitutions for issued uniform items will be allowed, unless approved by the Fire Chief.
- Personnel shall immediately report any loss of uniforms, badges, insignia, identification cards, or any other property entrusted to them. A memo reporting the loss should be sent to your Battalion Chief.
- Members will only wear Kyle Fire Department issued uniforms.
- Personnel will be in uniform when reporting for duty and will remain in the appropriate uniform for the time of day until relieved at each shift change.
- Volunteer Personnel will be in duty uniform when staffing stations and department trainings, but will be permitted to wear department issued T-shirts when responding from home.
- Tails of shirt are to be worn inside trousers.

Uniforms

1. Duty Uniform
   - Department issued Duty Shirt
   - NHCF/R T-Shirt
   - Uniform pants
   - Black Boots or Shoes
   - Black Belt
2. Pants
   - Dress Slacks: Worn by suppression personnel as duty uniform.

3. Shirts
   - Department issued Duty Shirt: Will be worn by fire suppression personnel, ranks firefighter through Battalion Chief. This uniform will be worn daily, between the hours of 08:00 – 17:00. Department issued polo may also be worn by ranks above Battalion Chief on Friday's between 08:00 – 17:00.
   - White Dress Shirt: Will be worn by ranks above Battalion Chief. This uniform will be worn Monday – Thursday between the hours of 08:00 – 17:00.
   - Personnel will be allowed to dress down to T-shirts when doing work where the duty shirt may get dirty and on calls that require the use of PPE.

4. Socks
   - Socks should be black. They may have a white sole. White socks are acceptable while wearing boots.

5. Insignia
   - The fire department will issue all badges, nametags, buckles, buttons, and rank insignia. They will be gold or silver according to rank. No other insignia may be worn on or with the uniform without permission of a chief officer.

   - Chief Officers: Gold
   - Captains: Gold
   - Lieutenants: Gold
   - Driver/Engineers: Silver
   - Firefighters: Silver

6. Collar Insignia
   - Chief: 5 crossed bugles
   - Deputy/Asst Chief: 4 crossed bugles
   - Battalion Chief: 3 crossed bugles
   - Captain: 2 crossed bugles
   - Lieutenant: 1 bugle
   - Driver/Engineers: FD Logo
   - Firefighter: FD Logo
7. Nameplates

Nameplates are to be centered on top of the right pocket with the bottom edge of plate parallel and 1/4 " above top edge of the pocket.

8. Badges

Badges will be department issued and will be worn on class B shirts of all personnel during special events.

9. Logos

- Kyle Fire Department Patch will be sewn on the Left shoulder 1” below the seam
- TDSHS level of certification patch will be sown on right shoulder of medical certified personnel 1” below the seam
- Non-Medical personnel will have the American Flag patch sown on the right shoulder 1” below the seam
- Any other Logo, Patches, or Pins must be approved (by the fire chief) before being placed on any part of duty uniform.

10. T-Shirts

Will be issued Kyle Fire Department grey t-shirts

11. Caps/Head covers

All Caps will be KFD issued. Head covers (for warmth) may be worn, but shall be black or navy blue in color.

- Caps are optional
- Caps are not to be worn with the Class A or Class B dress uniform.

12. Dress Uniform

The dress uniform will consist of the appropriate long sleeve dress shirt with badge, rank insignia, name, tag, service awards, and patches. A tie will be worn with the dress uniform, the navy blue dress pants issued by the fire department. The black belt and approved footwear will also be worn. No baseball caps will be worn with the dress uniform.

13. Ties

- Black ties will be issued by the fire department. If purchased by the individual, they must be the same width and length in final appearance. The material should also look the same.
- Ties will not normally be required for regular duty.
Special events or assignments will require a tie with the appropriate long sleeve dress shirt (i.e., funerals, promotional ceremonies, graduation, or any other event designated by a chief officer on a “dress uniform” event)

Badge Shrouding: The shrouding of a badge is accomplished by placing a ½” to ¾ “piece of black material horizontally at the badge’s midpoint entirely around the badge. Badge shrouding will be done at the direction of a chief officer.

14. Footwear
- Duty boots worn with the uniform must be black. They should be shined and in serviceable condition.
- Duty boots must be a smooth-grained leather or similar synthetic material having an acceptable likeness to leather. Shoes or boots constructed of oiled or rough leather that cannot be shined are not permitted. Shoes or boots constructed of canvas are not acceptable.
- Duty boots must have black stitching and black leather or synthetic soles (no crepe soles).
- Duty boots should have a plain rounded toe.
- Wing tips or shoes with ornamental designs, straps, or tassels are not acceptable.
- Heels for shoes will be no greater than 1 1/2” from top of the sole to the bottom of the heel. Heels for boots will be no greater than 1 5/8” from the top of the sole to the bottom of the heel.

15. Optional Wear
- Jackets: The jacket issued by the fire department may be worn at the discretion of the employee.
- Sweatshirt: The sweatshirt/pullover may be worn at the discretion of the employee. It may not be worn with the dress uniform.
- All Optional Wear must be approved by the Fire Chief.
16. Award Ribbons:

- Department personnel will wear all ribbons to which they are entitled on Class “A” and Class “B” uniforms.
- Ribbons will be worn on a bar or bars and pinned to the coat or shirt. No portion of the bar or pin will be visible. The ribbons will be worn ¼” centered above the nameplate above the right pocket.
- Ribbons are normally worn in rows of three; however, rows of four or more may be worn when displaying a large number of awards i.e. twelve or more.
- When more than one row of ribbons are worn, all rows except the uppermost will contain the same number of ribbons. If the number of ribbons worn causes the ribbons to be concealed by the coat lapel (one-third or more of a ribbon concealed), ribbons will be placed in successively decreasing rows, i.e. four ribbon rows, three ribbon rows, two ribbon rows and single ribbon row. The right (outer) edge of all decreasing rows will be in line vertically, except that when the top row presents an unsatisfactory appearance when so aligned, it will be placed in the position presenting the neatest appearance (usually centered over the row immediately below it).
- Parallel rows of ribbon bars will be either be spaced 1/8 inch apart or placed together without spacing at the individual's option.

**PHYSICAL TRAINING UNIFORM (PT UNIFORM)**

- Shorts
- T-shirts (nothing offensive)
- Shoes – Personnel are encouraged to purchase a good quality athletic shoe for comfort and support.

**CALLS RECEIVED DURING WORKOUT OR AFTERHOURS**

If a call is received while working out, shorts must either be covered with bunker pants or duty pants.

Personnel should not lounge in station in PT uniform. Personnel are encouraged to return to duty wear as soon as possible after physical training.
PURPOSE

The purpose of this policy is to define Concern and Complaint Procedures to follow when filing within Kyle Fire Department.

POLICY

Fire department employees are encouraged to properly and professionally make their concerns or complaints known to their assigned supervisor. To maintain the integrity of the organizational structure these concerns and complaints shall be managed through the established chain of command except in instances when the supervisor is the offending party or the complainant expresses a likely concern that addressing the supervisor directly would result in retaliation. In these instances the immediate supervisor shall be bypassed and the concern or complaint addressed to the next person in the chain of command. All complaints or concerns that bypass the chain of command shall be made in writing and provide the employee’s reasons for bypassing their immediate supervisor.

Concern

A concern is defined as a matter having importance to the individual expressing the concern. When making a concern known the employee must:

• Address the matter in person (preferred) or in writing to the appropriate supervisor,
• State the specific concern, and
• State the desired outcome or resolution, if known.

The supervisor shall:

• Listen/read the concern(s),
• Summarize the issues involved to confirm the proper understanding of the concern,
• Respond to or address the employee’s concern(s) in a timely manner, and
• Maintain a record of the concern(s) and the resolution offered in memo format by forwarding copies of the concern and response through the chain of command.

Complaint

A complaint is defined as an allegation of a specific act or omission which if proven true, would amount to employee misconduct. Misconduct is an act or omission by an employee which, if proven true, would normally result in some form of discipline, sanction or remediation.

This would include but is not limited to:

• Commission of a criminal act;
• Neglect of duty;
• Violation of an agency policy, rule, regulation or procedure; or,
• Conduct or performance which may tend to reflect unfavorably upon the employee and/or department.
Any employee who observes or becomes aware of any act of misconduct by another employee shall immediately report the incident to the appropriate supervisor. If a supervisor observes or is made aware of any act of misconduct, the supervisor must take immediate and appropriate action.

Acceptance of the Complaint

(a) An external complaint may be presented to the Fire Department in person, by phone, letter or electronic media. For external complaints:
   (1) No employee shall discourage delay or interfere with an individual making a complaint; and,
   (2) Failure by any employee to record an allegation or properly process a complaint is considered to be misconduct.

(b) An internal complaint shall be made in writing and presented to the appropriate supervisor. For internal complaints:
   (1) No employee shall discourage, delay or interfere with an individual making a complaint.
   (2) Failure by any employee to record an allegation or properly process a complaint is considered to be misconduct.
   (3) All complaints shall be forwarded to the Fire Chief through the chain of command in a prompt manner;
   (4) After reviewing the complaint, the Fire Chief may elect to process the complaint or assign the complaint to a supervisor for processing.

(c) Complaints related to the provision of EMS shall be managed in accordance with the applicable procedures as outlined in the EMS Protocols as established by the Medical Director. Such complaints shall be processed through the EMS Coordinator to the Medical Director. If not a protocol issue, such complaints will be handled through existing chain of command and the EMS Coordinator shall be informed of the nature of the complaint.

(d) Complaints shall be placed in a complaint file.

(e) Complaints that are withdrawn may continue in the investigative process to completion at the Fire Chiefs discretion.

Investigation

Should a complaint or other matter of significance create the need to conduct an investigation, the Fire Chief may assign a specific person to conduct the investigation or may, if deemed appropriate, ask for assistance from the Hays County Sheriff’s Department or Kyle Police Department.
The following format should be followed:

- **Complaint evaluation.** The complaint associated documents and reports must be evaluated.
- **The specific allegations to be addressed must be determined.**
- **Investigation questions should be developed.** The preferred order for conducting questioning is complainant, witness, other employees and then the accused employee.
- **An activity log that tracks documents, meetings and events should be kept by the investigator.**

**Interviews should:**

- Delve into the specifics of each allegation,
- Identify each person involved and their specific role,
- Resolve inconsistencies,
- Uncover any differences with prior statements,
- Follow a standardized list of interview questions, and
- Explore corroboration between the facts and circumstances found and the reported complaint.

During an interview, the employee shall be instructed to cooperate and informed that a failure to cooperate amounts to insubordination and could result in another allegation against the employee. The investigator may ask the interviewee whether s/he has any questions or any further information to add that may not have been covered during the interview. The interviewee may also be asked to provide information on any additional investigative areas which may not have been considered or other possible witnesses that may help with the investigation. The complainant should be asked if all allegations have been fully covered and if there are any allegations or issues that have not been addressed during the interview.

When the accused employee is told to report for an interview as part of an administrative investigation, s/he must be informed of the following:

- **Time and location of the interview,**
- **Purpose of the interview,** and
- **That they have a right to have a representative of their choice attend the interview with them.**

When interviewing the accused employee, the investigator should make sure that the accused has received and the investigator has documented:

- **Specific allegations,**
- **Time and location of the interview,**
- **List of attendees,** and
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100-07 Concerns and Complaints

Adjudication

Adjudication classifications are:

• Not Sustained: The investigation failed to produce sufficient evidence to either prove or disprove the allegation.
• Exonerated: The allegation in fact did occur but the actions were legal, justified, proper, and in conformance with the law and departmental policy.
• Unfounded: The allegations concerned an act by an employee which did not occur.
• Sustained: The investigation produced sufficient evidence to prove the allegation of an act which was determined to be misconduct.
• Misconduct Not Based on the Complaint: During the investigation allegations of misconduct may be discovered which were not specifically alleged in the original complaint. These new discoveries are treated as separate allegations.

A written response may be provided by the accused to the Fire Chief within five (5) business days from the notification of the adjudication. The written response shall be included in the complaint file. If the complaint results in disciplinary action being taken, a non-probationary employee will have access to an appeal based on the level of the disciplinary action dispensed.
KYLE FIRE DEPARTMENT
STANDARD OPERATING PROCEDURES
Section 100 – General Rules and Regulations
100-08 Progressive Discipline Procedures

PURPOSE
The purpose of this policy is to define progressive discipline measures and the appeals process within Kyle Fire Department.

POLICY

DISCIPLINARY ACTIONS

Officers within Kyle Fire Department have the right to impose disciplinary action on any of the volunteers, officers, firefighters or employees who may be under his/her jurisdiction and control for violations of departmental policies, rules or procedures.

Supervisors are charged with the task of providing timely feedback on both the positive and negative performance and conduct of their assigned personnel. The use of coaching should be employed to prepare and motivate employees to achieve the proper level of performance. However, coaching is not always the appropriate tool to shape the behavior and performance of an employee. Serious or critical performance issues or behavioral deficiencies must be addressed through the progressive disciplinary process.

Progressive discipline shall be utilized by Fire Department supervisors as appropriate to the situation. An employee’s assigned supervisor has the authority and responsibility to take disciplinary actions at the verbal counseling level without conference with their supervisor. Disciplinary actions at the written level are the responsibility of the individual’s supervisor (as an example, the Battalion Chief) following conference and approval from their supervisor (as an example, the Battalion Chief). The disciplinary actions of suspension, involuntary demotion, or dismissal are administered only by the Fire Chief. Supervisors have the authority and responsibility to identify and report incidents involving the possibility of these disciplinary actions through the chain of command.

A disciplinary action may begin at any level within the disciplinary process up to and including discharge.

Nothing in this policy shall be construed to limit Hays County ESD #5’s authority to administer any form of disciplinary action at any time as deemed necessary.

TYPES OF PROGRESSIVE DISCIPLINARY ACTIONS

Depending on the circumstances of each case, disciplinary action should be administered progressively and will normally include in order of severity:

1. Documented Verbal Counseling, witnessed and signed by all parties
2. Written Reprimand, witnessed and signed by all parties
3. Suspension Without Pay
4. Involuntary Demotion
5. Dismissal/Termination of Employment
The severity of the particular misconduct and circumstances of a specific case may warrant the bypassing of lesser disciplinary actions, up to and including termination, if warranted by the facts and circumstances of each particular case.

**Documented Verbal Counseling**

(a) Counseling shall be conducted by the employee’s immediate supervisor as soon as practical after the occurrence of a minor violation or substandard performance.

(b) The supervisor shall meet with the employee and a witness to discuss the violation performance or other problem when it first arises.

(c) The specific violation or performance issues shall be explained and clear expectations of future performance or behavior shall be communicated.

(d) The supervisor shall maintain notes of the meeting held with the employee. A copy of this information shall be forwarded to the Fire Chief and the involved employee.

(e) Repetition of an offense handled via counseling will escalate the repeated offense in the disciplinary process.

(f) Multiple counseling sessions for different instances may be combined to serve as the basis for an increased level of disciplinary action.

(g) Verbal Counseling shall be noted in the employee’s annual performance evaluation. A copy of all verbal counseling information completed during the evaluation period shall be attached to the performance evaluation.

**Written Reprimand**

(a) The Notice of Written Reprimand shall be used to document unsatisfactory job performance or conduct.

(b) The specific actions by the employee and the associated policy or performance violations must be referenced.

(c) The Notice of Written Reprimand must also give the employee a set period of time in which to demonstrate improvement in job performance or conduct and the associated disciplinary action which may result in the failure to meet the specified level of improvement.

(d) The employee shall be informed in the Notice of Written Reprimand of their ability to file a written appeal to the written disciplinary action within seven (7) calendar days to the Fire Chief. Failure to appeal within the specified time period or the decision of the Fire Chief as a result of an appeal shall be final.
(e) The employee shall be informed in the Notice of Written Reprimand that the document will be placed in their personnel file and a written response may be submitted for inclusion with the action within seven calendar days. Should the employee file an appeal, the employee shall have seven (7) days from the receipt of the appeal response to file a written response for inclusion in their personnel file.

(f) The Notice of Written Reprimand and appeal with appeal response and/or any employee response shall remain in the employee’s personnel file permanently.

Suspension Without Pay

(a) Suspension Without Pay is a disciplinary action resulting in time off work without pay given to an employee as a result of misconduct or unsatisfactory job performance.

(b) For any one occurrence, a suspension without pay may not exceed thirty (30) calendar days (5 forty-eight hour shifts); however, any suspension without pay of more than fourteen (14) calendar days, ten (10) business days or four (2) forty-eight hour shifts must have the written approval of the ESD Board.

(c) A Notice of Suspension Without Pay shall document the unsatisfactory job performance or conduct.

(d) The specific actions by the employee and the associated policy or performance violations must also be referenced.

(e) The Notice of Suspension Without Pay must also give the employee a set period of time in which to demonstrate improvement in job performance or conduct and the associated disciplinary action which may result in the failure to meet the specified level of improvement.

(f) The employee shall be informed that the Notice of Suspension Without Pay will be placed in their personnel file and shall remain there permanently.

(g) The employee shall be informed in the Notice of Suspension Without Pay of their ability to file a written appeal to the Fire Chief within seven (7) calendar days from the date and time of the receipt of the Notice of Suspension. Failure to appeal within the specified time period or the decision of the ESD Board appointed Appeals Board shall be final.

(h) Should the employee file an appeal the employee shall have seven (7) calendar days from the receipt of the appeal response to file a written response for inclusion in their personnel file.

(i) The Notice of Suspension Without Pay, any appeal, appeal response, and/or any employee response shall remain in the employee’s personnel file permanently.
Disciplinary Demotion

(a) Disciplinary demotion shall only be considered as an appropriate form of disciplinary action when the employee’s job performance or conduct is unsatisfactory in the current position held and it is determined that the employee can properly meet the required job performance in a lower classification.

(b) A Notice of Disciplinary Demotion shall document the unsatisfactory job performance or conduct.

(c) The specific actions by the employee and the associated policy or performance violations must be referenced.

(d) The Notice of Disciplinary Demotion must also give the employee a set period of time in which to demonstrate improvement in job performance or conduct and the associated disciplinary action which may result in the failure to meet the specified level of improvement.

(e) The employee shall be informed that the Notice of Disciplinary Demotion document will be placed in their personnel file permanently.

(f) The employee shall be informed in the Notice of Disciplinary Demotion of their ability to file a written appeal to the Fire Chief within seven (7) calendar days in writing from the date and time of the receipt of the Notice of Suspension. Failure to appeal within the specified time period or the decision of the ESD Board appointed Appeals Board shall be final.

(g) Should the employee file an appeal, the employee shall have seven (7) calendar days from the receipt of the appeal response to file a written response for inclusion in their personnel file.

(h) The Notice of Disciplinary Demotion, any appeal, appeal response, and/or any employee response shall remain in the employee’s personnel file permanently.

Termination of Employment

(a) Termination of Employment is an involuntary employment termination from Kyle Fire Department.

(b) If termination of employment is considered, the Fire Chief shall confer with the ESD Board.

(c) Should it be determined that termination of employment is the appropriate action, the Fire Chief shall give written notice to the employee with copies to the Board President stating:

1. The type of disciplinary action contemplated,
2. The specific rule(s) or policy(ies) violated,
3. The specific incident(s) causing the action,
4. The employee’s right to appeal to the ESD Board within the specified time,
5. The finality of the action if the employee fails to appeal within the specified time period, and
(6) An opportunity for the employee to provide a written or verbal statement in response to the allegations.

(d) Upon review of any information provided by the employee, the Fire Chief shall make the final determination in writing.

(e) The termination documents shall become a permanent part of the employee’s personnel file.

Appeal Procedures

(a) The following disciplinary action is appealable to the Fire Chief whose decision shall be final:
   (1) Written Reprimand.
   (2) Suspension Without Pay
   (3) Disciplinary Demotion

(b) The following actions are appealable to the ESD Board shall be final:
   (1) Termination of Employment.

(c) Appeals to the ESD Board will be brought before an Appeals Board created by the ESD Board.

(d) The right to appeal must be exercised within the applicable specified number of calendar days from the date of receipt of the decision.

(e) The employee must file a written request for a hearing on their appeal.

(f) A copy of the written appeal must be provided to the Fire Chief and the ESD Board President.

(g) A copy of this written record shall be maintained in the employee’s permanent personnel file.

(h) The disciplinary action appealed may be sustained, reversed, modified or amended by the Appeals Board hearing the appeal based upon the evidence presented.

(i) The appeal hearing may be audio taped and, if so, the audiotape will become part of the employee’s permanent personnel file.

(j) The hearing presentation or procedure referenced herein may be modified by the ESD Board President in advance of any hearing provided that both sides are notified in advance of the procedure that will be utilized.

(k) Failure to follow any hearing presentation or procedure as stated herein does not create any additional appeal rights.
100-08 Progressive Discipline Procedures

(i) The Appeals Board will be comprised of one (1) ESD Board member, the Fire Chief, one (1) Battalion Chief, one (1) Kyle Professional Firefighter’s Association member, and one (1) volunteer firefighter. In the event of a conflict with the appellant and an appeals board member, the position on the appeals board will be substituted with another member of the department.
PURPOSE

This policy defines the appropriate use of technology resources that are owned by Kyle Fire Department and provided for employee/volunteer use.

POLICY

DEFINITIONS:

Internet: the Internet is a worldwide “network of networks,” including bulletin boards, World Wide Web (WWW), data servers, applications, messaging services, and other functions and features, which accessed via a computer, a BlackBerry, or other client devices.

Digital Equipment: Includes but is not limited to computers, laptops, telephones, cellular telephones, Personal Digital Assistants (PDAs), and combination devices such as Blackberries. Any technology provided by the City for communications, computing, printing, etc. is covered by this definition.

Data Files: Information contained in files such as e-mail messages, database tables, telephone records, extracts from databases or output from applications.

Messaging: Any technology used to facilitate digital communication, including but not limited to Instant Messaging (IM), electronic mail (e-mail, both department-provided and through external services for personal use), peer-to-peer networking (P2P), mobile, fixed, and software-based voice over Internet protocol (VoIP) telephones.

Department-owned Technology Resources: Technology resources paid for by district funds, including, but not limited to: Internet/Intranet/Extranet-related systems, computer equipment, software, operating systems, storage media, network accounts providing electronic mail, and systems that enable web browsing, and file transfer.

Social Networking: Any Internet site that is focused on creating “networks” of individuals such as MySpace, FaceBook, LinkedIn, etc. (See Social Media Policy)
Hacking/Hacking Tools: Behavior and tools designed to circumvent security measures, or to otherwise effect unauthorized changes to computer hardware or software.

Peer-To-Peer Networking: Protocol or service for networking devices without a centrally managed server.

Communication protocol: An agreed-upon method of communication used within networks.
Malware: A general term for potentially hostile software; encompasses viruses, Trojans, spyware, etc.

POLICY:

Department Resources are for Department Business: Department-owned technology resources shall serve the business needs of the Kyle Fire Department.

Confidentiality: Department information on may not be disclosed without a clear business need, or public disclosure request.

Limited Personal Use: Department owned technology resources may be used for personal purposes on a limited basis, providing the following requirements are met:

- No marginal cost to the Department
- No interference with work responsibilities
- No disruption to the workplace.

Limited use of external e-mail services: The limited use of an external e-mail service is allowed, providing that the service applies anti-malware controls in a manner equivalent to that provided by the Department.

Music: Department computers must not be used to store music/audio files for personal use.
Specific Prohibitions and Limitations: Kyle Fire Department Rules and Regulations will apply to use of the Internet and messaging. Specifically prohibited use includes but is not limited to:

- Conducting private business (Volunteer members may conduct work for their regular employment while staffing stations utilizing network resources as long as duties are completed and operational response readiness is not compromised. Career members may conduct limited private business at the discretion of the Fire Chief, ie. COTA);
- Political campaigning;
- Accessing sites which promote exclusivity, hatred, or positions which are contrary to the Department’s policy of embracing cultural diversity;
- Accessing inappropriate sites including adult content, online gambling, and dating services;
- Accessing sites that promote illegal activity, copyright violation, or activity that violates the Department’s ethical standards.
- Using the internet to obtain or disseminate language or material which would normally be prohibited in the workplace;
- Using encryption technology that has not been approved for use by the Department;
- The use of personally owned technology for conducting Department business, where official Department records are created but not maintained by the Department;
- Making unauthorized general message distributions to all users (everyone);
- Installing any software that has not been approved by the Department;
- Sharing or storing unlicensed software or audio/video files;
- Using security exploit tools (hacking tools) to attempt to elevate user privileges or obtain unauthorized resources;
- Broadcasting e-mail to large numbers of constituents unless the list members are hidden through the use of the BCC field.
- Using a Department e-mail address when posting to public forums e.g. blogs, social media sites, wikis and discussion lists for personal use;
- Accessing sites that distribute computer security exploits (“hacking” sites);
- Excessive use of online shopping,
- Excessive use of social networking sites for personal use;
• Excessive use of streaming media for entertainment during work hours;
• The use or installation of unauthorized Instant Messaging, e.g. AIM, Yahoo Instant Messenger, Meebo, IRC, etc.; links and attachments are prohibited using the authorized IM client;
• Using unauthorized Peer to Peer Networking, e.g. E-Mule, Kazaa, Limewire, Warez, etc;
• The Use of “Soft” VOIP phones, e.g. Skype, Vonage, etc.

NOTES:
1. If any of the above prohibited uses is required for a legitimate business reason, it is management’s responsibility to follow the exception process as referenced in the Exception Process below.

Use Standard Resources Only: Digital equipment and all applications must be authorized and installed by appropriate personnel. Only software, hardware, and communication protocols that meet the Department’s defined standards will be installed unless an exception has been documented in writing.

Additional Cost to the Department: Resources that incur a cost to the Department, whether accessed via the Internet, mobile/PDA, email or other applications, must not be accessed or downloaded without prior approval. It is the supervisor’s responsibility to assure the business need, applicability, and safety of any new resource.

No Expectation of Privacy: Nothing in this policy confers an individual right or be construed to provide an expectation of privacy. Employees must not expect privacy in the use of Department communications and digital equipment.
RESPONSIBILITIES:

Monitor personal use of the internet, messaging, and other applications, to ensure that Kyle Fire Department is being appropriately served.

- Adhere to Department standards as discussed in the policy language above.
- Read and adhere to relevant policies.
- Obtain authorization from their supervisor before incurring charges; for example, downloading data or accessing a paid service.

Management Responsibilities

- Support enterprise-grade technology to enforce this policy, to ensure that the primary purpose of that use is to meet business needs, and that relevant Department standards are met.
- Review and make decisions regarding the approval of all non-work related broadcast announcements. Acceptable uses for non-work related broadcast announcements would include arrival or departure of a department employee or a departmental charitable campaign event.

POLICY ENFORCEMENT:

In order to safeguard Kyle Fire Department resources, violators of this policy may be denied access to Department computing and network resources and may be subject to other disciplinary action within and outside the Department. Violations of this policy will be handled in accordance with the Department’s established disciplinary procedures. The Department may temporarily suspend, block or restrict access to computing resources and accounts, independent of such procedures, when it reasonably appears necessary to do so in order to protect the integrity, confidentiality, or availability of Department computing and network resources, or to protect the Department from liability.

If violations of this policy are discovered, the Department will take appropriate actions to resolve the issue and violators may be subject to disciplinary measures.

If violations of this policy are discovered that are illegal activities, the Department may notify appropriate authorities.
The Department reserves the right to pursue appropriate legal actions to recover any financial losses suffered as a result of violations of this policy.

EXCEPTION PROCESS

Exceptions to this policy will be requested in writing to management, and the request will be escalated to the Fire Chief. Exceptions will be documented in writing and retained according to existing retention schedules. Exceptions may be granted on a limited-time basis.
The fire and EMS department endorses the secure use of social media to enhance communication and information exchange; streamline processes; and foster productivity with its employees. This policy establishes this fire and EMS department’s position on the use and management of social media and provides guidelines on the management, administration, and oversight. This policy is not meant to address one particular form of social media; rather social media in general in general terms as technology will outpace our ability to discover emerging technology and create policies governing its use.

Social media provides a valuable means of assisting the fire and EMS department and its personnel in meeting community education, community information, fire prevention, and other related organizational and community objectives. This policy identifies possible uses that may be evaluated and utilized as deemed necessary by fire administrative and supervisory personnel. This department also recognizes the role that social media tools may play in the personal lives of department personnel. The personal use of social media can have an effect on fire departmental personnel in their official capacity as firefighters. This policy is a means to provide guidance of a precautionary nature as well as restrictions and prohibitions on the use of social media by department personnel.

DEFINITIONS

1) **Blog**: A self-published diary or commentary on a particular topic that may allow visitors to post responses, reactions, or comments.

2) **Post**: Content an individual shares on a social media site or the act of publishing content on a site.

3) **Profile**: Information that a user provides about himself or herself on a social networking site.

4) **Social Media**: A category of Internet-based resources that enable the user to generate content and encourage other user participation. This includes, but is not limited to, social networking sites: Facebook, MySpace, Twitter, YouTube, Wikipedia, blogs, and other sites. (There are thousands of these types of sites and this is only a short list.)
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5) Social Networks: Platforms where users can create profiles, share information, and socialize with others using a range of technologies.

6) Speech: Expression or communication of thoughts or opinions in spoken words, in writing, by expressive conduct, symbolism, photographs, videotape, or related forms of communication.

1. Strategic Policy

a) Determine strategy
   • Each social media page shall include an introductory statement that clearly specifies the purpose and scope of the agency’s presence on the website.
   • Social Media page(s) should link to the department’s official website.
   • Social media page(s) shall be designed for the target audience(s) such as the community, civic leadership, employees or potential recruits.

b) Procedures
   • All department social media sites or pages shall be approved by the Fire Chief or designee and shall be administered by the departmental information services section or designee.
   • Social media pages shall clearly indicate they are maintained by the fire department and shall have the department logo and contact information prominently displayed.
   • Social media content shall adhere to applicable laws, regulations, and policies, including all information technology and records management policies of the department.
   • Social media content is subject to open public records laws.
     o Relevant records retention schedules apply to social media content.
     o Content must be managed, stored, and retrieved to comply with open records laws and e-discovery laws and policies.
   • Social media pages should state that the opinions expressed by visitors to the page(s) do not reflect the opinions of the department.
   • Social media pages shall clearly indicate that posted comments will be monitored and that the department reserves the right to remove obscenities, off-topic comments, and personal attacks.
   • Social media pages shall clearly indicate that any content posted or submitted for posting is subject to public disclosure.
2. Department-Sanctioned Use

Department personnel representing the department via social media outlets shall do the following:

- The use of department computers by department personnel to access social media is prohibited without authorization.
- Conduct themselves at all times as representatives of the department and, accordingly, shall adhere to all department standards of conduct and observe conventionally accepted protocols and proper decorum.
- Identify themselves as a member of the department.
- Post, transmit, or otherwise disseminate confidential information, including photographs or videos, related to department training, activities, or work-related assignments without express written permission.
- Do not conduct political activities or private business.
- Department personnel use of personally owned devices to manage the department’s social media activities or in the course of official duties is prohibited without express written permission.
- Employees shall observe and abide by all copyright, trademark, and service mark restrictions in posting materials to electronic media.

3. Potential Uses

Social media is a valuable investigative tool when providing information about

- road closures,
- special events,
- weather emergencies, and
- major ongoing events in the jurisdiction that affects the entire community.

Employment Opportunities - Persons seeking employment and volunteer positions use the Internet to search for opportunities.

Background Checks - For authorized members to conduct a background check on potential employees or volunteers

- Candidates applying for employment with this department must sign a release document enabling an assigned employee to conduct a background check using any resource to include social media.
- This department has an obligation to include Internet-based content when conducting background investigations of job candidates.
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- Searches should be conducted by Human Resources or with permission from the Fire Chief and only for the purposes of providing possible background material on an employee candidate.
  - Information pertaining to protected class status shall be filtered out prior to sharing any information found online with decision makers.
- Persons authorized to search Internet-based content should be deemed as holding a sensitive position.
- Search methods shall not involve techniques that are a violation of existing law.
- Vetting techniques using social media as one of many resources to provide valid and up to date information shall be applied uniformly to all candidates.
- Every effort must be made to validate Internet-based information considered during the hiring process.
  - This shall not be the only mechanism to provide background information on a possible candidate.

4. Personal Use

Precautions and Prohibitions

Department personnel shall abide by the following when using social media.

- Department personnel are free to express themselves as private citizens on social media sites to the degree that their speech does not impair or impede the performance of duties, impair discipline and harmony among coworkers, or negatively affect the public perception of the department.
- As public employees, department personnel are cautioned that their speech either on or off duty, and in the course of their official duties that has a nexus to the employee’s professional duties and responsibilities may not necessarily be protected speech under the First Amendment.
  - This may form the basis for discipline if deemed detrimental to the department.
  - Department personnel should assume that their speech and related activity on social media sites will reflect upon their position within the department and of this department.
- Department personnel shall not post, transmit, or otherwise disseminate any information to which they have access as a result of their employment without written permission from the Fire Chief or designee.
• Department personnel are cautioned not to do the following:
  o Display department logos, uniforms, or similar identifying items on personal web pages without prior written permission.
  o Post personal photographs or provide similar means of personal recognition that may cause you to be identified as a firefighter, fire officer or employee of this department without prior written permission.
  o When using social media, department personnel should be mindful that their speech becomes part of the World Wide Web.
• Adherence to the department’s code of conduct is required in the personal use of social media. In particular, department personnel are prohibited from the following:
  o Speech containing obscene or sexually explicit language, images, or acts and statements or other forms of speech that ridicule, malign, disparage, or otherwise express bias against any race, any religion, or any protected class of individuals.
  o Department personnel may not divulge information gained by reason of their authority; make any statements, speeches, appearances, and endorsements; or publish materials that could reasonably be considered to represent the views or positions of this department without express authorization.
  o Department personnel should be aware that they may be subject to civil litigation for publishing or posting false information that harms the reputation of another person, group, or organization otherwise known as defamation to include:
    ▪ Publishing or posting private facts and personal information about someone without their permission that has not been previously revealed to the public, is not of legitimate public concern, and would be offensive to a reasonable person;
    ▪ Using someone else’s name, likeness, or other personal attributes without that person’s permission for an exploitative purpose; or
    ▪ Publishing the creative work of another, trademarks, or certain confidential business information without the permission of the owner.
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100-11 Substance Abuse Policy

PURPOSE

Kyle Fire Department intends to provide a safe, drug- and alcohol-free environment and to promote the health, well-being, and productivity of its members by taking all appropriate actions to maintain such an environment. The Department practices “zero-tolerance” to maintain a drug- and alcohol-free environment. The Department firmly states that illegal activities will not be tolerated and will be dealt with to the full extent of the law.

POLICY

Definitions

Zero Tolerance: Kyle Fire Department prohibits and does not tolerate being under the influence of, or possession or use of illegal drugs at any time during the workday, anywhere within Department facilities, while wearing a Department uniform, or during any Department related activity. Any sale of illegal drugs during work or on Department premises, facilities, or in Department vehicles will be treated as gross misconduct, punishable by immediate termination for the first offense.

Reasonable Suspicion: A belief, based on specific facts and reasonable inferences drawn from those facts that a member is under the influence of, or impaired to any degree by drugs and/or alcohol.

Guidelines

Prescription Drugs

- Members who are taking prescription drugs on the advice of a physician that may affect their performance or cause adverse side effects should immediately discuss their situation with the Fire Chief, officer, or their direct supervisor and obtain written permission from a physician before reporting for duty.
- Such members are responsible for disclosing to one of the before mentioned persons the possible side effects of the prescription drug on work performance and the expected duration of its use.
- Kyle Fire Department will then decide whether a reasonable accommodation is necessary under the circumstances until the side effects of concern no longer exist.
Testing

Kyle Fire Department reserves the right to conduct drug or alcohol testing under the following circumstances:

- **Reasonable Suspicion:** The Department may require testing when there is evidence to “reasonably suspect” that a member is under the influence of drugs or alcohol.

- **Circumstances which constitute a basis for determining “reasonable suspicion”** may include, but are not limited to:
  
  - Direct observation of drug and/or alcohol use.
  - The member’s body shows evidence of drug use (e.g. “track marks”, etc.)
  - The member is found to be in possession of alcohol or drugs while on duty.
  - Spontaneous unusual, abnormal, erratic or unacceptable behavior.
  - A documented pattern of unusual, abnormal, erratic or unacceptable behavior.
  - An unusual or suspicious pattern of sick leave usage.
  - A serious on-duty injury under suspicious circumstances.
  - A major on-duty accident under suspicious circumstances.
  - Reporting to work unfit for duty.
  - Being under current investigation for a disciplinary infraction that may be related to substance abuse.
  - Information is provided by a reliable and credible source.
  - The presence of physical symptoms of drug and/or alcohol use (i.e., glassy or bloodshot eyes, slurred speech, odor of alcohol on breath, unsteady gait, poor coordination and/or reflexes, etc.).

- Any officer or supervisor initiating disciplinary action on the basis of “reasonable suspicion” will be required to detail in writing the specific facts or symptoms observed which formed the basis for their determination that “reasonable suspicion” existed to warrant the testing of the member.
Post – Accident Testing: Kyle Fire Department shall require any member involved in an on-duty accident where the member or another party involved in the accident requires treatment in the emergency department or estimated repair cost is greater than $500.00 to submit to drug and/or alcohol testing. This includes ALL members on the apparatus at the time of the accident.

Follow-Up Testing: Members who have violated the drug and alcohol policy but were not terminated for their violation may be required to submit to periodic drug and/or alcohol testing. The member must submit to this testing as a condition of keeping his/her employment following a violation of the drug and alcohol policy. Any member who fails a follow-up test will be dismissed immediately.
  
  o All testing will be conducted at a licensed testing facility with results forwarded to the Fire Chief or his/her designate.

Substance Abuse Indicators / Traits

- All officers and supervisors are required to be alert for impaired job performance or behavior that exhibits traits consistent with drug and/or alcohol abuse.

- The behavioral characteristics listed below are consistent with a chemically dependent individual. In most cases, these traits will be accompanied by clear evidence of the member’s deteriorating job performance.
  
  1. PHYSICAL
    - Loss of weight
    - Increased thirst
    - Chronic hoarseness of voice
    - Chronic persistent running nose
    - Tremors / twitching of mouth and / or nose
    - Habitual grinding of teeth / licking of lips
    - Excessive sweating / rise in body temperature

  2. PSYCHOLOGICAL
    - Short temper
    - Severe mood changes
    - Desire for isolation
    - Habitual irritability
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- Questionable judgement
- Thinking becomes altered
- Shortened attention span
- Paranoia / Argumentative / Sensitive
- Difficulty remembering / memory lapses
- Regular periods of severe depression
- Over-reaction to real or imagined criticism

3. BEHAVIORAL

- Picking at food
- Sloppy appearance
- Persistent lateness
- Frequent absenteeism
- Needless risk taking
- Irrational decisions
- Frantic / rapid speech
- Delays in starting work
- Habitually short of cash
- Constant financial difficulties
- Compulsive, repetitive behavior
- Frequent visits to the bathroom
- Schedules / appointments not kept
- Alternating periods of high and low energy levels

Reporting Procedures

- If the member appears to be under the influence when he/she reports for duty, the supervisor will immediately prohibit the member from boarding any fire apparatus.
- The actions of a particular employee or volunteer member who is believed to be under the influence of alcohol or illegal drugs will be documented by an officer and forwarded to the Fire Chief.
- The member under suspicion will be isolated and supervised. The member will not be allowed to ingest anything but water prior to being transported for testing.
- A Kyle Fire Department Officer or supervisor will be contacted to provide a second independent assessment of the member’s condition.
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- If the second assessor concurs with the first member’s assessment, the member will be informed of the charges, provided with the basis of “reasonable suspicion”, and will be given an opportunity to respond.
- If the second assessor does not concur with the member’s assessment, no testing will take place. The second assessor will be required to file a report explaining his/her findings.
- If operating on an emergency scene the suspicion of impairment will be reported directly to Command. Then, Command or a designee will conduct an assessment of the member under suspicion. At the completion of the assessment, Command or the designee will determine if testing is required as outlined in this guideline and/or the need for involvement of the Sheriff’s Department or PD for further action.
- If testing is indicated, the following will occur:
  - Place the unit out of service. Make arrangements to restore staffing ASAP.
  - Notify the testing facility that a member will be en-route shortly for testing. The officer requesting the testing will provide their name to the hospital staff as the “investigating authority” for the incident that is authorized to receive the test results.
- Before transporting the suspected member to the testing facility, the officer will order the member to comply with the following mandatory requirements:
  - The member MUST consent to the testing and be prepared to sign the consent form upon arrival at the hospital.
  - The member MUST conduct himself/herself in an acceptable, non-threatening, cooperative manner throughout the entire procedure.
  - If tested “positive” and provided the opportunity, the member MUST enter a detoxification and/or rehabilitation treatment program, at his/her own expense, in order to maintain employment or volunteer status with Kyle Fire Department.
  - THE MEMBER’S FAILURE TO COMPLY WITH ANY ONE OF THESE MANDATORY CONDITIONS OF CONTINUED EMPLOYMENT OR MEMBERSHIP WILL RESULT IN IMMEDIATE INITIATION OF TERMINATION OR EXPULSION PROCEEDINGS.
- At no time during a suspected drug and/or alcohol incident will the suspected member be allowed to drive any vehicle until proven capable. When necessary, the Department will arrange transportation to the member’s address of record or to another acceptable location.
- A departmental member will ensure that the member safely enters this location and will note this fact on a memorandum to the Fire Chief.
- If testing results indicate positive use of alcohol or illegal substances, the employee may be disciplined up to and including termination. All reasonable conditions for a false positive shall be considered prior to taking disciplinary action against a member.
- If testing results indicate negative use of alcohol or illegal substances, the member shall not be subject to another such test for a minimum or thirty (30) days.
- All test results will be forwarded as soon as possible to the Fire Chief and will be kept strictly confidential.
Purpose

This procedure describes the activities, roles, and responsibilities required in the event an employee is seriously injured or killed in the line-of-duty. It establishes a priority and procedure for conducting notifications, guidelines for dealing with family members, the news media, and provides a funeral protocol.

The overriding philosophy of the Kyle Fire Department is that the first priority following a serious injury or line-of-duty death - after caring for the victims - is the swift and compassionate notification of the injured or deceased member’s family and the extension of assistance and support to them.

Policy

Definitions

- **Serious Injury** - any injury sustained in the line-of-duty which is, or may become, life threatening or will disable the employee for a substantial period.

- **Line-of-duty Death** - the death of any member of the Kyle Fire Department while on duty, or while undergoing medical treatment for any injury or disease resulting from such duty, is considered a line-of-duty death. This also includes the death of a fire department member while traveling in connection with such duty.

Procedure

Assigned Responsibilities

**Initial Responsibilities**

Immediately upon becoming aware that an employee has been seriously injured or killed in the line-of-duty, the officer should notify the Battalion Chief. The officer becomes the initial point of contact and will coordinate with the Fire Chief.

**If the Employee Has Been Seriously Injured**

The officer will assign a Hospital Liaison Officer. The notification procedures are identical to those for a deceased firefighter with the exception that the notification team will offer to drive the family to the treating hospital.
If the Employee has Died

OFFICER RESPONSIBILITIES

Battalion Chief:

Notify the Fire Chief, the Battalion Chief, the Department Safety Officer, and all off-duty Officers.

Secure the scene of the incident with the assistance of Fire Prevention and Police Department personnel.

Direct the PIO (if on scene) and Dispatch to withhold release of personal data relating to the employee or the death, pending notification of next of kin.

Begin to gather all available information concerning the incident and circumstances leading to the death.

Assign an Auditing Officer, as soon as possible, to secure the personal effects of the deceased and deliver them to Fire Administration.

If applicable, assign a Hospital Liaison Officer(s) to go to the receiving hospital(s) where the injured firefighter(s) are sent.

Document all actions, contact, requests, and other pertinent data. This information is to be provided to the Fire Chief or his designee upon their request.

Preserve any equipment, clothing, and breathing apparatus used by injured or deceased firefighter(s) for the investigation.

Fire Chief or his Designee:

Once notified, the Fire Chief or his Designee shall notify:
   ESD Board Members
   Any other appropriate parties

Other Responsibilities:

Assign personnel from Fire Administration to retrieve the confidential Employee Notification Packet, if completed. If the Employee Notification Packet was not completed, assemble as much personal data as possible concerning the deceased. Particular information needed includes: Name, Date of Birth, File Photo, Social Security Number, Marital Status, Dependents, and Name(s) and Address(es) of next
of kin. This information must be made available to the Notification Officer as soon as possible.

Ensure that the officer has assigned an Auditing Officer and Hospital Liaison Officer.

Assign a Notification Team consisting of two people. In case of multiple deaths or injuries, one Notification Team per surviving family should be assigned. He/she should make the notification personally, if at all possible, or assign a Notification Officer and either another Chief Officer or the person listed in the Employee Notification Packet, if readily available, to accompany him to make the notification.

Assign a Family Liaison Officer, or one per surviving family.

The Fire Chief or another chief may choose to hold daily briefings in order to communicate activities of all assigned officers.

**Auditing Officer:**

Ensures the security and proper disposition of the personal effects of a member in case of his/her death. Personal effects shall include all property owned by the deceased member that is kept on fire department property at the time of the member's death.

Responsibilities - in the event of the death of a member, whether on or off duty, the following steps shall be followed in the gathering and disposition of his/her personal effects:

The Auditing Officer will be assigned to secure the personal effects of the deceased member and deliver them to Fire Administration.

All items will be kept in a secure location.

The deceased member's vehicle will be secured at the work site and the keys forwarded with the personal effects.

The First Assistant Chief or his designee will conduct an inventory of the personal effects upon receipt and make a written report of all items.

The next of kin will be given priority consideration regarding receipt of personal property.

Care should be exercised in selecting a tactful time for delivery of the personal effects to the next of kin.
Documentation is required indicating the date, time, and location of disposition. The name and the relationship of the individual accepting the property will also be noted. Documentation should be forwarded to the Fire Chief's office for placement in the deceased member's personnel file.

**Hospital Liaison Officer(s):**

Goes directly to the receiving hospital(s) and maintains a liaison with the hospital staff, PIO's, Fire Administration, and the Incident Commander via telephone.

Responsibilities until relieved:

- Update Incident Command of any significant information relating to the patient's condition.
- Assure that no press releases are made.
- Assure blood gases are drawn as soon as possible. (Note: Refer to Notification Section of this policy concerning disposition of blood gases in U.S. Department of Justice Section)
- Collect all personal articles of the firefighter should pronouncement of his/her death occur.

**Notification Officer(s):**

The Fire Chief is responsible for the notification of the next of kin. The Fire Chief will make the specific assignment of this duty. Two official designees of the Fire Department shall make notification through personal contact, if possible. The Notification Team will consist of at least one Chief Officer and either another Chief Officer or the person named in the Employee Notification Packet, if that person is readily available. While selecting the ideal team is desirable, prompt and judicious notification of the next of kin is the utmost importance in the case of a line-of-duty death. The official notification serves to assure the next of kin of the validity of the information and to provide a knowledgeable source of information concerning the death. The goal for family notification is within two hours of the death for those residing within Hays County and the immediate area. If the deceased firefighter's next of kin are not local, arrangements must be made to facilitate notification. If a point of contact is not known nor listed in the Employee Notification Packet, the fire department in the family's hometown would be the best choice to make the notification and then notify the on-duty Shift Commander. Someone must be available to receive the call that the notification has been made. The Fire Chief would then dispatch a two-person team to travel to the employee's hometown to meet with the family.
Responsibilities:

The Notification Officer is responsible for making contact with the next of kin. This shall be done in person whenever possible. This official notification must be made before any details of a death are released to the news media. The Notification Officer should be prepared to assist the next of kin with the immediate emotional trauma associated with the notification. The Fire Department Chaplain, a friend of the family, or a clergy member may be of valuable assistance at this time. The Notification Officer should be prepared to stay with the next of kin until a family member or friend arrives, or as long as requested. The Notification Officer shall:

Wear a dress uniform if at all possible.

Have an official Kyle Fire Department ID Card in their possession.

Familiarize themselves with the circumstance of the death and the personal data concerning the deceased before making notification. (Contact Fire Chief or his designee)

Determine if the family has a particular person, specifically a close family member and/or department member, to act as Family Liaison Officer.

Once notification has been made, the Notification Officer will advise the Fire Chief or his designee, the Incident Commander, and the Dispatch Supervisor.

An official announcement may then be made and details may be released to the news media. The Dispatch Supervisor should receive the official press release from the Fire Chief or his designee in writing. (Use FAX if necessary)

Survivor Action Officer:

The Fire Chief will appoint a Survivor Action Officer to work in conjunction with a Union designee, if appropriate, in providing liaison with the next of kin. To provide a sense of continuity and familiarity for the surviving family, it may be advantageous in some cases for the Notification Officer to assume the duties of the Survivor Action Officer. The Survivor Action Officer is a special staff assignment. As a direct designee of the Fire Chief, the Survivor Action Officer will receive the full cooperation of the entire Fire Department. The Survivor Action officer will report directly to the Fire Chief or his designee.

The Survivor Action Officer is responsible for the management of several important activities. The principal concern is the ongoing welfare of the next of kin. The Survivor
Action Officer will render whatever assistance is necessary to settle the personal affairs of the deceased member and assist the next of kin and immediate family going through the crisis. In incidents involving multiple deaths, one Survivor Action Officer shall be assigned per family.

The Survivor Action Officer should form a committee consisting of a number of personnel assigned to handle specific aspects of the funeral arrangements and to assist the surviving family. This committee should be formed as soon as possible after the death to begin operations. This is of particular importance when operating during weekends or holidays.

In all cases, the level of Fire Department participation with the funeral arrangements will be at the discretion of the surviving family. In incidents involving multiple deaths, planning funeral arrangements between the surviving families may require the assignment of more than one officer.

**Family Liaison Officer:**

The Family Liaison Officer will be on-call to the surviving family, or families, 24 hours a day as a logistical contact. He/she will provide transportation for the family and maintain constant communication with the Survivor Action Officer. An ideal person for this assignment is a departmental friend of the deceased. He/she will be under the direction of the Survivor Action Officer.

**ANNOUNCEMENT**

Following notification of the next of kin, an announcement will be made informing all members of the line-of-duty death.

Example:

*The Fire Chief regrets to announce the death of (Rank) (Name), who died in the line of duty. A brief description of the circumstances will follow.*

Immediately after the announcement, the Fire Chief will issue the "Memorial Orders," which may include: all flags on Fire Stations and other departmental facilities lowered to half-mast and all badges to be shrouded. Flags will remain at half-mast until the day following the funeral and bade shrouds will be worn for 30 days after the funeral.

**FUNERAL ARRANGEMENTS**

**Survivor Action Committee:**
Under direction of the Survivor Action Officer, the committee provides coordination and interaction with:

The Funeral Home Director

The Minister and church to arrange funeral service

The agency responsible for the cemetery

When meeting with the family and minister for the funeral home and church selection, keep in mind such things as parking and church capacity. Expect over 1,000 people to attend. The family minister will know the capabilities of the church. If it is too small, he/she should have little trouble gaining access to a larger one.

When dealing with the Funeral Home Director, take a strong position initially. They may be overwhelmed with the magnitude of people who will be involved. Use their expertise, but take control and maintain it.

**Procession Officer:**

Arranges and directs the funeral procession.

Contact P.D. Traffic Division as soon as the church and cemetery are confirmed.

Procession Officer will set the procession route. If the route should cross R.R. tracks, it will be a good idea to contact them to withhold train traffic.

The Procession Officer and the officer need to determine which companies will standby along the route. Maps should be prepared and given to respective companies and the Dispatch Center that include directions, placements, and times. P.D. Officers escorting the procession should be provided with the same information.

Select someone to be in charge of a detail of 6 to 8 personnel to coordinate the procession lineup and parking lot exiting. Give them portable radios for communication during the procession. Contact Communications Technician to provide needed radios. The procession plan should be committed to paper and provided to each member of the detail. Provide the parking lot detail with a van and they will be the last vehicle in the procession. They can give updates and location reports while the procession is underway.

Get a map of the cemetery to determine the routing through it. The larger apparatus may not be able to negotiate some turns in the older sections. Do this the day before. (Funeral Directors have copies of these maps)
Have the P.D. escort and parking lot detail meet at the church 90 minutes before the start of the services. Out of town trucks and people will be arriving early.

Call school district to acquire buses for the procession. Have them meet at a point to be determined to provide transportation for individuals wishing to attend but using private vehicles. The Union may be instrumental in coordinating transportation for out of town visitors.

**Resource Manager:**

Provides necessary support functions.

Select the number of trucks and cars that will be needed to transport the deceased, pallbearers, City Officials, Chiefs, Union Officials, etc.

Have a new pair of stenciled turnouts made to be presented to the family member.

Contact Fire Maintenance to prepare the truck. (Removal of handrails, hose, bed dividers, cleaning and decorating, etc.) Off duty personnel and family may be able to assist in the decorating.

If it is raining, or it appears it might start to rain, have contingency plans for emergency car wash. This includes staff cars and vehicles used for pallbearers, parking lot detail, etc. Check with Training Division to see if we may have recruits to stand by if necessary.

**Honor Guard Commander:**

Assists with activities of the pallbearers, honorary pallbearers, and ushers. Utilize Texas LODD Task Force.

The Pallbearers for a line-of-duty death will be eight members of the Fire Department. The family may request certain individuals to act as pallbearers. In the absence of such a request, the Survivor Action Officer will appoint a friend of the deceased to form the party of pallbearers with the Funeral Director and Union Officer. Pallbearers/ushers shall be in dress uniform to include tie, badge shroud, and white gloves.

Conduct a meeting with the pallbearers (also honorary) the day before the funeral. Establish all procedures at that time (where to stand, when to move, flag placement, etc.). A good place to meet would be the funeral home (when no visitation is occurring). Arrange with the funeral director to allow the pallbearers to practice handling an empty casket. A casket with a 200-lb. firefighter in it can weigh upwards of 500 lbs.
arrangements for this meeting on the first contact with the funeral director. The honorary pallbearers will be needed to assist with loading and unloading the casket from the apparatus. This needs to be rehearsed beforehand.

The ushers to be used for the church services and visitation will be ten Fire Department members. In the absence of family requests for specific individuals to act as ushers, the Survivor Action Officer will appoint a friend of the deceased to form the party of ushers. He will work with the Funeral Director and Honor Guard Commander.

Conduct an instructional meeting with the ushers before the visitation and the funeral. It might be wise to conduct this meeting after and before the one with the pallbearers, as the Funeral Director will have valuable input in this area.

**FUNERAL PROCESSION UNIFORM**

Members attending the funeral in uniform shall be in dress uniform to include badge shroud. Members assigned to apparatus stationed along the procession route shall be in dress uniform to include badge shroud. They will take a position near the apparatus and maintain an orderly, visible, and respectful formation until the ENTIRE processional has passed their position. The First Assistant Chief will coordinate with the surrounding cities to provide cover companies at our fire stations during the funeral. The Fire Chief may receive several officers; all offers should be directed to the Battalion Chief.

**EMERGENCY NOTIFICATION INFORMATION**

The Emergency Notification Form is a confidential record completed by members of the Department. The form provides the KFD with emergency numbers and other information for accidents involving a member of the Department and will remain confidential for all other purposes. Each employee will be asked to complete a form at the time of original employment with the Department. Updates to the information may also be made at any time by sending the revised information to Fire Headquarters. The packet will be updated annually. Specific instructions are included in each packet.

**INVESTIGATION**

*See Line-of-Duty Death or Injury Investigation Policy*

**CLASSIFICATION OF SERVICE**

The Kyle Fire Department will offer three classifications of services. The Honor Guard Commander will meet with the family and offer the appropriate services to them. The family may choose any or all of the services for the classification. Once again, the level of participation is at the discretion of the surviving family and the Fire Chief. The classifications are as follows:
Full Honors - this is reserved for line-of-duty deaths only.

**CHAPEL SERVICE**

- Casket Guard - during viewing and funeral services
- Services of KFD Chaplain
- Funeral Coach/Apparatus
- Color Guard
- Honor Guard
- Bagpipers/Drummers/Soloist

**GRAVESIDE SERVICE**

- Above services continued
- KFD graveside ceremony/farewell to include: flag-folding/presentation, Bible presentation
- Bugler
- Arched Aerial Ladders at the entrance to the cemetery
- Fire Walk of Honor

All KFD uniformed members attending full honor services, whether on or off duty, shall be in Class A uniform.

**Active Firefighter** - (not in the line-of-duty) will normally include:

**CHAPEL SERVICE**

- Casket Guard - during viewing and funeral services
- Services of KFD Chaplain
- Funeral Coach/Apparatus
- Color Guard
- Honor Guard
- Bagpipers/Drummers/Soloist

**GRAVESIDE SERVICE**

- Above services continued
- KFD graveside ceremony/farewell to include: flag-folding/presentation, Bible presentation
- Bugler
KFD uniformed members attending active member services, whether on or off duty, may wear Class A uniform or appropriate civilian attire.

Retired Firefighter - funeral will normally include:

**CHAPEL SERVICE**

- Visitation Detail of the Honor Guard
- Services of the KFD Chaplain
- Color Guard
- Honor Guard
- Bagpipers/Drummers/Soloist

**GRAVESIDE SERVICE**

- Above services continued
- KFD graveside ceremony/farewell

KFD uniformed members attending retired member services, whether on or off duty, may wear Class A uniform or appropriate civilian attire.

Regardless of the classification of service, or level of KFD participation, our involvement should be carried out with dignity and reverence for the deceased, as well as the surviving family.

**ATTACHMENTS**

**SAMPLE ANNOUNCEMENT**

Memo Text to all Stations/Sections

It is my sad duty to inform you that at (time) today, Firefighter(s) (Rank) (Names) was/were killed in the line of duty. Details of the incident are not fully known. I have ordered an immediate and thorough investigation of the events surrounding this tragedy.

I will provide you with more information as soon as it is available, including details of services.

This is a difficult time for the entire Kyle Fire Department, and we will need to come together to get through it. All of us know when we choose firefighting as a career that this type of occurrence is possible. But that does not make it any less tragic or any less difficult to bear once it actually happens.
At this time, our thoughts and prayers are with the (Name) family. I urge you to support them in any way you can.

I wish I had the words to ease the pain all of us are feeling, but I don't. I would only remind us all that this/these was/were (a) firefighter/s doing the job he/she/they loved on behalf of people he/she/they cared about.

NOTIFICATION TEAM CHIEF OFFICER CHECK SHEET

- Coordinate with administration staff to gather all pertinent information about the employee's family.
- Coordinate a meeting place with the Chaplain, if assigned to the notification team.
- Meet the Chaplain and discuss who will say what to the family.
- Speak with officer by telephone before approaching the home or other site of the notification.
- Deliver the news quickly after gathering all present family members.
- Let the family grieve without overwhelming them with information.
- Advise the officer when all necessary notifications have been made.
- Notify the officer if you will be transporting family anywhere or if the family support liaison should be sent.
PURPOSE

From time to time, career firefighters are unable to work their scheduled shift, and it is necessary to bring other firefighters in to ensure minimum staffing standards are met. This procedure is intended to ensure that reason and fairness are used when filling overtime vacancies. This procedure applies only to overtime use to meet minimum staffing levels. It does not apply to off duty fire runs, or other overtime situations.

POLICY

1. This procedure applies only to overtime that will be necessary due to firefighter illness/injury, emergency, training or bereavement leave events.

2. Each firefighter shall provide their officer with a working telephone number that can be used to contact the firefighter.

3. When a firefighter has advance knowledge that he/she will be off due to any of the above situations, he/she is to contact their officer to make him/her aware of an overtime situation. Advance knowledge means knowing about being absent more than 24 hours prior to the beginning of the absence.

4. In the above situation, it will be the responsibility of the Battalion Chief to secure a replacement firefighter.

5. When a firefighter finds that he will be unable to work and it is less than 24 hours before the beginning of his/her scheduled shift, he/she is to contact the on duty officer. The on duty officer shall check the scheduling board to see if staffing can be reconfigured thus eliminating the need for overtime. The on duty officer shall be responsible for notifying the diverted firefighter to which station the firefighter is to report for duty.

6. If overtime is necessary, the on duty officer shall fill the overtime using the overtime board. The on duty officer shall also notify the Battalion Chief that an overtime firefighter will be coming in.

7. If it becomes necessary to hold an on-duty firefighter over until a replacement firefighter can arrive, that is to be done in the following manner. The on-duty firefighter who is highest on the overtime list shall be held over until arrival of the replacement firefighter. (The firefighter who is held retains his/her position on the overtime list).

8. The supervisor arranging for overtime shall contact the person at the top of the overtime board, using the telephone number provided by the firefighter.

9. A firefighter who is already scheduled to work on the overtime day, or is on leave (vacation, sick, holiday or emergency), shall receive a “Pass” for that overtime opportunity.
10. A firefighter being unable to work overtime due to an activity benefitting the fire department, such as school or meeting attendance, shall receive a “Pass” for that overtime opportunity.

11. A firefighter receiving a “Pass” shall retain his/her position on the overtime list.

12. Overtime “Passes” are not appropriate if the firefighter has other previous engagements not part of his fire department duties, outside secondary employment commitments, etc.

13. The officer attempting to fill overtime shall determine whether a “Pass” is appropriate. If a firefighter did not receive a “Pass” but felt he/she should have, a written request for reconsideration shall be submitted to the Battalion Chief. The Battalion Chief will review the situation and make a final determination. If the Battalion Chief reverses the decision of the other officer, then the firefighter who should have received a “Pass” will be placed at the top of the list and the records adjusted accordingly.

14. A firefighter accepting or declining the overtime will be placed at the bottom of the overtime list.

15. A firefighter that is unable to be contacted after the designated wait time, shall be placed at the bottom of the list.

16. The normal wait time for a called firefighter to respond to a call shall be 20 minutes. However, if after a total of five (5) declined overtime opportunities and/or no contact events, that person’s wait time shall be reduced to 10 minutes.

17. There shall be a record kept of the number of times overtime was accepted or declined, as well as “no contacts”.

18. Any firefighter wishing to be removed from the overtime list can do so, by removing their tag from the overtime board. The absence of a tag will be the indicator that the firefighter does not wish to be contacted for overtime purposes. The tag will be held by the Battalion Chief until the firefighter requests the tag be placed back on the board. Once placed back, the tag will go to the bottom of the list.
## Section 100 – General Rules and Regulations

### Purpose

To properly manage civilian personnel riding on and responding with department emergency vehicles.

### Policy

The only non-department people authorized to ride out on Department vehicles are those who have been previously authorized by the Chief.

### Procedure

A. Riders shall:

1. Be briefed by the Chief or Ranking Officer as to their responsibilities and restrictions while on a Department vehicle.
2. Read and sign a Department liability release form. If the rider is less than 18 years of age, his /her parent or guardian must sign the release form. These passengers shall remain in the vehicle or in areas designated for other bystanders for the duration of the call.

B. Under no circumstances shall the member carry on a Department vehicle any child, adult, or animal that requires “baby-sitting” by the member or someone else. Exceptions to this rule may be made for parades and other public service events, but only with the permission of the Ranking Officer or Chief.