

Newmarket

Fire & Rescue

Standard Operating Guidelines

Newmarket Fire Rescue

Standard Operating Guidelines

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**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 001 – Incident Command Authority**

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *Incident Command authority*.

GUIDELINES:

1. The Incident Commander shall have the authority to temporarily adapt or modify any SOG **in the field** to ensure the positive outcome of an incident.
2. This does not apply to administrative SOGs that apply to non-emergencies. In this case, the Chief must approve deviations.

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 002 – Discipline**

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *Discipline*.

GUIDELINES:

1. This SOG supersedes the Town Policy 5.14 Dispute Resolution Procedure.
 - a. Per Town Policy 5.14 Dispute Resolution Procedure which states in the last paragraph:
“Due to the nature of their professions, Police Department and Fire Department employees will adhere to grievance procedures outlined in their department rules and regulations, and any subject collective bargaining agreement, whenever applicable.”
2. Purpose of Discipline Policy
 - a. The purpose underlying the discipline policy of the Newmarket Fire Department is to establish a consistent procedure for maintaining suitable behavior and a productive working environment in the workplace. These procedures are directory in nature and minor variations of the processes set forth herein shall not affect the validity of any actions taken pursuant to this policy.
3. Disciplinary System Framework
 - a. The Newmarket Fire Department adopts the following framework for actions to be taken in the event that SOG's are violated by any member. Progressive steps may be implemented in order to invoke disincentives to policy violations. *The Newmarket Fire Department reserves the right to take any of the prescribed steps in any order in the event that an officer deems a policy violation or action of the member to be serious enough to warrant a certain step.* Such steps shall be documented in the record of the disciplinary action. Progressive discipline shall be applied only where the officer believes that the potential for improvement and correcting the behavior is possible.
4. Hierarchy of Disciplinary Actions Available
 - a. The following actions are among the progressive disciplinary steps which can be taken by the officer in response to SOG violations:
 - i. Oral warning.
 - ii. Written warning or reprimand.
 - iii. Suspension with or without pay.
 - iv. Demotion.
 - v. Probation.
 - vi. Dismissal.
5. Appeal Hearing
 - a. The SOG's of the Newmarket Fire Department establishes the right to a hearing in the event of a discharge or demotion with attendant change in pay or suspension. The elements of procedure to be followed in any such hearing to be undertaken at the direction of the Chief, unless waived by the member, are the following:

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SOG 002 – Discipline

- i. The member shall be provided written notice of the charges against him and the time the hearing is to be conducted.
 - ii. The employee shall be heard before the Fire Chief or the Fire Chief's designated hearing officer and an additional two officers.
 - iii. There shall be a record maintained.
 - iv. The member shall have a right to an explanation of the conduct of which they are accused.
 - v. The member shall have an opportunity to be represented by legal counsel at his own expense.
 - vi. The member shall be provided an opportunity to present evidence and to rebut the information upon which his/her charged misconduct or inadequate performance is based.
6. Every such hearing shall take place as soon as it can be accommodated by the schedules of those involved. Additional time may be granted at the request of the member upon a showing that additional time is needed to provide facts necessary to respond to the charges.
7. Members shall be placed on leave until this hearing is held. After the hearing and based on the facts presented, the chief or chiefs designee shall determine the leave status of the employee.

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 003 – NFR Mentorship Program**

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *NFR Mentorship Program*.

GUIDELINES:

1. Purpose of the mentorship program is to help new members understand and adapt to the rules and regulations of the Newmarket Fire Rescue
 - a. Each new member will be assigned an SOG and entered into the NFR Mentor program so as to facilitate the transition from a recruit to probation to off-probation actively participating member
 - b. All new members are to follow the guidelines and SOG's regarding recruit and probationary programs.
 - c. New members will be given a recruit/probationary guide book outlining the requirements expected of them.
 - d. For further details, please refer to the Recruit/Probationary guide book.
2. NFR Mentors:
 - a. EMS/Fire mentors are designated members that are qualified to help new members with understanding how Newmarket Fire Rescue operates
 - b. Designation of NFR mentors will be handled at the Officer level
 - c. Mentor/Mentees assignments are handled by the NFR Mentorship Officers

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 100 – Chain of Command**

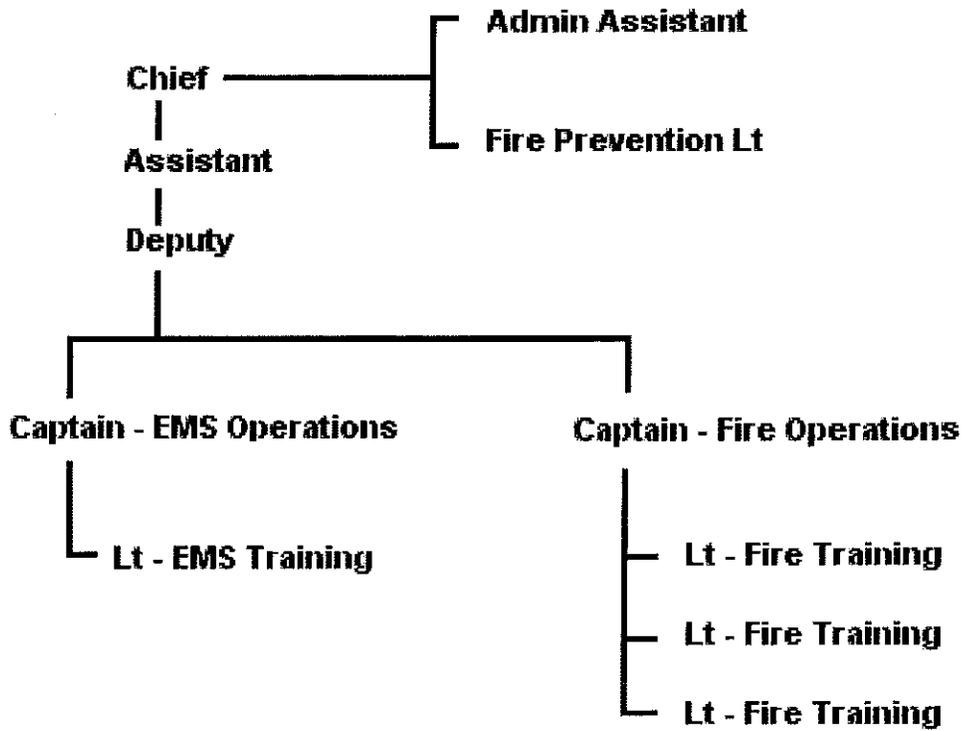
OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *Chain of Command*.

GUIDELINES:

- 1.0 Newmarket Fire & Rescue is a Quasi-military organization subject to the Chain of Command.
- 2.0 Officers are expected to utilize the Chain of Command for all aspects of normal business.
- 3.0 If immediate action is necessary, any readily available Officer may handle the issue.
- 4.0 The National Incident Management System will be used on emergency scenes.

Chain of Command



**Newmarket Fire & Rescue
Standard Operating Guidelines
Current Command Structure**

COMMAND OFFICERS

Fire Chief	Rick Malasky	34C1
Assistant Fire Chief	B. David Bryan	34C2
Deputy Fire Chief	Bill Barr	34C3

STAFF OFFICERS

Captain	Doug Hamilton	34R1
Captain	Evan Bonney	3402

LINE OFFICERS

Lieutenant	Mark Pelczar	34R5
Lieutenant	Bill Page	3404
Lieutenant	Andy Carroll	3405
Lieutenant	Kenny Kao	3406
Lieutenant	Brian Smith	3407
Lieutenant	Matt Kelley	3408

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 104 – Internet Sites and Social Networking

OBJECTIVE:

The following are guidelines that all members of the Newmarket Fire & Rescue should follow regarding *internet sites and social networking*.

GUIDELINES:

Purpose:

To establish departmental policy concerning personal web pages, electronic media and/or Internet sites when referencing the Town of Newmarket, Newmarket Fire and Rescue or employees. Furthermore, it is to ensure that members use appropriate discretion in the use of references to the Town of Newmarket, Newmarket Fire and Rescue and employees, as to not bring discredit or disrespect, and to ensure that the release (directly or indirectly) of information concerning fires, emergency medical calls or violations of state codes/town ordinances to persons outside the department is not disseminated. This is to ensure that all employees treat as confidential the official business of the department.

Scope:

This policy applies to all members of the Newmarket Fire and Rescue and associations.

General:

Professionalism, ethics and integrity are of paramount importance in the fire service and to Newmarket Fire and Rescue. To achieve and maintain the public's highest level of respect, we must place reasonable restrictions on our conduct, and appearance, as well as holding employees to these standards of conduct, whether on or off duty. As employee's action(s) must never bring the department into disrepute, nor should conduct be detrimental to the department's efficient operations.

1. The developments in electronic technology (computers, software programs, information available through the internet, and web sites) are an invaluable resource to assist us in the performance of our duties. Nevertheless, this technology has the capability to act as a double-edged sword, in that it presents the opportunities to access and use technology in both legitimate and illegitimate ways. Whether on duty or off duty, in uniform or plain clothes, all employees represent the Town of Newmarket and Newmarket Fire and Rescue.
2. Photographs or other depictions of departmental uniforms, badges, patches, marked vehicles, on-duty personnel and/or other departmental property, including fire and emergency medical scenes, shall not be posted on internet sites by any departmental personnel without the approval of the Chief of Department or his/her designee.
3. Employees are prohibited from posting, transmitting, and/or disseminating any pictures or videos of official departmental training, activities or work-related assignments, without the approval of the Chief of Department or his/her designee.
4. Employees shall treat as confidential, all the official business of the department.

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Standard Operating Guidelines
SOG 104 – Internet Sites and Social Networking

5. No employee shall release or post, either directly or indirectly, information concerning fires, emergency medical calls, or violations of state codes/town ordinances to persons outside the department without the authorization of the Chief of Department or his/her designee.
6. No sexual, violent, racial, ethnically derogatory material, comments, pictures, artwork, video or other reference may be posted along with any department approved reference.
7. Employees shall not post any material on the internet that brings discredit to or may adversely affect the efficiency or integrity of the Town of Newmarket, Newmarket Fire and Rescue. In addition, no employee shall use the Internet in any way, shape or form in order to disparage or harass another department or employee, as well as other citizens.
8. Employees should consider the possible adverse consequences of Internet postings, such as future employment, discoverable information in criminal/civil cases and public, as well as private embarrassment.
9. Employees are reminded to exercise good judgment and demonstrate personal accountability when choosing to participate on social networking sites such as Facebook, My Space, Twitter, Craigslist, etc... The use of these sites while on duty shall be restricted to official department business while in the station. The use of any of these sites while on an incident scene and/or riding on apparatus is strictly forbidden.
10. Employees becoming aware of or having knowledge of a posting or of any website or web page in violation of the provisions of this policy are strongly encouraged to notify his/her Officer or Chief Officer.

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 108 – Suspected Alcohol Impairment**

OBJECTIVE:

The following are guidelines that all members of the Newmarket Fire & Rescue should follow regarding *suspected alcohol impairment*.

GUIDELINES:

- 1.0 Newmarket Fire and Rescue promotes a NO TOLERANCE POLICY when it comes to alcohol consumption.
- 2.0 If any member suspects another member of using alcohol before or during an incident, they should report it immediately to an Officer or IC.
- 3.0 If any Officer suspects the use of alcohol, the individual will be required to submit to a Police PBT.
 - 3.01 Any Police PBT level at or above .01% will result in the member being put out of service for 24 hours.
 - 3.02 Any Police PBT level above .04% is cause for disciplinary action up to and including termination.
 - 3.02.1 The .04% limit will be reduced by .01% for each hour since the tone time to a minimum of .01%.
 - 3.03 Refusal to submit to testing will result in termination.

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 113 – Life Membership**

OBJECTIVE:

The following are guidelines that all members of the Newmarket Fire & Rescue should follow regarding *life membership*.

GUIDELINES:

- 1.0 Members with 20 years of service may request life membership.
- 2.0 Life members must return all equipment except for a pager.
- 3.0 Life members will not respond to emergency calls but may assist at the station during emergency calls or provide assistance with administrative duties and training.

**Newmarket Fire & Rescue
Standard Operating Guideline
SOG 114 – Leave of absence**

OBJECTIVE:

The following are guidelines that all members of the Newmarket Fire & Rescue should follow regarding *leave of absence*.

GUIDELINES:

- 1.0 Any member wishing to take a leave of absence for a period of time greater than (30) thirty days, but not to exceed six (6) months, shall submit a request in writing to the Chief.
- 2.0 Reinstatement from any leave of absence for a medical reason will require a written release from a doctor prior to your return to duty.
- 3.0 Any member who has been on a leave of absence for three (3) months or longer shall report to an Officer for refresher training prior to resuming duty.

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 115 – Recruit / Probationary period**

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *probationary period*.

GUIDELINES:

- 1.0 Requirements for recruit members:
 - 1.1 All new members regardless of experience or certifications will start with Newmarket Fire Rescue at the recruit level.
 - 1.1.1 The new members will be given an SOG binder that will cover objectives and requirements to progress into the probationary period.
 - 1.1.2 Once requirements for recruitment period have been successfully completed, the member will go through a general knowledge assessment.
 - 1.1.3 Refer to the Recruit Section of the NFR SOG's for objectives.
 - 1.1.4 Recruits are not to respond direct to scenes unless permission is granted prior.
 - 1.1.5 Recruits are not to don an SCBA or enter an IDLH environment.
 - 1.1.6 No recruit will be allowed to go mutual aid for fire calls.
- 2.0 Requirements for probationary members:
 - 2.1 All probationary members must successfully complete the recruit phase to be placed into the probationary period.
 - 2.2 The probationary section of the SOG's defines the requirements for the member to be endorsed as an active full member of the NFR Department.
 - 2.3 Refer to the Probationary Section of the NFR SOG's for objectives.
 - 2.4 Fire Probationary members will be allowed to go mutual aid fire at the discretion of the officer on the truck.
 - 2.5 Probationary members are not to respond direct to scenes unless permission is granted prior or instructed to by the ICS.
- 3.0 Endorsement for Recruit / Probationary Phase:
 - 3.1 The general knowledge assessment for recruits will be administered during the week of the monthly general meeting.
 - 3.2 The general knowledge assessment for the probationary members will be administered the

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 115 – Recruit / Probationary period**

Thursday after the Officer's meeting.

- 3.3 Skills testing will be coordinated by the Mentorship Officers.
- 3.4 Mentors will advise officers in charge of NFR Mentorship Program of their mentees' eligibility status.

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 116 – Promotions**

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *promotions*.

GUIDELINES:

- 1.0 Requirements for holding and being promoted to a Fire Lieutenant position:
 - 1.1 Minimum training requirements are as follows:
 - 1.1.1 Firefighter II
 - 1.1.2 EMT
 - 1.1.3 NIMS 100, 200 and 700
 - 1.1.4 Have met officer duty requirements consistently for the previous 6 months.
 - 1.2 Must have a minimum of 5 years in the Fire service and have been on Newmarket Fire and Rescue for a minimum of 3 years.
 - 1.3 Must be a Driver Operator for all apparatus.
- 2.0 Requirements for holding and being promoted to an EMS Lieutenant position:
 - 2.1 Minimum training requirements are as follows:
 - 2.1.1 EMT
 - 2.1.2 NIMS 100, 200 and 700
 - 2.1.3 Have met officer duty requirements consistently for the previous 6 months.
 - 2.2 Must have a minimum of 5 years in the EMS service and have been on Newmarket Fire and Rescue for a minimum of 3 years.
- 3.0 Requirements for Lieutenants promotions board:
 - 3.1 The department will hold its promotions board as needed.
 - 3.2 There will be a written/practical test and an oral board.
 - 3.2.1 The oral board will consist of 3 senior officers selected by the Chief.

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 116 – Promotions**

- 4.0 Requirements for holding and being promoted to Captain:
 - 4.1 Fire Captain positions:
 - 4.1.1 Minimum training requirements
 - 4.1.1.1 Meet training requirements of Fire Lieutenants.
 - 4.1.1.2 Preference will be given for Instructor I
 - 4.1.2 Must have a minimum of 3 years experience as a Lieutenant.
 - 4.1.3 The Chief appoints captains.
 - 4.2 EMS Captain position:
 - 4.2.1 Minimum training requirements
 - 4.2.1.1 Meet training requirements of EMS Lieutenant
 - 4.2.1.2 Preference will be given for Instructor I.
 - 4.2.2 Must have a minimum of 3 years experience as a Lieutenant.
 - 4.2.3 The Chief appoints captains.
- 5.0 Requirements for holding and being promoted to Chiefs position:
 - 5.1 The Fire Chief is appointed by the Town council per the town charter.
 - 5.2 The Assistant Chief and Deputy Chief positions
 - 5.2.1 Minimum training requirements
 - 5.2.1.1 Meets training requirements of both EMS Captain and Fire Captain.
 - 5.2.1.2 Preference will be given for Fire Officer I and II
 - 5.2.2 Must have a minimum of 3 years experience as a Captain.
 - 5.2.3 The Chief appoints the Assistant Chief and Deputy Chief.

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 117 – Senior Firefighter**

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *Senior Firefighter/s*.

GUIDELINES:

- 1.0 The senior firefighters are individuals designated by the Officers as members that are capable of filling the role of a fire officer when a fire officer is not available.
- 2.0 A list of senior firefighter/s will be maintained by Officers, subjected to review on a monthly basis.
- 3.0 Senior Firefighter expectations:
 - 3.1 Fulfill duties as officer when one is not available
 - 3.2 Through knowledge of all SOG's pertaining to fire ground operations
 - 3.3 Actively participating in the NFR Mentorship Program
 - 3.4 Driver operator of all apparatuses
 - 3.5 In good standing with all NFR department guidelines
 - 3.6 Senior firefighters will be held to a higher level of expectations due to the position of authority and leadership role
- 4.0 No senior firefighter will take a crew mutual aid without the expressed consent of the Fire Chief.

Newmarket Fire & Rescue Standard Operating Guidelines SOG 118 – Course approval

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *course approval*.

GUIDELINES:

- 1.0 Any members wishing to take courses including EMS refreshers outside of the department shall fill out a *Course Approval Request form*.
- 2.0 There must be a year between upgrade classes. (i.e. FF I and FF II, EMT and AEMT)
- 3.0 All courses shall have the approval of the Fire or EMS Captain and final approval of the Chief prior to the member submitting an application to the outside agency or school.
- 4.0 The following guidelines will be followed when determining payment for courses:
 - 4.1 Members on the department for more than one year:
 - 4.1.1 Firefighter I or EMT courses – the department will cover the course expenses 100%.
 - 4.1.2 Firefighter II or AEMT courses – the department and the member will split the course expenses 50/50.
 - *One year after the start date of the course, providing successful completion, the member will be reimbursed for their 50% of the expenses.*
 - 4.2 Members on the department for less than one year:
 - 4.2.1 Firefighter I or EMT courses – the department and the member will split the course expenses 50/50.
 - 4.2.2 Firefighter II or AEMT courses – the department and the member will split the course expenses 50/50.
 - *One year after the start date of the course, providing successful completion, the member will be reimbursed for their 50% of the expenses.*
- 5.0 Members shall not have to pay more than \$400 out of pocket.
- 6.0 The Chief has final approval and the ability to make exceptions to these guidelines.
- 7.0 Any member that fails or drops out of any course must reimburse the Town of Newmarket for the course expenses unless relieved of this responsibility by the Chief.
- 8.0 Any member that leaves the department within two years of the course will reimburse the Town of Newmarket for the course expenses unless relieved of this responsibility by the Chief.

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 120 – Personal Appearance**

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *personal appearance*.

GUIDELINES:

- 1.0 Personnel of the Newmarket Fire & Rescue, who engage in firefighting or could possibly wear SCBA, may not have any facial hair that will compromise the facial seal of the SCBA mask.
- 2.0 All personnel shall wear long hair up while on duty and under their hood when worn.
- 3.0 Earrings (in the ears or anywhere on the face) shall be removed while on a call.
- 4.0 Everyone responding on calls should maintain a clean and neat appearance.
- 5.0 Inappropriate clothing shall not be worn at or around the fire station or a fire scene. Examples of inappropriate clothing would be: Tank Tops, T-Shirts with sexual innuendos, drug usage, foul language, etc or anything deemed unsatisfactory by the Chief.
- 6.0 Tattoos should be in good taste or be covered while acting in the capacity of the Department.

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 122 – Tobacco Usage**

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *tobacco usage*.

GUIDELINES:

- 1.0 Newmarket Fire and Rescue promotes smoking cessation.
- 2.0 The use of any tobacco product is strictly prohibited inside any portion of the fire station or on any apparatus.
- 3.0 In accordance with the provisions of New Hampshire RSA 122:45, which restricts smoking in enclosed public places, the following areas are designated as non-smoking areas:
 - 3.1 Interior of the station including the bays
 - 3.2 On all apparatus
- 4.0 Cigarettes should be disposed of in the receptacle devices provided.
- 5.0 There shall be no smoking or chewing of tobacco on scene unless you are standing at the Fire apparatus and have been relieved of active duties.
- 6.0 The designated smoking area at the station is back parking lot.

Newmarket Fire & Rescue Standard Operating Guidelines SOG 124 – Uniforms

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *uniforms*.

GUIDELINES:

- 1.0 Class A Uniform
 - 1.1 Chief Officers:
 - 1.1.1 Coats
 - 1.1.1.1 Navy blue double-breasted $\frac{3}{4}$ weight wool serge coat.
 - 1.1.1.2 10 gold buttons-two rows of 5 buttons each.
 - 1.1.1.3 $\frac{1}{2}$ " gold metallic sleeve braids
 - 1.1.1.3.1 Chief: 5 braids
 - 1.1.1.3.2 Assistant Chief: 4 braids.
 - 1.1.1.3.3 Deputy Chief: 3 braids.
 - 1.1.1.4 3 gold buttons on each sleeve.
 - 1.1.1.5 Full lining with no pockets.
 - 1.1.1.6 Badge holder on left chest
 - 1.1.2 Pants:
 - 1.1.2.1 Navy blue $\frac{3}{4}$ weight wool serge pant
 - 1.1.2.2 No cuff.
 - 1.1.2.3 Four pockets two hip and two side
 - 1.1.3 Shirt:
 - 1.1.3.1 Standard white uniform shirt for all officers
 - 1.1.3.2 Black necktie
 - 1.2 Chaplain
 - 1.2.1 Coats
 - 1.2.1.1 Navy blue double-breasted $\frac{3}{4}$ weight wool serge coat.
 - 1.2.1.2 10 gold buttons-two rows of 5 buttons each.
 - 1.2.1.3 $\frac{1}{2}$ " gold metallic sleeve braids
 - 1.2.1.4 3 gold buttons on each sleeve.
 - 1.2.1.5 Full lining with no pockets.
 - 1.2.1.6 Badge holder on left chest
 - 1.2.2 Pants:
 - 1.2.2.1 Navy blue $\frac{3}{4}$ weight wool serge pant
 - 1.2.2.2 No cuff.
 - 1.2.2.3 Four pockets two hip and two side
 - 1.2.3 Shirt:
 - 1.2.3.1 Standard white uniform shirt for all officers
 - 1.2.3.2 Two chest pockets
 - 1.2.3.3 Black necktie
 - 1.3 Line Officers:
 - 1.3.1 Coats:
 - 1.3.1.1 Navy blue double-breasted $\frac{3}{4}$ weight wool serge coat
 - 1.3.1.2 10 silver buttons - two rows of 5 buttons each.
 - 1.3.1.3 $\frac{1}{2}$ " metallic silver braids
 - 1.3.1.3.1 Captains 2 braids
 - 1.3.1.3.2 Lieutenants 1 braid
 - 1.3.1.4 3 silver buttons on each sleeve.
 - 1.3.1.5 Full lining with no pockets.

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Standard Operating Guidelines
SOG 124 – Uniforms

- 1.3.1.6 Badge holder on left breast.
- 1.3.2 Pants:
 - 1.3.2.1 Navy blue ¾ weight wool serge pants.
 - 1.3.2.2 No cuff.
 - 1.3.2.3 Four pockets two hip and two side
- 1.3.3 Shirt:
 - 1.3.3.1 Standard white uniform shirt for all officers
 - 1.3.3.2 Two chest pockets
 - 1.3.3.3 Black necktie
- 1.4 Member
 - 1.4.1 Coats:
 - 1.4.1.1 Navy blue double-breasted ¾ weight wool serge.
 - 1.4.1.2 10 silver buttons - two rows of 5 buttons each
 - 1.4.1.3 3 silver buttons on each sleeve
 - 1.4.1.4 Full lining with no pockets
 - 1.4.1.5 Badge holder on left breast
 - 1.4.2 Pants
 - 1.4.2.1 Navy blue ¾ weight wool serge pants
 - 1.4.2.2 Four pockets two hip and two side
 - 1.4.2.3 No cuff.
 - 1.4.3 Shirts
 - 1.4.3.1 Standard light blue uniform shirt
 - 1.4.3.2 Two chest pockets
 - 1.4.3.3 Black necktie
- 1.5 Accessories:
 - 1.5.1 Gloves:
 - 1.5.1.1 Standard white
 - 1.5.1.2 Gloves shall be worn for parades or as directed by the Chief
 - 1.5.2 Shoes
 - 1.5.2.1 Standard black uniform shoe with a plain toe
 - 1.5.2.2 Street shoe or corfram model, with high shine, is acceptable
 - 1.5.3 Hat
 - 1.5.3.1 Official uniform hat shall be a bell cap type
 - 1.5.3.1.1 Chief Officers: white cap, with gold band
 - 1.5.3.1.2 Chaplain: white cap, with gold band
 - 1.5.3.1.3 Line Officers: white cap, with silver band
 - 1.5.3.1.4 Members: dark blue cap, with black band
 - 1.5.4 Insignias and badges
 - 1.5.4.1 Service Bars
 - 1.5.4.1.1 Worn on left sleeves, 1 for each 5 years of service
 - 1.5.4.1.1.1 Colors of service bars:
 - Gold: Chief Officers & Chaplain
 - Silver: Line officers
 - 1.5.4.1.1.2 Bars shall be sewn up sleeve like a ladder.
 - 1.5.4.2 Insignias will be worn on cap as well as shirt and coat collars
 - 1.5.4.2.1 Office Insignias:
 - 1.5.4.2.1.1 Chief Officers will wear the gold insignia of office.
 - 1.5.4.2.1.2 Chaplain will wear cross insignia
 - 1.5.4.2.1.3 Captains will wear two silver trumpets.
 - 1.5.4.2.1.4 Lieutenants will wear a single silver trumpet.
 - 1.5.4.2.1.5 Firefighters will wear silver FF insignias.
 - 1.5.4.2.1.6 EMT's will wear silver EMT insignias.

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 124 – Uniforms

- 1.5.4.3 Badges
 - 1.5.4.3.1 Badges will be metal and worn on all uniforms
- 1.5.4.4 Patches
 - 1.5.4.4.1 Official Newmarket patch shall be worn on both sleeves of dress shirts and blouse coat
- 1.6 Seasonal Guidelines for Class A Uniform:
 - 1.5.1 Short sleeve shirts shall be worn from May 1st to September 30th
 - 1.5.2 Long sleeve shirts shall be worn from October 1st to April 30th
- 1.7 Class B (Station Uniform):
 - 1.7.1 Department issued Polo Shirt with insignia on left chest.
 - 1.7.1.1 Blue polo for members
 - 1.7.1.2 White/Gray polo for officers
 - 1.7.2 Navy blue Pants
 - 1.7.3 Pants and shirts will be 100% cotton
 - 1.7.4 Black boots
 - 1.7.5 Station (duty) shirts with approved logo may be worn during colder weather
 - 1.7.6 Blue cargo style shorts may be worn during hot weather
- 1.8 All issued uniforms and accessories will remain the property of Newmarket Fire & Rescue.
- 1.9 All personnel will wear apparel with logos approved by the Chief
- 1.10 Uniforms will only be while on department business as approved by a chief or line officer.
- 1.11 Any apparel with the word Newmarket Fire Department, the number 34 or any reference to Newmarket Fire Rescue must be approved by Chief of Department

Newmarket Fire & Rescue Standard Operating Guidelines SOG 126 – Health Safety Program

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *health safety program*.

GUIDELINES:

The Newmarket Fire & Rescue recognizes the National Fire Protection Association Standard 1500 and it is used as the basis for an approach to the health safety program for its firefighters.

- 1.0 Newmarket Fire & Rescue shall have an ongoing program to identify health and safety risks and to provide its members with proven optimum protection from these risks.
- 2.0 All emergency operations shall be conducted with an ultimate concern for the health and safety of those involved.
- 3.0 Equipment and facilities shall be regularly inspected and tested to ensure that they comply with recognized health and safety standards.
- 4.0 All members shall have access to qualified medical personnel and facilities, for the prevention, diagnosis and treatment of service related injuries or illnesses.
 - 4.1 Any member that is hurt while performing duties with the Newmarket Fire and Rescue will notify an officer as soon as possible.
 - 4.1.1 This excludes fund raising and social events for the Newmarket Firefighter Association or any other organization other than Newmarket Fire and Rescue.
 - 4.2 The proper paperwork will be filled out by the individual and an officer. It is the officer's responsibility to send the paperwork to Town Hall within 24 hours of the accident.
 - 4.2.1 If the individual is hurt on a weekend the paperwork will be turned into the Town Hall the following business day at 8am.
 - 4.2.2 The officer will contact the Chief and notify him of the accident.
- 5.0 All health and exposure records shall be maintained for every member to provide for future access to essential information. The confidentiality of individual records shall be respected.
- 6.0 All members are encouraged to participate in programs to maintain levels of physical fitness that are necessary to safely perform their duties. Programs shall be based on realistic performance standards, with emphasis on improvement and rehabilitation for those members who have difficulty reaching or maintaining those standards.
- 7.0 A comprehensive approach to fire service health and safety includes components to deal with stress, substance abuse, smoking cessation, nutrition and related factors that contribute to overall individual wellness.
- 8.0 Pre-fire planning, training and code enforcement activities should be recognized as essential contributors to the fire service health and safety.

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 128 - Firearms**

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *firearms*.

GUIDELINES:

- 1.0 At no time is any member of the Newmarket Fire & Rescue authorized to carry a firearm while performing duties as an entity of the department.
- 2.0 Unusual circumstances may be approved by the Chief.

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 130 – Use of Department Facilities and Equipment

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *the use of department facilities and equipment.*

GUIDELINES:

1.0 Facilities:

- 1.1 Must have prior approval by a Chief Officer.
- 1.2 Usage must be requested a least one (1) week in advance in writing.
- 1.3 Must be used with a Fire & Rescue member present.
- 1.4 The facility must be inspected by a department officer at the end of the program. The facility must be returned to its original set-up and cleaned. A cleaning fee of \$40.00 payable to the Town of Newmarket will be charged to the person signing out the facility if it has not been cleaned or returned to its original set-up.
- 1.5 Repair of damages will be the responsibility of the person signing out the facility, and will be completed in a timely manner.
- 1.6 A fee of \$15.00 per day (or equivalent), per program will be charged for non-members for the use of the facility payable to the Town of Newmarket.

2.0 Equipment:

- 2.1 Must have prior approval of a Chief Officer.
- 2.2 Usage must be requested at least (1) one business day in advance.
- 2.3 Must be used with a Fire & Rescue member present.
- 2.4 Equipment must be inspected by a department officer at the end of use. All equipment must be cleaned upon return. A cleaning fee of \$15.00 per piece payable to the Town of Newmarket will be charged to the person signing out the equipment if returned dirty.
- 2.5 Repair of damages will be the responsibility of the person signing out the equipment, and will be completed in a timely manner.
- 2.6 A fee of \$15.00 per day (or equivalent), per use will be charged to non-members for the use of the equipment payable to the Town of Newmarket.

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 132 – Communication with Legal Profession or Media

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *communication with legal profession or media*.

GUIDELINES:

- 1.0 Communication with legal profession:
 - 1.1 All personnel shall check with the Chief for permission before talking to or giving statements to Adjusters, Attorneys, Insurance Investigators, etc.
 - 1.2 The above applies to all personnel acting in their official capacity.
- 2.0 Communication with the media (i.e. newspapers, TV, radio):
 - 2.1 Statements to the press will be made by IC or their designated Public Information Officer.

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 136 – Cleaning of Apparatus**

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *cleaning of apparatus*.

GUIDELINES:

- 1.0 All apparatus should be rinsed or washed upon returning to quarters as determined by the most senior member on the apparatus.
 - 1.1 When there is inclement weather, the apparatus shall be rinsed off upon returning to quarters.
- 2.0 New cleaning products must be approved by the chief.
- 3.0 Ambulances should be disinfected and cleaned after each call as necessary.

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 138 – Backing of Apparatus**

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *backing of fire apparatus*.

GUIDELINES:

- 1.0 Warning lights shall be activated prior to backing up any apparatus. If emergency lights are not appropriate for the conditions, 4-way flashers may be used instead.
- 2.0 One person will go to rear of apparatus and act as a spotter to help back the apparatus safely. The attendant in the back of the ambulance may act as the backer from inside provided they have a clear view out the rear window.
- 3.0 If the driver is alone, he /she will first get out of vehicle and walk around the entire vehicle to insure that there are no hazards present. Only then will the driver back up the vehicle.
- 4.0 This guideline applies for all incidents, normal duty operations and/or while entering quarters.

Newmarket Fire & Rescue

Standard Operating Guidelines

SOG 139 – Aerial Operations

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *aerial operations*.

GUIDELINES:

This SOG is to provide members with the procedure for setting up and operating the aerial device. Drivers must be approved using the driver/operator probationary guide.

1.0 Initial Setup

- 1.1 Position apparatus with the turntable within 45 feet of building/object. If on a grade try to have the cab uphill. Look for hazards on all sides. Look for manhole covers.
- 1.2 Place apparatus in neutral.
- 1.3 Set parking brake.
- 1.4 Engage "Aerial PTO" and "Aerial Master" switches
- 1.5 Place pump shift in pump position. (Be sure "pump is engaged": light comes on)
- 1.6 Place vehicle in Drive
- 1.7 Exit cab and chock the driver side front wheel front and back of tire. Place chocks about an inch from the tire. If on a hill, chock both front wheels in the direction of the grade.
- 1.8 Circulate the pump.
- 1.9 Place "diverter valve" (at rear of apparatus) to "Stabilizer"
- 1.10 Extend outriggers fully-whenver possible. (If not able to fully extend see "Short Jacking" below)
- 1.11 Place jack pads
- 1.12 Lower jack on the lower side first. If apparatus is level either jack can be lowered. Lower first jack until level indicator is on first hash mark past starting point. Lower the second jack until vehicle is level. NOTE: level indicator must be in the yellow zone to operate aerial device. All attempts should be made to keep level indicator in the green area of level indicator to allow for full use of the aerial.
- 1.13 Place safety pins. If a hole is not visible for safety pins, continue to raise the jacks until a pin can be installed in each side. Place pins with handle vertical and approximately ½ inch shaft showing.
- 1.14 Place diverter valve to "Aerial" position.
- 1.15 Lower step and climb to turntable.
- 1.16 Pull red power switch to power on aerial controls.
- 1.17 Determine whether the aerial will be used in Rescue or Master Stream mode. If rescue mode is required the light above "rescue" should be illuminated on the pedestal. If not, flip the switch to Rescue and wait for the light to illuminate. If master stream is needed: BEFORE the aerial is raised out of the bed, the Mode switch must be switched to the "Water Tower" position until the "Water Tower" light illuminates.
- 1.18 The first motion of the aerial will always be up, this will continue until the aerial has cleared the cab.
- 1.19 Once the aerial is placed at its destination the red power button is to be depressed shutting off power to the aerial controls to avoid accidental movement of the aerial.
- 1.20 When changing directions the aerial should come to a complete stop prior to the change in direction.
- 1.21 When operations are complete ladder will be fully retracted with drain valve open, if applicable. NOTE: the ladder will not fully retract unless the "retraction override" switch is held while the last few feet are retracted. The turntable should then be rotated until the "Bed Zone" light illuminates. Once the "Bed Zone" light is illuminated then the aerial may be lowered into the bed until it comes to rest on the bumper pads.

Newmarket Fire & Rescue

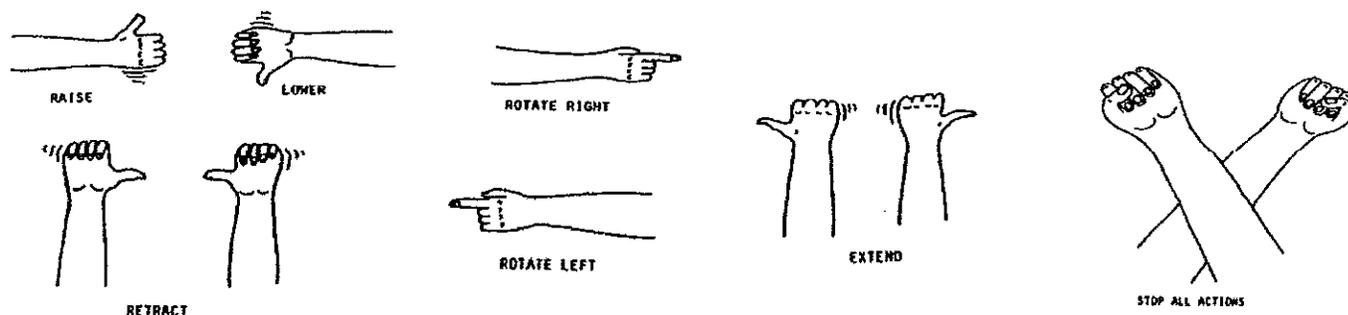
Standard Operating Guidelines

SOG 139 – Aerial Operations

- 1.22 Be sure aerial is placed back into rescue mode (see 1.17).
- 1.23 Depress red power button on the podium.
- 1.24 Dismount the turntable, raise and secure the step. The step will be in the upright position before proceeding.
- 1.25 Remove safety pins from outriggers
- 1.26 Switch diverter valve to stabilizer
- 1.27 Raise jacks and retract outriggers
- 1.28 Place diverter valve in neutral position
- 1.29 Put pads away
- 1.30 Disengage “Aerial PTO “ and “Aerial Master” switches
- 1.31 Place apparatus in neutral.
- 1.32 Place pump shift in road position if pumping operation complete.

2.0 Spotting

- 2.1 A spotter should be designated to work with the aerial operator every time the aerial is in use.
- 2.2 The spotter is to be the only person that directs the aerial operator to position the aerial.
- 2.3 The hand signals below will be used to communicate with the aerial operator:



3.0 Special Situations

3.1 Short Jacking

- 3.1.1 Short jacking indicates that one outrigger cannot be fully extended during aerial operations. Every effort should be made to fully extend both outriggers in order to use the aerial device to its full capacity. In cases where full extension is not possible the following process shall be employed. NOTE: short jacking requires TWO people to get the aerial out of the bed.
- 3.1.2 Follow Initial setup instructions above from 1.1 through 1.8.
- 3.1.3 The outrigger on the working side of the apparatus MUST be fully extended.
- 3.1.4 The outrigger on the non-working side should be extended so that the stainless steel cover clears the body.
- 3.1.5 Place jack pads
- 3.1.6 Lower jack on the lower side first. If apparatus is level either jack can be lowered. Lower first jack until level indicator is on mark past starting point. Lower the second jack until vehicle is level. NOTE: level indicator must be in the yellow zone to operate aerial device.
- 3.1.7 Place safety pins. **THIS IS MANDATORY!**
- 3.1.8 Place diverter valve to “Aerial” position.
- 3.1.9 The operator should proceed to the turntable while the second member holds the “safety

Newmarket Fire & Rescue

Standard Operating Guidelines

SOG 139 – Aerial Operations

interlock override” switch in the aerial position until the aerial is out of the bed.

3.1.10 The operator should follow initial setup 1.15-1.28.

3.2 Master stream operations

3.2.1 The master stream on the aerial tip can be supplied by the pump on L2 or by a separate piece of apparatus.

3.2.1.1 Being supplied by a separate apparatus

3.2.1.1.1 If a separate piece of apparatus is supplying the master stream the rear intake MUST be used.

3.2.1.1.2 The pump operator should not open the “Aerial Waterway” valve on the pump panel if they are being supplied from a separate apparatus.

3.2.1.1.3 Intake pressure can be monitored at the intake on the rear of the apparatus.

3.2.1.2 Supply from L2 tank or pump

3.2.1.2.1 Once pump is in gear (see above 1.0) and the aerial is in place the pump operator can feed the aerial waterway by opening the “Aerial Waterway” valve. Flow is measured on the “flow minder” by the aerial waterway pressure gauge.

3.2.1.2.2 At the completion of master stream evolutions and PRIOR to the ladder being lowered the “Aerial Waterway” drain valve at the rear of the apparatus will be opened.

4.0 Personnel working from aerial

4.1 All personnel working from the aerial device will have a ladder belt and full PPE with the exception of SCBA in non IDLH atmospheres

4.2 All personnel working from the aerial device will have a ladder belt and full PPE including SCBA in IDLH or potential IDLH atmospheres.

4.3 During maintenance procedures members must wear a minimum of a helmet, steel toe boots and gloves while on the aerial.

4.4 The firefighter working on the aerial shall use the fold down platforms while performing master stream operations. The platforms will not be required if aerial is being used for access/egress.

4.5 The aerial device should not be moved while personnel are working from it unless there is an immediate safety threat that will not allow the firefighter to descend in time. It is the responsibility of the aerial operator to monitor for changing conditions and move the ladder to protect its occupants if necessary.

4.6 In these situations where the aerial must be moved with a firefighter still on it the firefighter shall be clipped in with his/her ladder belt and toes kept from between rungs.

4.7 Communication with the firefighter on the aerial will be done via the speaker at the tip and the pedestal.

5.0 Emergency Procedures

5.1.1 In the case of hydraulic failure the Emergency Power Unit (EPU) will be used to operate the aerial and outriggers/jacks. The Aerial EPU switch is located on the pedestal (just left of the system lock knob). The stabilizer /jack EPU switch is located at the back of the apparatus (to the right)

5.1.2 Overrides other than short jacking shall be approved by the chief prior to use.

5.1.3 The Master PTO Switch shall be placed in off when moving the apparatus to prevent inadvertent ladder elevation while the truck is in motion.

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 141– Department Administrative Assistant

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding the *Department Administrative Assistant*.

GUIDELINES:

- 1.0 The following items fall under the Administrative Assistant roles and responsibility:
 - 1.1 EMS billing
 - 1.2 Payroll
 - 1.3 Pay bills
 - 1.4 Delivers mail to proper individuals
 - 1.5 Orders supplies for the department (i.e. Clerical, Vehicle, Kitchen, EMS, Building)
 - 1.6 New member paperwork
 - 1.7 Create/update SOG books
 - 1.8 Type and distribute any SOG updates/changes.
 - 1.9 Filing
 - 1.9.1 Reporting
 - 1.9.2 Bills
 - 1.9.3 Memos
 - 1.9.4 EMS Billing
 - 1.9.5 Personnel File
 - 1.9.6 Inspections
 - 1.10 Record requests
 - 1.11 Takes/distributes (as needed) any phone messages
 - 1.12 Keeps vehicle/Officer binders organized and updated
 - 1.13 Create/update monthly department calendars.
 - 1.14 Print, supply, and file completed vehicle check and maintenance sheets
 - 1.15 Update and print monthly training roster
 - 1.16 Keep track and update years of service/hire dates
 - 1.17 Maintain membership roster
 - 1.18 Yearly paperwork-W-4, state rolls (i.e. NH Fireman's Association, NH Retirement System)
 - 1.19 Maintains appropriate confidentiality regarding personnel information, Officer meeting discussions, etc

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 141– Department Administrative Assistant

- 1.20 Keep Officers organized
- 1.21 Provide information to the Webmaster for website content
- 1.22 Other duties as deemed necessary by the Chief.
- 2.0 Duties not responsible for:
 - 2.1 Officers Duties (i.e. writing letters for Officers)
 - 2.2 Cleaning the station (other than work area).
- 3.0 Reports to and takes directions from the Chiefs'
 - 3.1 Chiefs will give specific direction as possible (i.e. when tasks are due).
 - 3.2 If asked to complete a task for an officer (only with a chiefs OK), the officer is responsible for getting the administrative assistant the proper paperwork and information.
 - 3.3 Is not responsible for tracking ordered equipment that wasn't ordered by the administrative assistant.

Newmarket Fire & Rescue Standard Operating Guidelines SOG 142 – Response to an incident

OBJECTIVE:

The following are guidelines that all members of the Newmarket Fire & Rescue should follow regarding *response to an incident*.

GUIDELINES:

1.0 Tone response:

- 1.1 All members shall respond to the station unless directed to the scene by the IC.
- 1.2 When off duty, full-time members may respond to the station for any ALL CALL tone.
- 1.3 Chief Officers have the discretion to respond directly to the scene. Captains and Lieutenants should respond to the station.

1.4 For FIRE calls:

1.4.1 First crew responds to the call with a minimum crew of 4 to include:

- 1 Driver
- 1 Officer OR 1 Senior Firefighter
- 2 Certified Firefighters

1.4.1.1 If less than 4 certified firefighters are on the apparatus (including the driver/operator) a radio announcement will be made stating the crew. Non-certified members should not be included in the count.

1.4.1.2 All apparatus will respond to the scene unless IC states that only one truck is needed

1.4.1.3 Every effort will be made to respond to fire incidents with more than one apparatus. ie. If an officer and driver/operator are available, both the ladder and tanker should respond. Due to the nature of combination departments not having a full time staff at all times, responding with multiple apparatuses will support resource logistics

1.4.1.4 If all apparatus have responded to the scene, the remaining personal are to standby at the station and sign the fire base on the air.

1.5 For EMS calls:

1.5.1 A full crew will consist of 2 EMT's or an EMT and a First Responder.

1.5.1.1 An EMT or a First Responder may respond the Ambulance alone to start patient care.

1.5.2 Members may respond direct to the scene ONLY if:

1.5.2.1 The Ambulance has already responded or a member responding to the station directs personnel to the scene.

1.5.2.2 The IC has requested more personnel to the scene.

1.5.3 Recruit/ Probationary members will respond to station unless directed by officer or if there is a manpower request

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 142 – Response to an incident

1.6 Full-time members shall respond in the first due apparatus as noted in section 3.0 unless directed otherwise by the IC.

2 Operation of Emergency Vehicles

2.5 Personal Vehicles:

2.5.2 All Personnel responding to the station or to calls in their own vehicles are reminded to obey the laws pertaining to Operation of Emergency Vehicles and are reminded that traffic laws must be obeyed.

2.1.1.1 Prosecution can come from State and Local law enforcement agencies for any violations or accidents resulting from violations of State Law. **REMEMBER IT IS YOUR LICENSE.** Safeguard this privilege.

2.1.2 Certified or Licensed members of Newmarket Fire & Rescue are authorized to use RED lights and sirens on their personal vehicles (unless revoked by a Chief.)

2.1.3 4-way flashers are not to be used while responding to the station or scene.

2.6 Department Owned Vehicle:

2.6.2 All members shall remain seated and seat belted while the vehicle is in motion.

2.2.1.1 All members will have on their protective clothing prior to the apparatus leaving the station, except the driver/operator.

2.2.1.2 The only circumstance that a member is to ride on the rear step or plate of a department vehicle is for a funeral and/or parade as long as the vehicle does not exceed 5 mph.

2.6.3 All warning devices including headlights shall be utilized.

2.2.2.1 Discretion shall be used regarding the use of siren in compact residential areas, particularly at night.

2.6.4 Drivers may proceed under state laws only with the **"HIGHEST REGARD"** to the general public, other motorists and **"SAFE"** operation of his/her vehicle.

2.2.3.1 At times, drivers may find it necessary to drive around traffic, change direction of travel, move against traffic, proceed against red light or use a different travel lane. Do so **ONLY** with the highest regard to the public and motorists.

2.2.3.2 Speed limits may be exceeded **ONLY** with the highest regard to the public and motorists, keeping in mind the safe handling of his/her vehicle.

2.2.3.3 In inclement weather drivers should take extreme care when driving **ANY** vehicle. Consider turning off engine braking in apparatus during inclement weather.

2.3 When responding to non-emergency calls, all department members are to drive with the flow of traffic.

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 142 – Response to an incident**

- 3 First Due Apparatus:
 - 3.5 Structure Fires and Alarm activation:
 - 3.1.1 Ladder 2/Tanker 4 and duty Ambulance.
 - 3.6 Motor Vehicle Accidents
 - 3.2.1 Engine 1 and duty Ambulance.
 - 3.7 Brush Fires
 - 3.3.1 Forestry, Tanker 4 and duty Ambulance.
 - 3.8 Medical Calls
 - 3.8.2 Duty Ambulance.
 - 3.4.1.2 If both Ambulances are on calls, the Utility may respond to assist Mutual Aid.
 - 3.9 CO calls
 - 3.5.1 Ladder 2 and duty Ambulance.
 - 3.10 HazMat
 - 3.6.1 Engine 1 and duty Ambulance.
 - 3.11 Water and Ice Rescue
 - 3.7.1 Utility with Boat and duty Ambulance.
 - 3.8 Technical Rescue Calls
 - 3.8.1 Engine 1, Ladder 2 and duty Ambulance
- 4.0 Mutual Aid Response
 - 4.1 Responding to the scene:
 - 4.1.1 Shall be code 3 or as directed by company officer or senior EMT.
 - 4.2 Station Coverage:
 - 4.2.1 Shall be Code 1.
 - 4.3 Tanker 4 is the mutual aid apparatus any time an ENGINE or TANKER is requested. Exceptions are as follows:
 - 4.3.1 If Durham requests an ENGINE, respond in E1.
 - 4.3.2 If Newfields requests an ENGINE, respond in L2.

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 142 – Response to an incident**

4.4 Requirements for response:

4.4.1 FIRE

4.4.1.1 The Engine will NOT respond to another community unless an Officer is present. If no Officer arrives or signs on, the crew will call Dispatch using a phone and inform them we were unable to get a crew and request C1 be contacted.

4.4.1.2 Only Certified Level One or higher members may go mutual aid.

4.4.2 EMS

4.4.2.1 There must be two licensed EMT's or one licensed EMT and one licensed First Responder on the Ambulance. The senior EMT is in charge if an Officer is not present.

5.0 Infractions:

- 5.1 The above procedure does not relieve anyone from the consequences resulting from his/her reckless operations and the operator shall be held responsible.
- 5.2 All Officers and Firefighters riding in the Officers seat shall adhere to these procedures.
- 5.3 Any infraction must be written up and passed on through the Chain of Command to the Assistant Chief who will submit the written and signed complaint to the Chief.
- 5.4 Red light privileges for an individual may be suspended if complaints are received due to reckless or unsafe operation of their POV while responding to a call.
- 5.5 **THIS IS CONSIDERED YOUR VERBAL AND WRITTEN WARNING. THIS MEANS THAT YOU CAN BE SUSPENDED ON THE SPOT.**

Newmarket Fire & Rescue

Standard Operating Guidelines

SOG 144 – Radio Procedures

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *radio procedures*.

GUIDELINES:

- 1.0 Radio sign on procedures:
 - 1.1 The term “**NEWMARKET**” shall be used for all radio communications with Dispatch.
 - 1.2 The unit ID alone is sufficient when operating on the Newmarket Repeater. For example, “Ladder 2 to Newmarket”
 - 1.3 The term “Newmarket” will be used along with the unit ID when communicating on other radio frequencies. For example, “Newmarket Ladder 2 to Rockingham”
 - 1.4 At all multiple agency responses, the IC will notify Dispatch that the incident will be run on **VFIRE21**.
 - 1.5 For normal calls, only Officers (fire calls) and the EMS crew (ems calls) should sign on using the radio. All others should use iamresponding.
 - 1.6 For Structure Fires or major incidents, radio air time should be reserved for command. All members should sign on using iamresponding.
 - 1.7 When clearing the incident scene, the term “**RETURNING IN SERVICE**” shall be used.
 - 1.8 If not ready for service the term “**RETURNING OUT OF SERVICE**” shall be used.
- 2.0 Responding to an incident:
 - 2.1 When responding to any fire incident, companies will notify dispatch that they are “responding”, “on scene”, “under control”, and when the last unit is returning.
 - 2.2 On EMS calls, the crew should also notify dispatch when leaving the scene, intercepting with ALS, when at the hospital and when leaving the hospital.
 - 2.3 Fire Base does not take over for Newmarket Dispatch unless dispatch is unavailable. UNH Fire Alarm is the primary backup to Newmarket Dispatch.

Newmarket Fire & Rescue Standard Operating Guidelines SOG 146 – Storm Coverage

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *storm coverage*.

GUIDELINES:

- 1.0 Only a Chief Officer may call for storm coverage.
- 2.0 At least E1 and A2 will be manned.
 - 2.1 Engine 1 is the preferred storm response apparatus (best in snow.)
 - 2.2 A2 is the preferred storm response ambulance (equipped with on spot chains.)
 - 2.3 For reported structure fires, L2 and T4 should respond before E1.
- 3.0 The senior officer present will establish command.

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 152 – Personnel Privacy**

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *personnel privacy*.

GUIDELINES:

- 1.0 Telephone numbers, addresses, E-mail, and other personal information of department personnel will not be given out except to other Newmarket Fire & Rescue personnel.
- 2.0 Any deviation from this procedure must be approved by a Chief Officer. If unable to contact a Chief Officer the information will not be given out.

Newmarket Fire & Rescue Standard Operating Guidelines SOG 202 – Personnel Accountability

OBJECTIVE:

The following are guidelines that all members of the Newmarket Fire & Rescue should follow regarding *personnel accountability*.

GUIDELINES:

1.0 System Components

1.01 All personnel of the Newmarket Fire & Rescue will be issued 4 personnel identification tags (ID tags). These tags will be fixed to members helmets under the brim using Velcro.

1.01.1 Chiefs and Chaplain ID tags are WHITE

1.01.2 Captains and Lieutenants ID tags are RED

1.01.3 Firefighters and EMT's ID tags are BLACK

1.02 There shall be a Red PASSPORT and a White PASSPORT on each vehicle. These PASSPORTs will be returned to the apparatus after each call and inspected weekly as part of the weekly inspection of the vehicles.

1.03 A Tactics board shall be maintained by the Newmarket Fire & Rescue. These Tactics boards are on E-1, L-2 and T-4. Tactics boards will be part of the weekly inspections of the vehicles.

2.0 Procedures:

2.01 Personnel shall give 2 ID tags to the Company Officer/Senior Firefighter. The Company Officer/Senior Firefighter shall affix their ID tag to both vehicle PASSPORTs on which they respond.

2.02 Upon arrival on scene the Company Officer/Senior Firefighter shall keep RED PASSPORT with them and WHITE PASSPORT will be given to the IC.

2.02.1 If there is no IC and the situation dictates the need for the Company Officer/Senior Firefighter to enter the building the Driver Operator will retain the WHITE PASSPORT.

2.02.2 When an IC has established a division or group officer, said officer will have a tactical board and set an entry control point. The Company Officer/Senior Firefighter will give the RED PASSPORT to division or group officer.

2.03 Company Officer/Senior Firefighter is responsible for PAR before, during and after assignment.

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 202 – Personnel Accountability

- 2.04 The Incident Commander shall maintain a Tactics board divided into groups and/or divisions. WHITE PASSPORT will be affixed to the Tactics board as personnel are assigned, so as to maintain an accurate representation of assignment.
- 2.05 Whenever necessary, the Incident Commander may appoint a Personnel Accountability Officer to maintain the Tactics board.
- 2.06 After completion of assignments the Company Officer/Senior Firefighter will report to command for reassignment.
 - 2.06.1 Prior to release from any incident, Company Officer/Senior Firefighter shall retrieve their WHITE PASSPORT from the Incident Commander or the Personnel Accountability Officer.

Newmarket Fire & Rescue Standard Operating Guidelines SOG 206 – Firefighter Safety and Survival

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *firefighter safety and survival*.

GUIDELINES:

The Newmarket Fire & Rescue has set basic guidelines for firefighters to follow if they become trapped in a building. The nature of firefighting places the firefighter at risk of becoming lost or trapped. The toxic environment provides only a narrow window of survivability. Survival depends on a mix of predictable self-survival actions by the lost firefighter and the Incident Commander.

1.0 Basic self-survival responsibilities:

The rescue of a trapped or lost firefighter in a burning building is especially time sensitive. There is a very narrow window of survivability for a firefighter who is out of SCBA air supply or trapped by approaching fire. Individual Firefighters must not delay reporting to Command if they become lost, trapped, or in need of assistance. Company officers must not delay the reporting of a lost firefighter or inability to complete accountability reports. Command and sector officers must always assume that the missing firefighter is lost in the building until he or she can be accounted for. Command must also restructure the strategy and action plan to include a priority rescue effort. All crews entering the hazard zone must have a portable radio. Minimum crew size is two and crewmembers must remain intact. Crews must have an assignment and must be working under the direction of an Officer.

2.0 Call for help immediately:

Firefighters who find themselves lost or trapped must immediately use “MAYDAY” to announce their situation while they continue to attempt to find their way out. Firefighters should not delay notification of distress. Notification should occur as soon as the firefighter thinks he or she is in trouble. Delay compromises the window of survivability. Lost firefighters should give command information as to who they are, how many firefighters, what sector they were operating in, where they think they are (as accurate as possible), description of building structures surrounding them, sounds of nearby activities, (IE, ventilation, saw noise), or any other information that might direct rescue crews (RIT) to their location.

3.0 MAYDAY radio message:

The radio message “MAYDAY” will be used by a lost or trapped firefighter to report their status as being in trouble and needing rescue. Any member may use “MAYDAY” to report a lost firefighter. **Any report of “MAYDAY” will receive priority radio traffic followed by the emergency alert tone.** The term “MAYDAY” will be reserved ONLY to report lost or trapped firefighters. The term “Emergency Traffic” will be used to report other emergencies.

4.0 Other radio channels:

If a lost firefighter can't contact Command, Dispatch, or any other units on the assigned radio channel, the firefighter should go to another channel (Seacoast, Durham, Williamson Rpt) to attempt contact and declare an emergency. It is important to find any channel that works.

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 206 – Firefighter Safety and Survival

- 5.0 Active pass device:
As soon as a firefighter recognizes he/she is lost or trapped, the PASS device must be manually activated to sound the audible tone. The device must remain on until rescued. If the device interferes with the lost firefighters communicating critical radio messages to Incident Commander or rescuers, the device may be turned off temporary. Once messages are completed the device must again be manually activated.
- 6.0 Crews stay together:
Members that separate from each other make it difficult for rescuers to find all firefighters. Crewmembers that stay as a crew enhance their chances of being rescued and allow easier, more efficient extrication.
- 7.0 Follow the hose or lifeline out:
Crewmembers should stay with the hoseline (or lifeline) and follow it out whenever possible. All firefighters must remember that the female side of the coupling leads toward the nozzle (the fire), the male side of the coupling leads towards the pump (outside). The hoseline should always be treated as a safety line to the outside. Where lifeline ropes are in use, follow the lifeline to the exterior.
- 8.0 Searching for an exit:
A lost firefighter should always attempt to get out of the building by whatever means possible. When doors, windows, or other egress are not available, firefighters should next attempt to reach an exterior wall. Once at the wall he/she will be able to search for doorways, window, and hallways, which generally lead to the exterior. Rescuers will first search hallways, around walls, windows and doors, before sweeping large interior areas. For this reason, firefighters must avoid collapsing in the middle of open spaces and getting to one of these areas to increase the chances of being rescued early. These actions also provide predictable activities that will aid rescuers.
- 9.0 Stay calm and conserve air:
A conscious effort must be made by the lost firefighter to control breathing. Unnecessary talking or physical activity must be ceased, unless absolutely needed. Firefighters must control and pace their physical exertion activities in order to extend their SCBA air supply.
- 10.0 SCBA face piece filter:
If the SCBA air supply is depleted, the firefighter may use the protective hood as a filter of a toxic atmosphere. The filter may be placed in or over the facepiece open inhalation valve attachment areas.
- 11.0 Horizontal position:
If a firefighter cannot get out, he/she should assume a horizontal position on the floor that maximizes the audible affects of the PASS device. The firefighter should attempt to take this position at an exterior wall, doorway or hallway that maximizes quick discovery by rescue crews.
- 12.0 Flashlight positioning and tapping noise:
If assuming a position to await rescuers, the firefighters should attempt to position his flashlight toward the ceiling. This will enhance the rescuers ability to see the light and locate the downed firefighter. If able, the firefighter should attempt tapping noises to assist rescuers in locating him/her.

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 206 – Firefighter Safety and Survival

13.0 Company or sector officers:

Company officers who are unable to locate a crew or firefighter assigned to them, must immediately notify Command and use “MAYDAY” to notify all personnel operating on the fireground, when possible the company officer should include who is missing, last known location, and actions being taken. Firefighter position must not be abandoned during the rescue effort and freelancing must be controlled by the company officers. Command will initiate a rescue effort.

Newmarket Fire & Rescue Standard Operating Guidelines SOG 210 – Incident Report Writing

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *incident report writing*.

GUIDELINES:

- 1.0 Incident reports shall be documented in Emergency Reporting by Incident Command.
- 2.0 Narratives should have the following content:
 - 2.01 Type of call - What you where dispatched to.
 - 2.02 Size up - What the scene looked like upon arrival.
 - 2.03 Investigation - What you found the problem to be.
 - 2.04 Actions taken - What you did to correct the problem.
 - 2.05 Results – What the results of your actions were.
- 3.0 Medical reports shall be filled out on TEMSIS by the EMT providing primary patient care.

Newmarket Fire & Rescue Standard Operating Guidelines SOG 212 – Emergency Scene Safety

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *emergency scene safety*.

GUIDELINES:

- 1.0 Assignments (Hazardous Areas/Operations):
 - 1.1 The number of personnel exposed to fireground hazards shall be limited to only those necessary to successfully control the operations.
 - 1.2 Individuals or crews shall be restricted from wandering around the emergency scene. (**“Free Lancing” is prohibited**)
 - 1.3 Personnel shall not enter the fire building or the fireground without a specific assignment.
 - 1.4 If personnel have not been assigned to a job or do not have a necessary staff function to perform, they shall report to staging. **Upon completion of two (2) tanks of air, report to REHAB.**
 - 1.5 When it is necessary to engage personnel in exceptionally hazardous circumstances (i.e. to perform a rescue), the Incident Commander will limit the number of personnel exposed to the absolute minimum and assure that all feasible safety measures are taken.
 - 1.6 In situations where crews must operate from opposing or conflicting positions such as front vs. rear, roof vs. interior crews, etc., utilize radio to radio or face to face communications to coordinate your actions with those of the opposing crew. The Incident Commander should notify Division/group Leaders of Company Officers of opposing or conflicting operations.
 - 1.7 Ground crews must notify and be evacuated from interior positions before master stream devices go into operation.
 - 1.8 Do not operate exterior streams, whether hand lines, master streams, ladder pipes, etc., into an area where interior crews are operating.
 - 1.9 When laddering a roof, the ladder selected shall be one which will extend 3’-5’ above the roofline to provide personnel operating on the roof with visible means of egress.
 - 1.10 When personnel are working inside, exterior crews are to ladder windows around the building for emergency escape avenues.
 - 1.11 Where hazardous atmospheres exist (smoke, odor, etc.) interior personnel shall work in teams of two or more. These personnel should be capable of communications between themselves and exterior crews. The two in/two out rule applies.
 - 1.12 Until the incident has been declared safe by the Incident Command there shall at least two interior qualified firefighters in full protective gear (SCBA) readily available to initiate a rescue should the interior firefighters need such.

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 212 – Emergency Scene Safety

2.0 Structure fires:

- 2.1 Interior firefighting operations at a working structure fire (*) are not to be conducted without a minimum of 4 qualified firefighters on scene or on scene within 5 minutes.
 - 2.2 (Exception) If, upon arrival at scene, personnel find an imminent life threatening situation where immediate action may prevent loss of life or serious injury, such action shall be permitted with less than four firefighters on the scene.
 - 2.3 Interior atmospheres will be monitored to determine the oxygen and carbon monoxide levels. SCBA shall be used until the atmosphere is safe.
- (*) Working Structural Fire will include all fires where a minimum of one 1 3/4" line is required to attack and extinguish the fire and also requires the use of SCBA for all members entering the hazardous area. These are not to include small trash or paper fires.

3.0 Rapid Intervention Team (RIT):

- 3.1 RIT shall be put in place on all working fires.
- 3.2 Exterior crews on initial response shall don full protective clothing and SCBA and be ready to act as a RIT. Incident Command may call upon this crew for assistance on the initial attack.
- 3.3 On working fires (first alarm or greater), a formal RIT will be assembled. RIT's shall be comprised of at least two interior qualified firefighters.
- 3.4 Large fires may require multiple RIT's.
- 3.5 Utilize greater alarms to assemble necessary RIT's.
- 3.6 Formal RIT's are dedicated to that function. RIT's may be placed into fire attack service as long as a new RIT has assembled on scene.
- 3.7 RIT's may be assigned by Incident Command, Safety, or Operations.
- 3.8 RIT's shall be assembled whenever emergency crews are placed in harms way. This includes technical rescue and hazmat incidents.

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 214 – Vehicle Accident Reporting and Investigation

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *vehicle accident reporting and investigation*.

GUIDELINES:

- 1.0 All accidents involving town vehicles, or privately owned vehicles used for town business, will be reported to and investigated by the Police Department.
- 2.0 Contact the Police Department immediately.
- 3.0 Contact the Chief or a Chief Officer immediately.
- 4.0 Secure the scene if Police are not on scene.
- 5.0 Cooperate and work with the Police Department on all investigations and accidents.
- 6.0 Fill out proper investigation reports, gathering all related information.
- 7.0 Be cautious of all statements made at the scene.
- 8.0 Release no information obtained at the scene. This includes all reports, photographs, and or video.
- 9.0 Do not move any items without prior approval from the Police Officer in charge at the scene.
- 10.0 Do not interfere with any police investigation.
- 11.0 The vehicle is out of service until the reporting and investigation are done by the Police and a Chief Officer approves the vehicle returning to service.

Newmarket Fire & Rescue Standard Operating Guidelines SOG 215 – Issuance of Equipment

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *Issuance of Equipment*.

GUIDELINES:

1.0 Turnout Gear:

- 1.1 Off the shelf turnout gear will be issued to new members at their first monthly meeting.
- 1.2 Upon successful completion of firefighter 1, members will be eligible for a new set of gear.

2.0 Pager, License Plate and Department Shirts:

- 2.1 A pager, license plate and a department shirt will be issued when the following requirements are met:
 - 2.1.1 Completion of the general orientation section in the probationary guide.
 - 2.1.2 Return of the state background check.
- 2.2 New members will be added to iamresponding after receiving a pager.

3.0 Portable Radios:

- 3.1 Fire Members:
 - 3.1.1 Digital portable radios will be issued to members upon passing Firefighter I.
- 3.2 EMS Members
 - 3.2.1 Portable radios will be issued upon passing the probationary exam and receiving an "M" number.
 - 3.2.2 EMS only members will be issued a compact paging radio and return the separate pager previously issued.

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 216 – Maintenance of Personal Protective Equipment

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *maintenance of personal protective equipment*.

GUIDELINES:

- 1.0 In order to reduce the possible health effects of using dirty or contaminated protective clothing and to extend the life of the personal protective clothing, all personnel shall follow the following guidelines for maintenance and cleaning of their protective clothing.
- 2.0 Personal protective clothing should be inspected by the user for contaminants after each use and cleaned a minimum of once every three (3) months or more often if subjected to heavy use. While aramid fibers are inherently flame retardant, protective clothing contaminated with unburned by-products of combustion as well as other flammable contaminants may negate the ability of the clothing to resist flames, and may not only ignite but, the clothing may also continue to burn when it would normally self extinguish.
 - 2.1 Inspect all components for rips, tears, burn damage, abrasion damage, close attention should be paid to thread, shoulders, elbows, cuffs, crotch and knee, when examining the outer shell. For liners, inspect the neckline seam, shoulders, underarms, elbows, cuffs, crotch and knees.
 - 2.2 All major seams should be physically inspected for structural damage in the outer shell and inner liners.
 - 2.3 If any components of the protective clothing are found to be damaged, the protective clothing should be removed from service and repaired or replaced. An Officer must be notified when problems are found. The garment shall be brought to an Officer for the issuance of spare gear.
 - 2.4 Only the Chief can authorize repairs.
- 3.0 Decontamination procedures:
 - 1.1 Blood and/or body fluids:
 - 1.1.1 Protective clothing that is obviously contaminated by large amounts of blood or body fluids must be placed and transported in bags that prevent leakage. Personnel involved in the bagging and transport of contaminated clothing must wear gloves and gowns. Protective clothing shall be laundered at the station using the appropriate washer setting. Contaminated clothing must not be laundered at home.
 - 1.1.2 Small stains from blood or body fluids shall be “spot cleaned” and then disinfected. Gloves must be worn. Clothing can be spot cleaned in accordance with cleaning instructions.
 - 1.2 Hazardous materials:
 - 1.2.1 For contamination from hazardous materials, protective clothing shall be removed from service and deconned.
 - 1.2.2 If product is known, send a copy of the MSDS to the authorized cleaning agency.

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 216 – Maintenance of Personal Protective Equipment

1.2.3 If the product is not known, the garment needs to be removed from service and tested to determine contaminant and whether or not the protective clothing can be properly decontaminated.

1.2.4 If protective clothing cannot be deconned, it must be destroyed and disposed of properly according to HAZMAT guidelines.

4.0 Retirement considerations:

4.01 Garments that have been exposed to extreme heat can cause the outer shell and/or lining to become brittle.

4.02 Garments that have been affected by sunlight, or ultra-violet light, to the point where the outer shell and/or lining becomes brittle or weak.

4.03 Garments that have been exposed to Hazardous Materials to a point that decontamination is not practical.

5.0 Garments are to be stored at the station in the lockers provided.

6.0 Garments transported in a POV (i.e. for class) are to be protected from sunlight due to its damaging effects.

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 218 – Using Personal Protective Equipment (PPE)

OBJECTIVE:

The following are guidelines that all members of the Newmarket Fire & Rescue should follow regarding *using personal protective equipment (PPE)*.

GUIDELINES:

1.0 Definitions of Personal Protective Equipment:

- 1.1 All equipment worn shall meet the minimum standards as set forth by the current edition of NFPA standards and OSHA standards.
- 1.2 PPE includes but is not limited to Boots, Bunker Pants, Suspenders, Jackets, Gloves, SCBA Mask, Hood, Helmet, Gowns and Goggles.

2.0 Policy:

- 2.1 Full protective clothing shall be worn by all personnel while responding to any incident. For grass and brush fires, in lieu of full PPE, personnel will wear long pants and high top boots: sneakers will not be worn. It is also recommended that members wear gloves, a hard hat, and a fire resistant forest firefighting shirt.

2.1.1 Fire Response:

- Full turnout gear
- Any specialized fire equipment additions must be approved by the Chief
- ANSI class 2 reflective vests when working in the road

2.1.2 EMS Response:

- Long pants or bunker gear (Cargo shorts are allowed during hot weather)
- Exam gloves (Gowns and face mask when risk of contamination)
- MVA calls – full turnout gear or coveralls, helmet and gloves.
- ANSI class 2 reflective vests when working in the road

- 2.2 Driver/Operator shall don full PPE either before leaving the station or upon arrival at the scene of an incident. This includes wearing ANSI class 2 reflective vest.
- 2.3 Eye protection shall be utilized at any time the need is apparent, during overhaul, or operating hand or power tools and when working at incident where SCBA is not required or worn.
- 2.4 If unsure, protective clothing shall be worn in situations for which no guidelines have been provided to protect against any unforeseeable hazards.

3.0 Use of department provided PPE:

- 3.1 No department issued turnout gear will be used while under the direct employment of another town or department. This does not affect mutual aid calls or department approved training.
- 3.2 Other than Chief Officers, members will keep department issued PPE stored at the station, not in their POV's.

Newmarket Fire & Rescue Standard Operating Guidelines SOG 300 – Pump Flushing

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *pump flushing*.

GUIDELINES:

- 1.0 If apparatus was involved in a rural water operation, or has drafted, the pump and tank shall be flushed.
- 2.0 Flushing will be done as soon as possible after an incident.
- 3.0 Flushing consists of draining and refilling the tank with clean water and then flowing clean water through the pump, using “tank to pump.” Assure the tank is refilled after flushing.

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 304 – Fire Prevention Program

OBJECTIVE:

The following are guidelines that all members of the Newmarket Fire & Rescue should follow regarding *fire prevention program*.

GUIDELINES:

1.0 Responsibilities:

- 1.1 In general, the Day Staff Inspector shall handle routine activities.
- 1.2 The Chief or designee shall assist with detailed inspections and major deficiencies.

2.0 Definitions:

- 2.1 Day Staff Inspector – A full time member of the department assigned the responsibility of performing fire prevention and preplanning activities on a regular basis.

3.0 Hydrant Maintenance

- 3.0.1 It is the responsibility of the Water Department to flush hydrants to maintain the quality of the Newmarket water system. It is the responsibility of the Day Staff Inspector to assure that hydrants are clear and functional. After each snowfall greater than six inches, all hydrants must be cleared such that a second snowfall of 12 inches will not obscure the hydrant from view or prevent operation and hose connection. On a semi-annual basis, each hydrant shall be inspected to assure 1) the caps move freely and are coated with anti-seize 2) the stem moves freely 3) the hydrant is not obstructed from view or blocked. The hydrant shall **not** be opened, but the stem should be moved sufficiently to assure that it is connected and the valve is not bound. Records of hydrant checks shall be documented on Form A “Hydrant Check Log” or similar form.
- 3.0.2 Dry hydrants and cisterns shall be tested each year to assure functionality by hooking up fire apparatus and verifying flow is achieved. Caps shall be coated with anti-seize. Cisterns shall be refilled as necessary. Records shall be documented on Form B “Dry Hydrant Check Log” or similar form.

3.1 Master Box Testing

- 3.1.1 Quarterly, each master box connected to the Newmarket fire alarm system shall be tested. It is the responsibility of the Day Staff Inspector to perform Master Box Testing. The test shall include opening the Master Box and depressing the telegraph key to test if the bell is operational. The box shall then be plugged out and activated to verify the box operates in ground return mode. The box shall then be restored and tested to verify four rounds of the correct code are received at dispatch and correct address information is displayed. The box shall then be rewound, reset and placed back into service. Records of Master Box testing shall be documented on Form C “Master Box Test Log” or similar form.

3.2 Fire Alarm Monitoring

- 3.2.1 Weekly, the fire alarm control unit must be monitored for proper operation. It is the responsibility of the Day Staff Inspector to assure that weekly testing is performed. The unit must be visually inspected for problems or trouble alarms. Each zone shall be checked for proper loop current and indications of ground faults. Records of Fire Alarm testing shall be documented on Form D “Fire Alarm Monitoring Log” or similar form.

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 304 – Fire Prevention Program

3.3 Knox Box Program

3.3.1 Newmarket Fire and Rescue requires that specified buildings in town have a Knox Box mounted to the exterior. It is the responsibility of the Chief to promote and enforce the Knox Box program. The Day Staff Inspector shall assist building owners with ordering and proper installation of Knox Boxes including assistance with locking keys into the Knox Boxes. The Knox Company keeps records for Knox Boxes.

3.4 Educational Inspections

3.4.1 Educational facilities in Newmarket require routine walkthroughs, fire drills, fire education and a yearly state inspection. It shall be the responsibility of the Day Staff Inspector to conduct routine walkthroughs and fire drills on a **monthly** basis. The Chief or designee shall provide the yearly state required inspection and subsequent reporting. Records of educational assembly walkthroughs and/or fire drills shall be documented in the Emergency Reporting Software.

3.5 Place of Assembly Inspections

3.5.1 Each place of assembly in Newmarket requires a place of assembly permit. The Chief shall issue new place of assembly permits. The Day Staff Inspector shall re-inspect each place of assembly yearly. Records of place of assembly inspections shall be documented in the Emergency Reporting Software.

3.6 Oil Burner Inspections

3.6.1 Oil burner permits are required for every new oil burner installation. Permits are issued by town hall. The Day Staff Inspector shall perform new oil burner inspections and issue permits. During each inspection, Form D “Oil Burner Check Sheet” shall be filled out and attached to the permit copy retained at the fire station.

3.7 New Occupancy Permits

3.7.1 Each new or heavily modified structure in Newmarket requires an occupancy permit. The Chief or designee shall issue all new occupancy permits. Records of the inspection are recorded on the permit and a copy shall be filed at the fire station.

3.8 Other Life Safety Inspections

3.8.1 Newmarket Fire and Rescue may need to perform inspections for facilities such as apartment buildings, healthcare facilities, businesses or homes with disabled individuals or foster children. Such inspections shall be upon request or arranged by the Chief or designee and may be performed by the Day Staff Inspector. Inspection specific forms or letters documenting the inspection shall provide a record of the inspections.

3.9 Fire Preplanning Activities

3.9.1 The Chief or any Officer shall assign fire preplans. Preplans shall be drafted by the Day Staff Inspector and reviewed with the Chief or Officer. The Chief or Officer shall present the plan to the Officer group at the Officer meeting for training.

3.9.2 The Day Staff Inspector shall re-review fire preplans every 5 years for continued accuracy and update the preplan as required. The changes should be evaluated to determine if department training is required.

3.9.3 Fire preplans shall be maintained in the Emergency Reporting software.

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 304 – Fire Prevention Program

Fire Alarm Monitoring Log

Fire Prevention Program Form D

Zone	As-Found Current	As-Left Current	+ and – Voltage	+ Ground Voltage	- Ground Voltage
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

Performed By / Date: _____ / _____

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 402 – Patient Care Responsibilities**

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *patient care responsibilities*.

GUIDELINES:

- 1.0 The Senior Officer present is in charge of the incident, lacking an officer; the senior EMT will be in charge.
- 2.0 The highest level of trained personnel on the scene should be delegated patient care or triage by incident command. He/she will be responsible for supervising and/or assisting in the treatment of all patients.
- 3.0 It is the responsibility of the driver to insure that all appropriate equipment used on the call is replaced and the unit is ready for the next call.
- 4.0 If a situation requires that non-EMS personnel accompany the ambulance, Incident Command will determine who and how many personnel are to go with the ambulance.
- 5.0 The lead EMT is responsible for TEMSIS reporting.
- 6.0 Command is responsible for NIFRS reporting and any required post run forms.

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 404 – Hospital Response**

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *hospital response*.

GUIDELINES:

1.0 Newmarket Fire & Rescue shall provide emergency transport services to Exeter Hospital, Wentworth Douglas Hospital, and Portsmouth Regional Hospital.

2.0 Major trauma should be transported to Portsmouth Hospital (Level II Trauma Facility) or sent to Boston via DHART or Boston Medflight.

Note: If extrication time (patient to ambulance) is greater than 15 mins, transport time to Portsmouth Hospital by ambulance is approximately equivalent to air transport time to any of the eight Level 1 trauma centers in Boston by Air Medical Transport.

3.0 All other life-threatening emergencies shall be transported to our PRIMARY receiving hospital (Exeter), unless diverted to another facility by medical control.

4.0 During a mass casualty incident the response ambulance shall transport to the hospital designated by the Incident Commander or designee.

5.0 Once patients are delivered to the hospital, it shall be their responsibility to arrange for transportation home.

6.0 Newmarket Fire & Rescue does not provide medical transfers or non-emergency transports except in special circumstances, as approved by a Chief Officer.

7.0 The normal mode of ambulance transport will be with lights and sirens. The lead EMT or intercept Paramedic may direct transport in accordance with patient care protocols and accounting for special situations such as traffic and weather.

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 406 – Transport of Patients by Medflight

OBJECTIVE:

The following are guidelines that all members of the Newmarket Fire & Rescue should follow regarding *transport of patients by Medflight*.

GUIDELINES:

- 1.0 The decision to dispatch an aircraft to the scene requires coordination between the highest medical authority on scene and the Incident Commander. If it has been determined a med flight transport is necessary, and the patient will first be transported to the hospital by ambulance, medical control must be involved in the decision to dispatch an aircraft. Medical control recognizes:
 - 1.1 The authority granted to the fire officials through New Hampshire RSA 154, which allows the senior on-scene officer to summon any agency deemed appropriate to the scene of an emergency.
 - 1.2 The Federal COBRA Act dictates the hospitals responsibilities in the initial stages of managing the acutely ill or injured patient prior to initiating a patient transfer to another healthcare facility, and the penalties for failing to follow those specific regulations.
 - 1.3 The average response time of Medflight from initiating a call to arrival on scene ranges from 18 to 32 minutes. These times are based upon weather, location, and availability of the aircraft.
- 2.0 A Medflight Helicopter transport directly from the scene of an incident should be considered when there is a patient that is entrapped with an extrication time of >15 minutes and/or scene and hospital transport times of >25 minutes plus multiple systems injuries with significant homodynamic and CNS deficits including the presence of severe burns with second or third degree over 35%, BSA and respiratory compromise. Patients in traumatic Cardiac Arrest *should not* be considered for Medflight.
- 3.0 Every patient transferred from the pre-hospital scene to a level one Trauma Center by an EMS Aircraft shall be reviewed by the hospitals EMS Manager, Trauma Nurse Coordinator, and the EMS Medical Director for appropriateness based upon the following information:
 - 3.1 State of New Hampshire EMS Encounter Record
 - 3.2 Scene time analysis
 - 3.3 Patient's diagnosis from the receiving trauma center
 - 3.4 Patient's outcome
- 4.0 Landing Zones: (GPS coordinates in degrees)
 - LZ 1. Community Center – ball field “A” (N 43.07377° W70.94601°)
 - LZ 2. Beanie Howcroft ball field (N 43.08266° W 70.93831°)
 - LZ 3. Industrial Park (N 43.05718° W 70.93707°)
 - LZ 4. High School (N 43.07415° W 70.94481°)
 - LZ 5. Public Works/Fire Department parking lot (N 43.07377° W 70.93376°)**
 - LZ 6. Schanda Drive (N 43.05945 W 070.98666)

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 408 – Infectious Disease Exposure Control Plan

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *infectious disease exposure control plan*.

GUIDELINES:

- 1.0 Newmarket Fire & Rescue recognizes the potential exposure of members to communicable diseases in the performance of duties and in the normal work environment. The department is committed to a program that will reduce this exposure to a minimum and take feasible measures to protect the health of the members. In the emergency setting, the infection disease status of patients is frequently unknown by EMS personnel. Blood and body fluid precautions must be taken with all patients.
- 2.0 To minimize the risk of exposure, Newmarket Fire & Rescue has and will continue to have available to all personnel the following:
 - 2.1 Infection control training as part of their orientation.
 - 2.2 Mandatory refresher training on infection control as part of their annual re-certification process.
 - 2.3 Personal Protective Equipment (PPE) on each ambulance.
 - 2.4 Hepatitis-B immunization offered to all members who have the potential for occupational exposure to blood borne pathogens.
- 3.0 Roles and responsibilities:
 - 3.1 Members: Must assume responsibility for their own health and safety and use appropriate personal protective equipment as the situation dictates. Members are responsible for reporting any occupational exposure or diagnosis of communicable or infectious diseases (occupational or non-occupational) to the Infection Control Officer.
 - 3.2 Infection Control Officer (ICO): The EMS Captain shall be responsible for acting as the ICO whose duties include, but are not limited to, the following:
 - 1.1.1 Assist personnel in identifying exposure or potential exposure.
 - 1.1.2 Direct any immediate measures to mitigate an exposure.
 - 1.1.3 Contact the Chief to report exposures and start follow-up.
 - 1.1.4 Supervise the compliance of this SOG.
 - 1.1.5 Contact hospitals to obtain infection follow-up operations.

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 408 – Infectious Disease exposure control plan

4.0 Universal Precautions:

4.01 Universal precautions shall be used to prevent contact with blood, body fluids or other infectious waste during all patient contacts. In general, members should select PPE appropriate to the potential spill, splash, or exposure to body fluids. No SOG or PPE set-up can cover all potential situations. Common sense must be used. When in doubt, select maximal rather than minimal PPE.

4.01.1 Personal Protective Equipment (PPE) shall be used to assist isolating the member from the patient's blood or body fluid. PPE is provided by the department in various sizes at no cost to the member. To determine appropriate PPE in various situations, refer to Appendix #1.

4.01.2 Gloves are provided in two types. Standard disposable examination gloves are stocked in both ambulances. Heavy-duty disposable gloves (P2) are available in each ambulance. NOTE: Obviously soiled gloves with blood or other bodily fluids shall be treated as infectious waste and disposed of in the infectious waste containers (red bag) in the ambulance, or at the hospital. If you are unsure, put the gloves in a red bag. Gloves should always be removed before driving the ambulance or using the radio.

4.01.3 Eye protection is provided in each ambulance. Combination face mask/eye shields are available in each ambulance. These should be used over prescription eyewear or in cases where safety glasses are not available.

4.01.4 Masks are available in each ambulance.

4.01.5 Fluid resistant gowns are available in each ambulance.

4.01.6 All airway masks/cannulas, airways, suction, ventilation and intubation supplies are disposable and are standard equipment on both ambulance. These disposable airway adjuncts are to be used to prevent direct contact with the patient's respiratory secretions.

4.01.7 Putting it all together:

If it's wet, it's infectious – use gloves.

If it could splash into your face, use eye shields and mask or a full-face shield.

If it's airborne, mask the patient or yourself.

If it could splash on your clothes, use a gown.

If it could splash on your head or feet, use appropriate barrier protection.

4.02 Gloves are not a substitute for hand washing. Members shall wash their hands as soon as possible after removing gloves and after contact with blood, body fluids, or after handling medical waste, and after cleaning and disinfecting medical equipment. Hands and contaminated skin surfaces shall be washed with soap and water by lathering the skin and vigorously rubbing together all lathered surfaces for at least ten to fifteen seconds and then thoroughly rinsing with water. If soap and water is not available, a waterless hand wash may be used, provided that soap and water washing is done immediately upon return to the station.

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- 4.02.1 Members with extensive skin lesions or dermatitis on the hands, arms, face, head or neck, shall not engage in direct patient contact or handle medical equipment or medical waste.
- 4.02.2 Hand washing shall not be done in the kitchen or eating areas of the station.
- 4.02.3 Hand washing is the most important infection control procedure. Members will wash hands as follows:
- After removing PPE
 - After each patient contact
 - After handling potentially infectious materials
 - After cleaning or decontaminating equipment
 - After using the bathroom
 - Before eating
 - Before and after handling or preparing food
- 4.02.4 Waterless hand cleaners are **NOT** a substitute for hand washing.
- 4.3 All contaminated sharp objects such as needles, catheters, and other sharp objects, shall be handled with extreme care. Contaminated needles shall not be recapped, bent or broken following use. All sharp objects shall be immediately placed in the sharps containers located in both ambulances. All Sharps containers shall be sealed and disposed of at the hospital when they are three quarters full.
- 4.4 Use of Ventilation Adjuncts Bag-Valve-Masks and pocket masks with one-way valves are available to minimize members' contact with blood, body fluids and respiratory secretions. They should be used whenever possible during all resuscitations to eliminate the need for mouth-to-mouth resuscitations. Mouth-to-mouth resuscitation should be considered a last resort method of ventilation.
- 4.5 No eating, drinking, or smoking in Biohazard Areas. Eating, drinking, smoking, applying cosmetics, lip balm, or handling contact lens is not permitted in ambulances, emergency scenes or in work areas where there is a chance that exposure to infectious substances may occur. Food and drinks will not be kept in areas where infectious waste materials are present.
- 5.0 Cleaning, Disinfecting and Disposal
- 5.1 The purpose of this procedure is to ensure proper guidelines are in place so appropriate action is taken with contaminated equipment and uniforms and to limit exposure during decontamination.
- 5.2 Contaminated Equipment:
- 5.2.1 Upon return to quarters, contaminated equipment will be removed and replaced with clean supplies. PPE supplies on the ambulances will be restocked.
- 5.2.2 Cleaning and decontamination will be done as soon as possible.
- 5.2.3 Disposable equipment and other biohazard waste generated during on-scene operations will be stored in a biohazard container or in biohazard containers at the

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hospital.

- 5.2.4 Any damaged equipment will be decontaminated before being sent out for repair.
 - 5.2.5 Gloves will be worn for all contact with contaminated equipment or materials.
 - 5.2.6 Other PPE will be used depending upon splash or spill potential.
 - 5.2.7 Heavy-duty utility gloves will be used for cleaning, disinfecting or decontamination of equipment.
 - 5.2.8 Contaminated equipment will under no circumstances be left to soak in buckets.
 - 5.2.9 Contaminated linen shall be placed in the appropriate linen containers at the hospital.
 - 5.2.10 Contaminated blankets shall be placed in the appropriate containers at the hospital or placed in a red biohazard bag and brought back to the station for proper decontamination.
- 5.3 Decontamination:
- 5.3.1 Decontamination of the interior of the ambulance, if suspected contamination has occurred, will be accomplished by using the supplies marked for DECON. The decon kit will consist of: a bucket, germicidal cleaner, disposable sponges, heavy duty utility gloves with goggles, masks and gowns readily available.
 - 5.3.2 Decontamination will be done by washing the surface with soap and water to remove all visible contamination, then washing with an approved cleaner or disinfectant. Surfaces should be allowed to air dry. Sponges and other materials such as PPE used in decontamination will be disposed of in a biohazard container.
 - 5.3.3 If HIV or HBV contamination or other personal concerns are present, disposable gloves are recommended to be worn inside the heavy-duty utility gloves during decontamination.
 - 5.3.4 The minimal number of personnel necessary to decontaminate the ambulance should be used to reduce potential exposure. If personnel are available that have already been inside the vehicle, they should be considered for assignment to decontaminate first, if this does not delay their decontamination due to potential exposure.
 - 5.3.5 General cleaning of the ambulance interior when no contamination is suspected will be done with the equipment marked for general cleaning. The cleaning procedure will be the same, but the sponges and gloves will be allowed to air dry and be reused.
 - 5.3.6 At **no time** will sponges used for the exterior cleaning of the ambulance be used to clean the interior of the ambulance.
 - 5.3.7 At **no time** will station floor mops be used for cleaning of the ambulances.
 - 5.3.8 The manufacturers' guidelines will be used for cleaning and decontaminating all equipment unless otherwise specified.

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- 5.3.9 Durable equipment (backboards, splints, MAST, etc.) will be washed with hot, soapy water, rinsed with clean water, and disinfected with an approved disinfectant. Equipment will be allowed to air dry.
 - 5.3.10 Delicate equipment (radios, cardiac monitors, etc.) will be wiped clean of any debris using hot, soapy water, wiped with clean water, and then wiped with disinfectant. Equipment will be allowed to air dry.
 - 5.3.11 Seats in the ambulances contaminated with body fluids will be disinfected as soon as possible.
 - 5.3.12 Pens and other personal items, (scissors, etc) contaminated from soiled PPE also will be disinfected at the hospital or at the station.
- 6.0 Uniforms:
- 6.1 Contaminated uniforms and personal clothes will be removed and exchanged for clean clothes. At the hospital the member will shower if body fluids were in contact with the skin under the clothes.
 - 6.2 Contaminated clothes will be laundered at the station using proper washer mode. **Under no circumstances will contaminated clothes be laundered at home.**
- 7.0 Scene cleanup:
- 7.1 The cleanup of emergency scenes shall be the responsibility of the Fire & Rescue. Scene medical waste shall be red bagged as needed and disposed of as previously described. Generally, the scene should be cleaned by the responding crew while using the needed universal precautions. However, if patient severity dictates immediate departure, **remaining personnel** should be directed to red bag any waste and dispose of it in the appropriate containers.
- 8.0 Hazard Communications:
- 8.1 Red bags will be considered to contain biohazard contents. They may or may not have a biohazard insignia affixed to them. Red bagged or red containers shall be considered to be biohazard and handled according to policies outlined.
 - 8.2 Blood samples shall be considered biohazard substances. They shall be marked with the patient's name, date, and the initials of the person drawing the sample, and then placed in a blood sample biohazard bag.
 - 8.3 Material Safety Data Sheets (MSDS) for cleaning and disinfecting supplies, shall be available in the OSHA/MSDS binder located in each cleaning area.
- 9.0 Exposure/Post-Exposure follow-up:
- 9.1 Exposure is defined as contact with an infectious agent (blood or body fluid) through the eyes, mucous membrane, non-intact skin, percutaneous injection or cuts by sharp objects during the performance of a member's duty.
 - 9.2 While universal precautions are designed to prevent contact with all unknown body fluids,

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the National Center of Disease Control has identified the following HIV/HBV risk factors with the following body fluids:

1. High Exposure Risk
 - i. Blood
 - ii. Semen
 - iii. Vaginal/Cervical Secretions
 2. Possible Exposure Risk
 - i. Pericardial, Peritoneal fluid
 - ii. Synovial Fluid
 - iii. CSF
 - iv. Amniotic Fluid
 3. Not an exposure risk for HIV/HBV unless mixed with substances from 1 or 2. It must be remembered that these fluids may carry other diseases and should be considered potentially infectious:
 - i. Sweat, tears, saliva
 - ii. Feces, Urine, Vomitus
 - iii. Sputum, Nasal secretions, respiratory droplets
 - iv. Breast Milk
- 9.3. Anytime a member thinks they have had an exposure or potential exposure, the member has the responsibility to do the following:
- 9.3.1 Take immediate measures to minimize the impact of the exposure.
 - 9.3.2 Contact the OIC or Incident Commander and inform them of the incident. Follow-up with the Infection Control Officer who will assist to insure that proper action is taken.
 - 9.3.3 Complete an Incident Report of the infectious exposure.
- 10.0 Hepatitis B Immunization Program:
- 10.1 The Newmarket Fire & Rescue provides a voluntary Hepatitis B immunization program and makes immunization available to all members, free of charge and without any pre-testing required. Initial education on infection control, HIV/HBV and blood borne pathogens will be included in the new member's orientation. All members will be asked to either accept or decline the HBV vaccination in writing.
 - 10.2 The HBV immunization program will continue as a voluntary program for all members.
 - 10.3 If a member initially declines the vaccine but decides at a later date they want to receive it, they may do so at no cost.
 - 10.4 Booster doses of the vaccine will be available and administered at the appropriate intervals.
 - 10.5 All members are strongly encouraged to accept the HBV immunization series. Accordingly, members will be asked to accept or decline the series in writing. The declination form will carry the following disclosure:

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"I understand that due to my occupational exposure to blood and other potential infectious material, I may be at risk of acquiring the Hepatitis B (HBV) virus infection. I have been given the opportunity to be vaccinated with the Hep B vaccine at no cost to myself. However, I decline the Hep B vaccine at this time. I understand by declining this vaccine, I continue to be at risk of acquiring Hepatitis B, a serious disease. If in the future I continue to have occupational exposure to blood or other potentially infectious materials, and I want to be vaccinated with the Hep B vaccine, I can receive the vaccination series at no cost to myself."

11.0 Training:

- 11.1 All members have, and will continue to receive, training in infection control, universal precautions and blood borne pathogens in the orientation process. Annually, all members will receive a refresher program, which will be mandatory to remain in active status.
- 11.2 Infection Control Training Objectives. Both the initial orientation and the annual refreshers will be targeted to highlight the following course objectives. At the completion of the training, the member will be able to:
- 11.2.1 Explain the epidemiology and systems of blood borne disease in general terms.
- 11.2.2 Explain the department's exposure control plan.
- 11.2.3 Explain the modes of transmission of blood borne pathogens.
- 11.2.4 List the tasks, which could involve exposure to blood or potentially infectious materials.
- 11.2.5 Explain the use and limitations of methods to reduce or prevent exposure to include:
- Personal Protection Equipment (PPE)
 - Engineering Controls
 - Work Practices
- 11.2.6 Explain the location, use, removal, handling, disposal and decontamination of Personal Protection Equipment.
- 11.2.7 Explain the basis for selection of personal protection equipment.
- 11.2.8 Explain the epidemiology of Hepatitis B, risks to pre-hospital care providers and the department's free immunization program.
- 11.2.9 Explain specific actions to follow if exposed to blood or potentially infectious materials.
- 11.2.10 Explain the reporting and follow-up procedures to exposure.
- 11.2.11 Explain how to recognize biohazard materials and packaging.

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11.2.12 Training Records will be maintained in each member's file with the following information on the above listed training:

- Date of training
- Contents of training
- Name of the Instructor
- Training records will be maintained for five years

12.0 Medical Record Keeping:

12.1 Each member's file will be kept confidential and not disclosed or reported to any person(s) without the member's written consent. The department shall maintain these records for the member's term of membership. This health record will contain:

- Name and Social Security Number
- A copy of the member's HEP B vaccination status and dates of the vaccination
- A copy of all examinations, medical testing and follow-up procedures
- A copy of a licensed healthcare professional's written opinion for post-exposure follow-up

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 409 – Nitronox Field Unit**

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *use of the Nitronox Field Unit*.

GUIDELINES:

1.0 Cautions and Warnings:

- 1.01 Due to a lack of a scavenger system, the Nitronox Field Unit shall not be used inside the ambulance when doors are closed or the Ambulance is in motion.
- 1.02 The unit shall be stored in an external compartment. It shall not be stored inside the ambulance.
- 1.03 Assure the unit is properly locked when not in use. Weekly Ambulance checks verify that the tamper seal has not been broken.
- 1.04 The unit should be operated in an upright position. If the nitrous oxide cylinder is in a valve-down position while the valve is open, liquid may be expelled through the vent passages. This liquid, nitrous oxide, can cause burns by freezing on exposed skin.
- 1.05 Patient must self-administer. Self-administration is a safety feature in that, if for any reason the patient becomes over sedated, the patient will be unable to successfully hold the mask in a tight seal position on the face.
- 1.06 **DO NOT USE** if the mixture pressure is out of the green band. If the mixture pressure drops below the green band (30 PSI) during a breathing cycle, and the whistle alarm sounds, the nitrous oxide supply is depleted or shut off. When this happens, the unit will administer 100% oxygen.
- 1.07 Always turn on cylinder valves slowly and fully.
- 1.08 Disconnect the oxygen supply and close the nitrous oxide valve when the unit is not in operation. Never store the unit with the nitrous oxide valve open.
- 1.09 The Nitronox system is capable of delivering peak flows of up to 100 liters per minute at normal breathing rates for approximately 30 minutes with one cylinder of nitrous oxide (14 ounces) and a continuous high pressure O2 supply. Mixture concentration is factory set at 50% nitrous oxide and 50% oxygen (+/- 5 percentage points oxygen).
- 1.10 If the oxygen line pressure drops or becomes disconnected, the nitrous oxide flow and the mixture supply demand valve flow stop automatically. If the nitrous oxide supply runs out or is shut off, the supply valve continues to provide 100% oxygen at a reduced peak flow of about 40 LPM.
- 1.11 If the patient takes abnormal shallow breaths (100 to 200 mL tidal volume), oxygen concentration automatically increases. Also increases in colder ambient temperatures (see 1.3 Ambient Temperature Limits).
- 1.12 If the nitrous oxide supply runs out or is shut off, the whistle alarm sounds during breathing cycles and the supply valve continues to provide 100% oxygen at a reduced peak flow of about 40 LPM. The whistle alarm also sounds when the mixture concentration changes due to a gas mixture regulator malfunction. If the whistle alarm sounds continuously, immediately discontinue use and shut off the gas supply.
- 1.13 When the unit is not in use, ensure that the nitrous oxide cylinder is off and that the oxygen supply is disconnected or off. The mixer bleeds off oxygen at a constant rate of 125 mL per minute when the oxygen supply is connected and turned on. This bleed, over time, can deplete the oxygen supply.

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Standard Operating Guidelines
SOG 409 – Nitronox Field Unit**

- 1.14** Make sure the nitrous oxide cylinder is replaced after each use. One cylinder contains approximately a 30-minute supply which is long enough for most single missions.

2.0 Operation:

- 2.01** The Nitronox® Field Unit system is a ready-to-use unit and needs only an external supply of oxygen.
- 2.02** Unzip the case top and uncoil the oxygen inlet hose from the case. Connect the external, regulated oxygen supply to the DISS oxygen fitting on the oxygen inlet hose. Set the oxygen supply pressure to 45 - 60 PSI, preferably within 50 - 55 PSI.
- 2.03** Remove the mixture gas supply hose w/ demand valve from the case and connect it to the male portion of the quick disconnect fitting on top of the mixer.
- 2.04** Turn on the oxygen supply and open the nitrous oxide cylinder by turning the valve knob counterclockwise.
- 2.05** Observe the mixture pressure gauge. Normal is 30 - 35 PSI (green band) for static, no flow, condition. The pressure will decrease slightly during each breathing cycle by the patient.

Note If the mixture pressure drops below 30 PSI and whistle alarm sounds during breathing cycle, the nitrous oxide cylinder valve is closed or the cylinder is empty.

- 2.06** Attach a face mask, or a mouth piece to the supply valve. Instruct the patient to hold the face mask lightly on the face, covering the nose and mouth or seal lips over the mouth piece. Instruct the patient to breathe normally.
- 2.07** After use, turn off all cylinder valves and disconnect the oxygen supply. Clean the valve. Dispose of the mask or mouthpiece. Prepare the apparatus for the next use.

3.0 Protocols:

- 3.01** Refer to the State of NH Patient Care Protocols for Indications, Contraindications and Level of Licensure required for use.

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 410 – Response to Suspected Ebola

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *Response to Suspected Ebola*.

GUIDELINES:

Note: Ebola only spreads when a patient is symptomatic!

1.0 Signs of suspected Ebola case:

- Patient traveled internationally or in contact with someone who has traveled internationally, specifically Western Africa within the last month.
- Patient has fever.

2.0 Additional symptoms may include:

- Headache
- Diarrhea
- Vomiting
- Stomach Pain
- Unexplained Bleeding
- Muscle Pain
- (Flu-Like Sx)

3.0 RESPONSE

- Avoid use of trigger words via radio communication.
- Request an Engine Company.
- Contact a Chief Officer.
- Shall be the Discretion of the Chief Officer to upgrade or downgrade response.
- All personnel who may have patient contact are encouraged to remove all jewelry and leave cell phones behind.

4.0 ON SCENE MANAGEMENT

- All attempts should be made to gather history of patient's present illness prior to arrival on scene/entering patient area.
- If suspected Ebola case, full PPE should be donned using the proper procedure for donning PPE. PPE to include: Chemical protective suit, SCBA face piece with N-95 cartridge, 3 pairs of gloves, haz-mat boots, tape for all voids.
- Minimize potential exposure to crew (time, distance, shielding.)
- If patient is ambulatory, consider having patient don chemical protective suit and surgical mask, and ambulate to ambulance.
- *Do not apply N95 mask to patient*
- If patient is unable to don chemical protective suit, they should be wrapped x2 in non-permeable emergency blankets for transport.
- Early notification of suspected case to emergency department via medical control phone.
- All decon of personnel should take place at hospital if possible.

5.0 DONNING PROCEDURE

- Don chemical protective suit and zip up.
- Don haz-mat boots.

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SOG 410 – Response to Suspected Ebola

- Don SCBA mask with approved N95/P100 cartridge for respiratory protection.
- Pull hood of suit over top of the mask.
- Don 2 pairs of latex gloves and pull sleeves of chemical protective suit over gloves.
- Don 1 pair of haz-mat gloves, over sleeves of suit.
- Have partner use duct tape to tape any voids so that there is no open voids or skin showing.
- Tape all seams of suit including over zipper, around boots, gloves, neck, mask and any other exposed areas. Be sure to leave tabs on tape for ease of removal.

6.0 TRANSPORT

- Remove all equipment from ambulance not needed for patient care and transport.
- Front cab of ambulance should be sealed off from patient compartment.
- Drawers/cabinets in patient compartment should all remain closed if possible to minimize contamination.
- Mark all cabinets/drawers that are opened during transport.
- Only non-exposed personnel should be in front cab of ambulance for transport to hospital (consider full PPE).
- All other personnel should minimize patient contact
- If possible, limit invasive procedures to life saving measures only.
- Limit aerosol-generating procedures (intubation, supra-glottic airway insertion, CPAP, manual ventilation, NRB mask).
- DO NOT draw pre-hospital labs.
- Avoid contact with blood and body fluids (including but not limited to urine, saliva, sweat, feces, vomit, breast milk, and semen).
- Use disposable equipment when possible.
- Do not use rear ambulance ventilation system.
- Provide supportive care to patient.

7.0 ARRIVAL AT HOSPITAL

- Park outside decontamination area to the left of ambulance doors.
- Wait outside for instruction. Patient will be moved from your stretcher to ER stretcher.
- Give report to nursing/physician staff in decon room or as appropriate. DO NOT enter emergency room area until full decon procedures have been followed.
- Consider dispatching additional companies to hospital to assist in decon of personnel.

8.0 DECON & DOFFING PROCEDURE

- Stand on floor mat #1 – considered dirty mat.
- Assistance from 2 additional personnel in full equivalent PPE to wipe all areas of chemical protective suit using PDI bleach wipes beginning from the head and ending at the feet. Discard wipes into biohazard bag.
- Dip contaminated gloves in 10% bleach/water bath. (Do not remove gloves.)
- Remove Haz-mat boots and discard into biohazard bag.
- Remove all duct tape from PPE except tape around face and discard into biohazard bag.
- Remove outer layer of gloves using the inside out method and discard into biohazard bag.
- Remove duct tape from around face and discard into biohazard bag.
- Unzip suit and remove – beginning with the hood, rolling outward (inside out) away from face, and down toward the feet. If assistance is needed, additional personnel (in appropriate PPE) can assist.
- Step out of suit and onto floor mat #2 – considered clean mat.
- Remove 2nd set of gloves using the inside out method and discard into biohazard bag.
- Remove SCBA mask by leaning forward 90 degrees and pulling the mask off by the netting. Drop directly into 10% bleach/water bath.

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SOG 410 – Response to Suspected Ebola

- Remove 3rd pair of gloves using the inside out method and discard into biohazard bag.
- Remove potentially contaminated clothing and place in a clear bag with biohazard label.
- Shower utilizing hospital's provided shower.
- Don provided scrubs.
- Follow hospital's procedure regarding the discarding of bio-hazardous waste products. This may include double or triple bagging of waste materials in accordance with U.S. DOT Hazardous Materials Regulations.

9.0 POST CALL PROCEDURE

- Chief Officer to make decision on proper decontamination of ambulance and equipment.
- If necessary for decon of ambulance/equipment, cleaning company: Crime & Death Scene Cleaning can be contacted (978-356-7007)
- Complete and file exposure form.
- Follow up as needed through hospital infection control.

Newmarket Fire & Rescue Standard Operating Guidelines SOG 500 –Training Policy

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *training policy*.

GUIDELINES:

- 1.0 All members are required to attend training.
- 2.0 Training and meeting schedule:
 - 2.1 The monthly meeting is held the first Tuesday of every month at 6:30 p.m.
 - 2.2 EMS training is held on the second Tuesday of every month at 6:30 p.m.
 - 2.3 Fire training is held on the third Tuesday of every month at 6:30 p.m.
 - 2.4 Training's will be 2 hours long. (Hours may vary depending on training needs)
 - 2.5 Other days and times as required.
- 3.0 If a member is not able to attend/leave early a meeting or training for any reason, they need to contact an Officer prior to the meeting or training.
- 4.0 Multiple missed trainings:
 - 4.1 For 3 missed trainings, gear will be removed and the member will not be allowed to respond to calls until missed trainings have been covered with an officer
 - 4.2 Members are excused from department training if enrolled in a department approved class for the benefit of NFR.
- 5.0 Safety in general:
 - 5.1 By its nature, Firefighting is a high stress occupation, from the friendly environment of the fire station to the hostile environment of the fire ground. Lack of training can have an effect on firefighter's death, injuries, and disabilities and it is generally accepted that training is the key to performance.
 - 5.2 Great emphasis on safety and health training, whether in the proper use and care of protective equipment, breathing apparatus, or firefighting tools, signs of building collapse, etc. is a must to successfully reduce death and injury.
 - 5.3 With such emphasis on training, the primary duty of the instructor is to provide a safe environment in which to conduct training. Recognizing that all training shall be as realistic as possible, NFR attempts to duplicate real life situations in all training exercises.
- 6.0 Safety on the fire ground:
 - 6.1 To assure the safety of all participants, the following NFPA Standards will be adhered to

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 500 –Training Policy**

while conducting training:

NFPA 1403 Standard for live fire training and evolutions.

NFPA 1406 Standard for outside live fire training evolutions.

Live Fire training will have at least 1 certified instructor present.

7.0 Responsibility:

- 7.1 The Safety of all students is the responsibility of all the instructors, which will ensure proper methods of instructions are carried out safely.
- 7.2 All accidents or injuries that occur during training sessions shall be reported immediately to instructors present so that appropriate measures can be taken.
- 7.3 Accidents and injuries that occur during training shall be investigated by the appropriate Newmarket Fire & Rescue personnel.

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 600 – Emergency Evacuation**

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *emergency evacuation*.

GUIDELINES:

- 1.0 The Incident Commander shall give the order to evacuate:
“EVACUATE THE BUILDING NOW”
- 1.2 IC will request that Newmarket Dispatch activate an alert tone and announce:
“All Companies at the Newmarket Fire – Evacuate, Evacuate, Evacuate.”
- 1.3 Air horns of apparatus will be used to sound an alarm:
 - *** **Blast – Pause**
 - *** **Blast – Pause**
 - *** **Blast – Pause**
 - *** **Radio announcement: “EVACUATE THE BUILDING NOW”**
 - *** **Procedure to be repeated twice for a total of 6 full blasts of the air horn**

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 601 – Safety Officer Scene Duties**

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *Safety Officer Scene Duties*.

GUIDELINES:

Command has the responsibility to recognize situations requiring the implementation of the Safety Officer Command Staff Position. Command can assign Safety to any available personnel. The Safety Officer shall assist Incident Command with the implementation of the Occupational and Health programs as specified in NFPA 1500 and report directly to Incident Command.

- 1.0 Safety Officer authority:
 - 1.1 Shall notify Command of situations that create an imminent hazard to personnel.
 - 1.2 Shall notify Command of activities that are judged to be unsafe or involve imminent hazards.
 - 1.3 Shall immediately notify Command of actions taken to correct imminent hazards at the emergency scene.
 - 1.4 Shall act as liaison with staff officers recommending methods to eliminate unsafe practices and reduce existing hazardous conditions.
 - 1.5 Shall be involved in post incident critiques in order to review safety factors.
 - 1.6 Has complete authority to stop any job or work due to a safety issue.
 - 1.7 Disregarding the safety officer is grounds for termination.

***** ALL FIREFIGHTERS SHALL BE EXPECTED TO OPERATE
WITHIN ESTABLISHED SAFETY GUIDELINES AT ALL TIMES*****

Newmarket Fire & Rescue

Standard Operating Guidelines

SOG 602 – Mayday Guidelines

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *Mayday Guidelines*.

SCOPE:

To identify individual, company and command level activities for the search and rescue of lost or trapped firefighters. The rescue of trapped or lost firefighters in a burning building, structural collapse, etc., is especially time sensitive. There is a very narrow “window of survivability” for a firefighter who is out of SCBA air supply or trapped by approaching fire.

Individual firefighters must not delay reporting to command if they become lost, trapped or are in need of assistance. Company officers must not delay reporting lost firefighters or responding to discrepancies in personal accountability reports (PAR). Command and group officers must always assume that the missing firefighter is lost in the building until the firefighter can be accounted for. Command must also restructure the strategy and action plan to include a priority rescue effort.

GUIDELINES:

- 1.0 Lost or Trapped Firefighter:
Rescue needs generally fall into two categories. Either the firefighter(s) is trapped by a collapse or lost in a smoke filled and burning building. The most significant problem and difference between the two categories are that the search area can be substantially larger for a lost firefighter than that encountered in a collapse situation. In some cases, lost or trapped firefighters may be able to radio command that they are lost and in need of rescue, prior to being incapacitated when the SCBA goes empty. Other problems may include: a possible secondary collapse, separated and scattered crews and confusion of the last know location of the missing crew or member.
- 2.0 “MAY-DAY” Radio Message:
The radio message “May-Day” will be used by lost or trapped firefighters to report their status as being in trouble and needing rescue. Any member may use “May-Day” to report a lost firefighter.
- 3.0 The term “May-Day” typically will be used in the following situations:
 - 3.1 By the member who is lost, trapped or in trouble. This member shall immediately announce:
“May Day – May Day Firefighter Smith calling a May Day in Division 2 – Side C”
Then he or she shall activate the PASS alarm. Upon receipt of the May-Day announcement, Command shall acknowledge and attempt to ascertain the firefighters exact location.
 - 3.2 By the company officer, group or division officer, or other member who cannot account for an assigned firefighter who is operating in the hazard zone. This “May-Day” would generally occur following a PAR report that fails to locate/account for the suspected lost member.
 - 3.3 By a member who witnesses or has confirmed that a firefighter is lost or in trouble.

Any report of “May-Day” will receive priority radio traffic. The term “May-Day” will be used ONLY to report lost or trapped firefighters. The term “emergency traffic” will be used to report other emergencies.

Newmarket Fire & Rescue

Standard Operating Guidelines

SOG 602 – Mayday Guidelines

4.0 Command Response to a Missing Firefighter:
The Incident Commander MUST ALWAYS assume that the missing firefighter is lost or trapped in the building until the firefighter is accounted for. Rapid, concise decisions and actions must be taken to increase survivability. The following is a list of actions to be taken by Command for a reported missing or trapped firefighter. These are guidelines and do not necessarily need to be accomplished in the order listed. However, the first five (5) must be accomplished very rapidly.

4.1 **Radio Procedure:** Immediately upon the report of a missing or trapped firefighter, Incident Command will request dispatch to activate an alert tone and then make the following announcement on the frequency being used:

“All units hold your radio traffic, unit reporting a MAYDAY identify and state your situation”.

At this time no other radio traffic will be sent until the nature, location and type of May Day is transmitted. The Incident Commander will order all companies and sector officers to switch to an alternate radio frequency immediately to clear the channel for the firefighters in danger, the RIT Team and the RIT officer if assigned. Incident Command will announce to all operating units of the lost or trapped firefighter. Example: **“We have a ‘May Day in Division 2, Side C, I repeat, we have a ‘May Day’ in Division 2, Side C”.**

The radio silence shall continue as long as needed in order for the Incident Command to communicate with the units in trouble. Once the danger has cleared, Incident Command shall instruct dispatch to announce:

“Normal radio procedures can resume”.

4.2 **Change the Plan to a High Priority Rescue:** The Incident Commander must restructure the plan to include a high priority firefighter rescue effort. A rapid, well thought out rescue plan must be developed and the Command organization expanded. The plan and objectives must be communicated to other Command staff and division officers for implementation.

4.3 **Immediately Request Additional Alarms:** At least one additional alarm should be immediately requested, including an additional ambulance and ALS. Additional alarms may be requested based on circumstances and potential. Early consideration should be given to heavy equipment resources and additional RIT resources.

4.4 **Fireground Accountability:** A Personnel Accountability Report (PAR) must be immediately requested from all companies operating in the immediate area involved. Although an official PAR will be conducted in the immediate area, all companies shall conduct a self-PAR and immediately report any crew discrepancies. This is especially important in situations of structural collapse. Command cannot develop an effective rescue plan until accurate information is available on the number of missing firefighters, their identity, their last reported work area and which companies are affected.

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 602 – Mayday Guidelines

- 4.5 **Commit the Rapid Intervention Team (RIT):** Deploy the RIT team to initiate search and rescue efforts (typically the last reported work area). Once the RIT team has been deployed, a Rescue Branch shall be immediately established. Rescue Branch will coordinate activities at that location. Additional available resources in staging may also be committed to rescue efforts. Each RIT team should enter the building with at least one RIT-SCBA Rescue Kit for each reported lost/trapped firefighter. Missing firefighters may have exhausted their SCBA air supply or may be trapped and cannot be quickly extricated. In each case, the firefighter must be provided “clean” air to increase survivability.
- 4.6 **Withdrawal of Companies from the affected area:** In some situations, such as collapse, crewmembers can get separated. The only practical method to obtain an accurate roll call for a PAR may be to withdraw crews to the exterior. Withdrawal is a judgment call based on circumstances at the time, the information available and current resources. It may not be practical or possible to do. However, the absolute need for an accurate roll call (PAR) and information on missing firefighters remains a critical priority.
- 4.7 **Do not Abandon Firefighting Positions, Provide Reinforcements:** Abandoning firefighting positions during the rescue effort should be avoided. Command and crews should take aggressive measures to protect trapped or missing firefighters from the effects of the fire. Efforts should be concentrated on reinforcing existing positions and keeping the fire out of the rescue area and providing appropriate ventilation and lighting. In some situations, it may be appropriate to write off some areas of the building in order to relocate companies and crews to better protect the rescue effort.
- 4.8 **Assign Command Officer to the Rescue Branch:** A Command Officer should be assigned to direct the RIT team and rescue operations. Depending on the size of the rescue area and the complexity of operations, more than one officer may be needed to fill additional support positions or groups. This may be assigned to a new Command Officer or the original Incident Commander may fill this role by re-assigning the overall incident command function.
- 4.9 **Assign a Safety Officer or group to the Rescue Efforts:** Rescue operations are high risk. The rescue operation may be taking place in post-collapse conditions or a flashover environment. Emotions may be high and firefighters will tend to want to free-lance and take chances. A Safety Officer must be assigned to monitor activity and evaluate the safety of the operation. Other Safety Officer/group responsibilities will be to conduct an assessment of the hazards, thus allowing time for the RIT officer to concentrate on the critical rescue effort. These officers must work hand-in-hand to ensure that a safe and effective rescue operation is conducted.
- 4.10 **Expand the Command Organization:** With additional resources enroute, along with the critical rescue needs, the Command organization must expand ahead of the demand. The incident may eventually escalate to a Branch level operation. The Incident Commander must be proactive and aggressive in developing and expanding the Command organization.
- 4.11 **Early Establishment of EMS:** The Incident Commander must have EMS personnel in a position to immediately treat any rescued firefighters. If possible, a paramedic should be on scene.

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 602 – Mayday Guidelines

- 4.12 **Ventilate and Maintain Tenability and Lighting:** Reducing smoke conditions, through effective ventilation, improves the air quality for any victims and will enhance search and rescue capabilities through increased visibility of the interior. Ventilation should be aggressively employed. Early lighting of the operation (both interior and exterior) needs to be included.
 - 4.13 **Coordinate and Control the Search Effort:** The Incident Commander and Rescue Branch officer must ensure that a complete, coordinated and controlled search is conducted. Close coordination of all search efforts is a must in order to eliminate duplicate searches that waste time.
 - 4.14 **Strong Supervision Required:** Strong supervision and control of activities will be required by all officers. Emotions will be very high. Firefighters in this situation will tend to want to free lance or take higher risks. EMS treatment of personnel will need to be restricted to only those needed. Crowd control of our own non-essential personnel may be required.
 - 4.15 **Media Control:** Command will need to control the media early and throughout the incident. Information on the identities and conditions of lost firefighters must be restricted until after the next of kin are notified. Media film crews should be restricted to areas that are safe and at a distance that will prevent visual/facial identification of any victims.
 - 4.16 **Welfare Sector/Branch:** A welfare branch will need to be established early. This will aid in notification of the next of kin and allow Command to stay ahead of the media's release of information. A ranking chief officer should be assigned to direct this branch.
- 5.0 **Monitor All Radio Channels:**
Command must ensure that all radio channels are being monitored. Should a lost firefighter declare an emergency on a channel other than the fireground tactical channel, Command must be immediately directed to the lost firefighters channel for direct communications. If radio communications are made with a lost firefighter, a radio partner shall be immediately assigned. This is a person assigned to talk to the lost firefighter. They shall provide calm and continuous communications with the lost firefighter. The lost firefighter shall not be asked to change radio channels. Rescue operations and all other fire operations shall be conducted on an additional channel.

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 602 – Mayday Guidelines

Incident date: _____

Incident time declared: _____

Incident location: _____

Yes No Assign a Chief Officer to handle the RIT Incident: Name: _____

Yes No Was "MAYDAY" called?

Yes No Is a Firefighter missing?

Yes No Is a Firefighter trapped? Where? _____ By what? _____

Yes No Is a Firefighter down? Medical Non Medical

Yes No Has a PAR report been done? **If not, do one ASAP!**

Yes No Move fireground radio traffic to a new channel.

Yes No Monitor all MAYDAY radio traffic.

Yes No Obtain additional personnel to assist RIT Company.

Yes No Are firefighting positions being held?

Yes No Is ALS standing by to receive a patient?

Yes No Has all necessary equipment been obtained?

Yes No Is a Safety Officer assigned to RIT incident?

Yes No Has any freelancing been controlled?

Yes No Are regular PAR's being done during rescue?

Time of Mayday: _____ Time of declared emergency: _____

Time RIT locates firefighter: _____ Time all firefighters are removed from danger: _____

Time of termination of RIT incident: _____

PAR times (Minimum every 20 minutes)

1) PAR: _____ 2) PAR: _____ 3) PAR: _____ 4) PAR: _____

5) PAR: _____ 6) PAR: _____ 7) PAR: _____ 8) PAR: _____

Form completed by: _____

Newmarket Fire & Rescue Standard Operating Guidelines SOG 604 – NIMS Guidelines

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *NIMS (National Incident Management System) Guidelines*.

GUIDELINES:

1.0 Key position names with vest colors:

- | | |
|-----------------------------|--|
| • Incident Commander | Lime Green Background w/Orange Letters |
| • Safety Officer | Lime Green Background w/Orange Letters |
| • Operations Officer | Orange Background w/White Letters |
| • Division Officer | Orange Background w/White Letters |
| • Staging Officer | Orange Background w/White Letters |
| • Water Supply Group Leader | Orange Background w/White Letters |
| • EMS Officer | Blue Background w/White Letters |
| • Primary Triage | Blue Background w/White Letters |
| • Secondary Triage | Blue Background w/White Letters |
| • Triage Master | Blue Background w/White Letters |
| • Loading Officer | Blue Background w/White Letters |
| • HazMat Group Leader | Blue Background w/White Letters |
| • Decon Group Leader | Blue Background w/White Letters |
| • Information Officer | White Background w/Orange Letters |
| • Planning Officer | |
| • Logistics Officer | |
| • Finance Officer | |
| • Liaison Officer | |

2.0 Officers should be given a title that reflects their assignment. Example “Division C”

3.0 Work location and Area Names

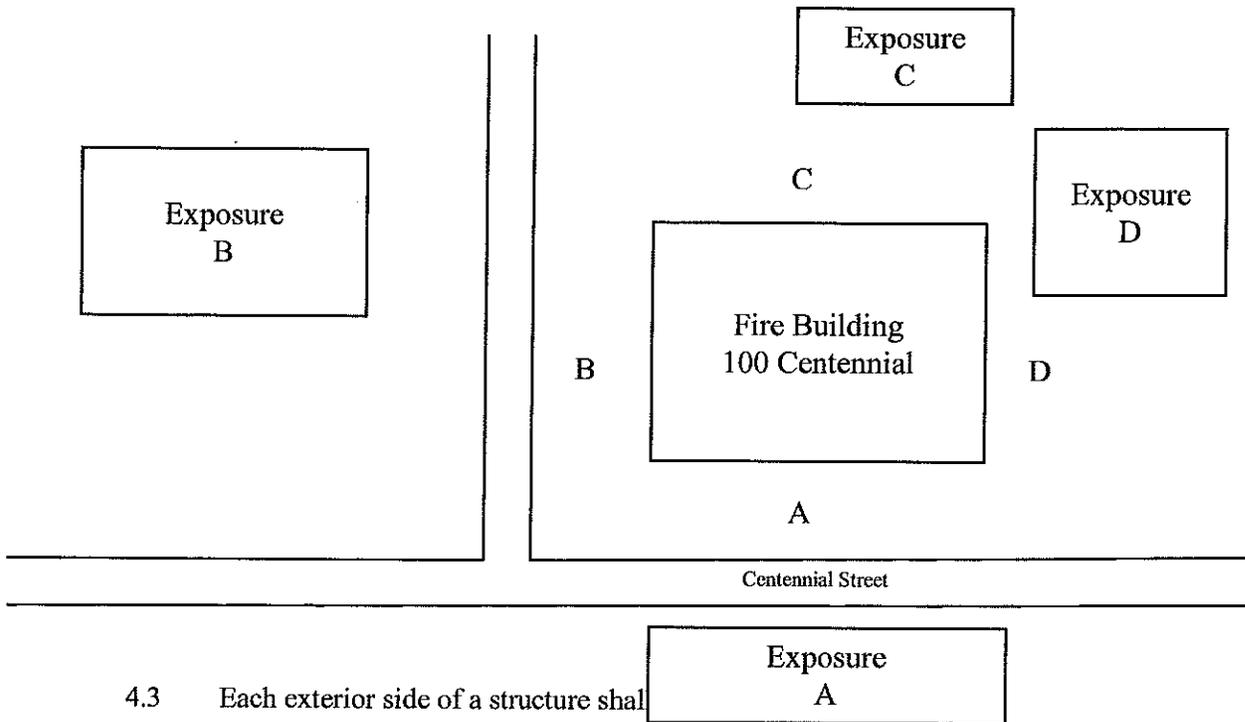
4.1 The side that command has set up shall be side “A” or “Division A”.

4.1.1 The following acronyms should be used to avoid confusion:

- A = Alpha
- B = Bravo
- C = Charlie
- D = Delta

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 604 – NIMS Guidelines**

Standard geographic designation system



- 4.3 Each exterior side of a structure shall
- 4.4 The side of the structure facing the street (address side) shall be designated "A".
- 4.5 The remaining sides shall be designated "B, C and D" in a clockwise manner.
- 4.6 Exposures shall be designated in a like manner as shown above.
- 4.7 The interior of a structure shall be designated by floor (1, 2, 3, etc).
- 4.8 The basement, attic and roof shall be designated by name.
- 4.9 The ICS shall be used to maintain an effective span of control and workload for all supervisory personnel.

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 604 – NIMS Guidelines**

5.0 Divisions

- 5.1 Divisions denote geographic area.
- 5.2 They are responsible for all tasks that are to be completed in that geographic location.
Example: First floor at a structure fire, designation shall be Division One.
- 5.3 Responsibilities include but are not limited to suppression, search and rescue, ventilation, salvage, overhaul.

<u>Examples</u>	<u>ICS Designation</u>
Basement	Basement Division
First Floor	Division One
Second Floor	Division Two
Third Floor	Division Three
Attic	Attic Division

6.0 Groups

- 6.1 Groups are task oriented crews used for a single function:
 - Ventilation
 - Fire Suppression
 - Salvage
 - Overhaul
 - Rescue
 - Rehab
 - Manpower: Min 3 / Max 6 personnel
 - RIT: Min of 3 qualified personnel

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 700 – Incidents Involving Other Town Agencies

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *incidents involving other town agencies*.

GUIDELINES:

1.0 Motor Vehicle Accidents:

- 1.1 First priority at any incident is protection of personnel. Accordingly apparatus shall be parked in such a way as to protect personnel working at the scene. Incident Command has the authority under RSA 154-7 to shut down the road if he/she deems it necessary to protect personnel at the scene.
- 1.2 Any request for assistance in traffic control shall be made to the officer in charge. Only if a sufficient number of personnel are available will assistance be given.
- 1.3 Personnel should refrain from making any comments relative to the actions or condition of patients at the scene unless requested to do so by an investigating Police Officer.
- 1.4 Once the injured are treated and there is no danger of fire or further injury to people in the area, Incident Command will release all units and turn control of the scene over to PD.

2.0 Structure Fires:

- 2.1 Correct placement of apparatus at any structure fire is a priority.
- 2.2 Responsibility for blocking of roads is up to Incident Command and apparatus shall be moved only on his/her authority.
- 2.3 The Police Department's responsibility at structure fires is to regulate traffic and provide crowd control only.
- 2.4 Any request from the Police for information shall be referred to the Incident Command.
- 2.5 Any Police Officer in the building at a structure fire is to be sent outside.

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 702 –Electrical Equipment or Wires Down Incidents

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *electrical equipment or wires down incidents*.

GUIDELINES:

1.0 Poles and/or Wires Down

- 1.1 For poles and wires down, remain at least 30 feet away. Anything in contact or near high voltage lines / wires can become energized including fences, trees, other utility lines (telephone, cable, etc.), and the ground. Establish a clear hot zone.
- 1.2 Do not approach any downed poles or lines with any equipment or vehicles. Rubber boots, tires and other rubber protection will not protect you from electricity. Coordination with the electric utility is extremely important and necessary. See table for general safe distances.
- 1.3 Always consider down lines to be energized even if they are clearly disconnected. A homeowner with an improper generator connection could energize down lines at any time.
- 1.4 If multiple calls require moving on to the next location, use signs, barriers, tape or other means to mark the hazard to protect the public. The lines may become energized before they are repaired.

2.0 MVA with Wires Involved

- 2.1 If no one is in the vehicle or the vehicle occupants are dead and the vehicle is on fire, wait for the electric utility to arrive and the electric line de-energized before attempting any action. Protect exposures and wait for the utility. Control water run-off from impacting the energized area.
- 2.2 If a downed wire is on a vehicle with occupants, instruct the vehicle occupants to remain calm and in the vehicle. Even if the wire is sparking, have the occupants remain in the vehicle. Keep at least 30 feet from the vehicle and downed wire. If the vehicle is operational and the driver is conscious, you can instruct the driver to attempt to move the vehicle. Wires can recoil when released. Take into account that the wire may recoil.
- 2.3 If the vehicle is on fire with a downed wire and the vehicle occupants are still inside, use dry chemical extinguishers to attempt to suppress the fire. Keep as far away as possible when using the dry chemical extinguisher – shuffle as you approach the vehicle (step potential) - keep at least 30-feet away. If water must be used, use a wide fog pattern and maintain a 30 foot distance. A wide fog with proper distance establishes an air gap between water drops which should provide protection from the energized source. Realize that you may not be able to affect a rescue without endangering yourself or other first responders. There could be circumstances and a point where a rescue should not be attempted or should be discontinued.

3.0 Substation Fire

- 3.1 Realize that there is no need to attempt to extinguish fires involving electric equipment in substations or switch stations. Attempting to do so can be extremely dangerous and deadly.
- 3.2 Remain at least 500 to 1000 feet away and upwind from any substation or switch station on fire.
- 3.3 Beyond the electric hazards associated with the very high voltage, transformers and other electric equipment can contain large quantities of oil that could BLEVE. Large electric towers and other electric equipment could fail and fall or be projected from substation fires. Extreme caution is needed.
- 3.4 Other hazardous materials such as asbestos, batteries and PCBs may also be encountered.

Newmarket Fire & Rescue

Standard Operating Guidelines

SOG 702 –Electrical Equipment or Wires Down Incidents

- 3.5 Substations may have direct current (DC) energy from batteries as an emergency electric source of power. Typically 120-140 VDC comprised of at least 10 or more batteries.
- 3.6 Wait for the electric utility before taking any action near the substation. Establish a hot zone and wait for the utility. Never enter a substation or switchyard without the permission and accompaniment of electric utility personnel. Coordination with the electric utility is extremely important and necessary. See Table E-1 for guidance.

4.0 Vault or Manhole Fire

- 4.1 Realize that there is no need to attempt to extinguish fires involving electric equipment in vaults and manholes. Attempting to do so can be extremely dangerous and deadly.
- 4.2 Remain at least 300 to 500 feet away and upwind from any vaults or manholes on fire.
- 4.3 Nearby manholes and vaults can become impacted and explode.
- 4.4 Manholes and vaults are confined spaces and hazards associated with confined spaces need to be considered. Other hazardous materials such as asbestos and PCBs may also be encountered.
- 4.5 Do not park near other vaults or manholes. Electric equipment can explode causing manhole covers and other material to be projected. The electric fire could expand to other manholes and vaults as the electric wires heat and the electric short travels along the electric line.
- 4.6 Keep the area clear. Establish a hot zone and wait for the electric utility. Never enter a manhole or vault without an “all clear – ok” from the electric utility. Coordination with the electric utility is extremely important and necessary.

5.0 Pole Fire

- 5.1 Poles can have electric equipment on tops that contain oil. Poles on fire can become structurally unsound and fall.
- 5.2 Secure the area and wait for the electric utility. Protect exposures.
- 5.3 Keep away from the pole and electric line. Park away from the pole line on the opposite side of the street at least two full pole spans away for the pole on fire.
- 5.4 Do not use water or foam to extinguish the fire. The water stream can act as a conductor and could cause the water, hose, and engine to become energized and any person in contact / nearby could be killed.
- 5.5 If water is used to protect exposures, prevent water run-off and flow from impacting the energized area. See Table E-1 for guidance.

6.0 Wild Land Fire involving Transmission Lines

- 6.1 Smoke from fires near very high voltage electric lines can act as a conductor causing an electric arc to the ground.
- 6.2 The intense heat of fires may cause electric towers to become structurally unsound and fall.
- 6.3 Keep emergency personnel and equipment at a safe distance of at least 150-feet or three full tower heights away and upwind.

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 704 – Bomb Threats and Explosive Devices

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *bomb threats and explosive devices*.

GUIDELINES:

Bomb Threats:

- 1.0 The Police Department is the initial responder to a bomb threat. The fire department will respond only upon request of the Police.
- 2.0 Fire department response will be lights only to a staging area at least 1000 ft from the scene, unless otherwise directed by Incident Command.
- 3.0 All units responding will sign on the air responding only. There will be **NO RADIO OR CELL PHONE TRAFFIC** when near the scene or on the scene. All radio traffic, including portable radios shall not be used any closer than one (1) block away.
- 4.0 Apparatus shall stage no closer than 1,000 feet in case of detonation.
- 5.0 Once area is secured normal radio procedures may be resumed.
- 6.0 The fire department will clear once area is secured and on approval of the Police Department.

Explosive Device incidents:

- 1.0 A Chief Officer shall be notified immediately (not by radio) whether on scene or at home.
- 2.0 The area shall be secured, evacuated and cordon off using barrier tape.
- 3.0 The device shall not be moved, touched or disturbed under any circumstances.
- 4.0 The Police Department shall be notified immediately (not by radio).
- 5.0 The Chief Officer at the scene will notify Dispatch to call the NH State Police Bomb Squad.
- 6.0 The area shall remain secured until after the arrival of the bomb squad and be release with the advice of the squad's representative.

Newmarket Fire & Rescue Standard Operating Guidelines SOG 705 – Response to Violent Incidents

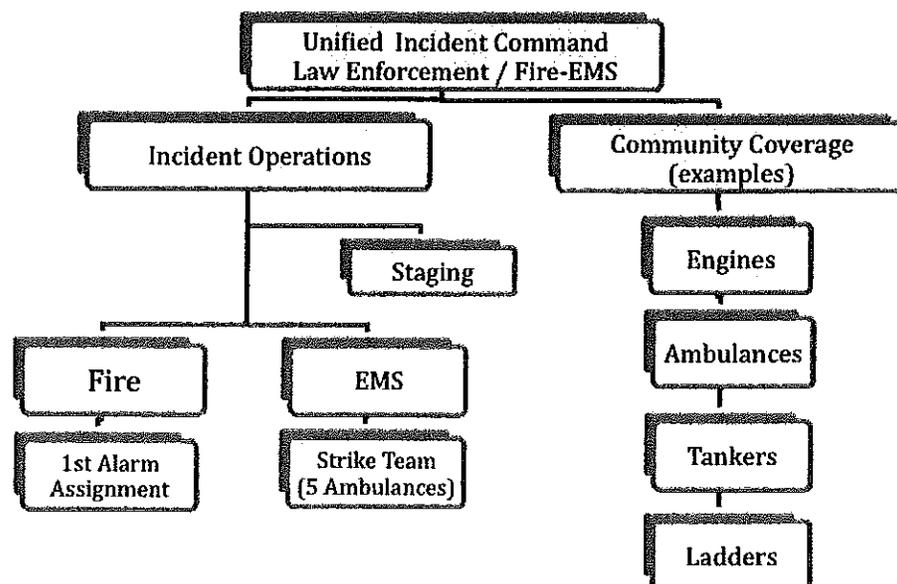
OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *Response to Violent Incidents*.

GUIDELINES:

- 1.0 These guidelines are adopted by the Seacoast Chief Fire Officers Mutual Aid District to provide guidance during a violent incident involving law enforcement. These incidents are low frequency, however high risk, incidents that need to have a level of pre planning and adequate staffing to ensure a successful outcome.
- 2.0 In the event of a Law Enforcement Action or Active Shooter Incident the Unified Commanders must take several things into consideration. This includes escalation of the current incident as well as the normal every day calls that will continue to occur within the community. Some items to take into consideration should be:
 - Assigning a Fire Department Officer to the Unified Command Post to provide assistance as well as gathering information as the incident continues.
 - Provide adequate Fire and EMS resources to handle the Violent Incident currently and plan for escalation. POV's should not enter the scene.
 - Requesting the Seacoast Chief Fire Officers Mobile Command Unit.
 - Requesting the Seacoast Region Type 3 Incident Management Team.
 - Provide adequate Fire and EMS resources to handle the normal activity with the community.

Typical Command Structure:



Newmarket Fire & Rescue Standard Operating Guidelines SOG 706 – Railroad Emergencies

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *railroad emergencies*.

GUIDELINES:

When an emergency occurs on or near the railroad tracks, it is essential that emergency response teams and police work closely with the railroad officials who are trained to assist in rescue and investigation efforts.

- 1.0 Contact railroad officials immediately via Newmarket Dispatch.
- 2.0 Do not park on the tracks - position emergency vehicles to protect the site.
- 3.0 Do not permit anyone to crawl under or between rail cars.
- 4.0 Do not go on the right of way until all trains have been stopped.
- 5.0 Release the train as soon as possible.
- 6.0 To stop a train:
 - 6.1 Inform railroad via Newmarket Dispatch.
 - 6.2 Place Red Flares adjacent to the rails at least one mile in either direction of the accident site.
 - 6.3 Standing outside the tracks, slowly swing lighted flare horizontally back and forth at knee to hip level at least one mile in either direction of the accident site.
- 7.0 Basic railroad safety:
 - 7.1 Do not walk near the tracks except in an emergency.
 - 7.2 Never step on the rails when crossing the tracks.
 - 7.3 Step clear of any switch or apparatus on the tracks.
 - 7.4 Stay at least 15 feet away from all train equipment.
 - 7.5 Stand clear of all passing trains.
 - 7.6 Stay away from downed signal wires or electric overhead wires.
 - 7.7 Do not park within 15 feet of the tracks.
 - 7.8 Keep a constant lookout for approaching trains.
 - 7.9 Keep in mind a train could take over a mile to stop.

Newmarket Fire & Rescue Standard Operating Guidelines SOG 710 – Flammable Gas or Vapor Incidents

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *flammable gas or vapor incidents*.

GUIDELINES:

- 1.0 Operational procedure:
 - 1.1 Establish incident command.
 - 1.2 Approach all hazardous materials incidents from upwind, updrift, and upstream. Position vehicles and apparatus headed away from the incident scene.
 - 1.3 Isolate and deny entry into the area of the leak.
 - 1.4 Recognize and identify the material involved (use current edition of ERG Emergency Response Guide Book). The incident commander shall notify the appropriate authority and/or hazmat coordinator. Start Team contact information is located on the alarm cards.
 - 1.5 Control ignition sources in the area of the leak. Extinguish pilot lights, flares, open flames, etc. Prohibit smoking.
 - 1.6 Select and use proper protective equipment for personnel on the scene.
 - 1.7 Evacuate any civilians in the area of the leak.
 - 1.8 Attempt to locate the source of the gas and shut off devices available. **DO NOT RELY ON THE ODOR!** Use a combustible gas indicator at all times.
 - 1.9 If there is any indication of gas accumulating within a building, evacuate civilians from the structure and control ignition sources. Check for explosive concentration with a combustible gas indicator.
 - 1.10 For reported gas leaks within a building, the gas supply shall be shut off at the gas tank or supply meter. Where the combustible gas indicates an explosive concentration of 10% of the Lower Explosive Limit, fire department personnel shall evacuate the building immediately. The incident commander shall have dispatch call the electric company to shut off electrical power to the building.
 - 1.11 If there is any suspicion of any accumulation of gas within a structure, the building shall be ventilated. Any mechanical ventilation shall be positive pressure with fans set up outside the building.
 - 1.12 Use unmanned monitors, whenever possible to disperse vapors.
 - 1.13 Shutting off the flow of product and diluting it with air below its explosive limits is the objective, if it can be done in a relatively safe manner.

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 710 – Flammable Gas or Vapor Incidents

- 1.14 It is the responsibility of the spiller or generator of the hazardous materials to pay for the clean up cost. It is important to get the company name or individual's name, address and any other pertinent information.
- 2.0 Safety:
- 2.1 Responding fire apparatus shall approach no closer than 150 ft. to the reported address of the suspected leak, or one street address before the reported incident location.
- 2.2 Personnel shall approach the scene of a suspected leak on foot wearing full protective clothing. No personnel shall approach the scene of a suspected gas leak without monitoring the atmosphere with a combustible gas meter.
- 2.3 All personnel working in the vicinity of a known or suspected gas leak shall wear full protective clothing, including SCBA. Personnel working in a suspected ignitable atmosphere (i.e. attempting to mitigate a gas leak) shall use SCBA and be protected by a charged 1 ¾" hose line. The number of exposed personnel will be kept to an absolute minimum at all times.
- 2.4 A safety perimeter shall be established and maintained around any suspected petroleum product leak. "Fire Line" tape should be used to identify the safety perimeter when necessary.
- 3.0 Decontamination:
- 3.1 After the leak has been mitigated, personnel shall be decontaminated at the appropriate level based on the level of exposure.

Newmarket Fire & Rescue Standard Operating Guidelines SOG 712 – Response to Petroleum Spills

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *response to petroleum spills*.

GUIDELINES:

- 1.0 Operational procedures:
 - 1.1 Establish incident command.
 - 1.2 Approach all hazardous materials incident from upwind, updrift and upstream, positioning vehicles and apparatus headed away from the incident scene.
 - 1.3 Isolate and deny entry into the spill area.
 - 1.4 Recognize and identify the material involved (use current edition of ERG Emergency Response Guide Book). The incident commander shall notify the appropriate authority and/or hazmat coordinator. Start Team contact information is located on the alarm cards.
 - 1.5 Control ignition sources in the area of the spill, extinguish pilot lights, open flames, etc. Prohibit Smoking.
 - 1.6 The minimum level of personal protective equipment for all personnel shall be full structural firefighting gear with SCBA.
 - 1.7 Evacuate any civilian in the area of the spill or release as referenced in the ERG.
 - 1.8 Personnel trained to the Operations level or higher may perform basic containment and confinement operations under the direct authority of the Incident Commander.
 - 1.9 Do not permit the product to run-off into storm drains, culverts, or waterways. Dam the run-off as soon as possible with due consideration of minimizing product contact with personnel.
 - 1.10 Spills that have run into storm drains must be diked as soon as possible. Combustible gas readings shall be taken of any storm drains that the run-off may enter.
 - 1.11 If the spill is 5 gallons or more, or if any amount has entered the storm drains, the sewer systems, culverts or water ways, notify NH DES 603-271-3899 (after hours use SP dispatch 603-271-3636)
- 2.0 Disposal:
 - 2.1 All spills shall be picked up by a certified clean up agency listed by the DES of the State Of New Hampshire. Either DES or the property owner **MUST** contact any disposal service to avoid town liability for the cleanup costs.
 - 2.2 Absorbent materials like pads, booms, and particulate matter such as speedy dry or sand, may be used to absorb small spills. The picking up of this type of material must be performed with non-sparking tools (plastic or aluminum shovels are recommended)
 - 2.2.1 All contaminated material shall be left for the certified clean up agency for ultimate disposal of the contaminated products.

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 712 – Response to Petroleum Spills

- 2.3 It is the responsibility of the spill generator or responsible party of the hazardous material to pay for the clean up costs. It is important to get the company name or individual names, address, telephone numbers, insurance company and any other pertinent information.
 - 2.4 If the responsible party refuses to accept responsibility or cannot be immediately identified, then notify the Hazmat Coordinator or a Chief Officer.
- 3.0 Safety:
- 3.1 Responding fire apparatus shall approach no closer than 150 ft. to the reported address of the suspected spill, or one street address before the reported incident location so as to evaluate the scene.
 - 3.2 All personnel working around a gasoline spill or release where flammable vapors are suspected or identified shall wear full structural firefighting gear including SCBA.
 - 3.3 Personnel working in a suspected ignitable atmosphere shall be protected by a charged 1 ¾” line. The number of personnel should be kept to an absolute minimum at all times.
 - 3.4 A safety perimeter shall be established and maintained around and suspected gasoline release. “Fire Line” tape should be used to identify the safety perimeter when necessary
- 4.0 Decontamination:
- 4.1 After the leak has been mitigated, personnel shall be decontaminated at the appropriate level bases on the level of exposure.

Newmarket Fire & Rescue Standard Operating Guidelines SOG 714 – Carbon Monoxide Alarms

OBJECTIVE:

The following are guidelines that all members of the Newmarket Fire & Rescue should follow regarding *Carbon Monoxide Alarms*.

GENERAL INFORMATION:

Carbon Monoxide is an odorless, tasteless, colorless gas that is deadly. It is a by-product of a fuel burning process. Many appliances such as furnaces, kitchen stoves, hot water heaters, automobiles etc. can produce Carbon Monoxide. When a faulty or unusual condition exists, Carbon Monoxide may be vented into areas where people are present. Carbon Monoxide poisoning may be difficult to diagnose. Its symptoms are similar to the flu, which may include headaches, nausea, fatigue, and dizzy spells.

The Occupational Safety and Health Administration (OSHA) have established a maximum safe working level for Carbon Monoxide at 50 PPM over an 8-hour period in the general work place. The U.S. Environmental Protection Agency (EPA) has established that residential levels are not to exceed 9 PPM over an 8-hour period.

GUIDELINES:

- 1.0 Response Procedures:
 - 1.1 The first arriving Officer or Engine Company shall establish command and scene safety.
 - 1.2 Verification shall be made whether the alarm is coming from a smoke detector or a Carbon Monoxide detector.
 - 1.2.2 With SCBA in place, investigate the cause of the alarm.
 - 1.2.3 Determine if any person at the scene is exhibiting symptoms of Carbon Monoxide poisoning. If so, immediately evacuate and ventilate the premises, be certain to use SCBA.
 - 1.3 If no one exhibits any symptoms of Carbon Monoxide poisoning, it may be necessary to evacuate or ventilate the premises if a level of over 9 PPM (over base-line) is detected by the CO metering device.
 - 1.4 Gather information from the homeowner/occupant(s) about what they were doing and what if any appliances were being used.
 - A - How long has the detector been alarming?
 - B - Has the dwelling been ventilated? If so, how long?
 - C - Was any vehicle running in the attached garage?
 - D - Where is the detector located?
- 2.0 Carbon Monoxide Investigation Procedure:
 - 2.1 Zero meter in fresh air (determine a zero baseline).
 - 2.2 All personnel shall make complete use of their SCBA in any atmosphere where CO contamination is suspected or unknown.

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 714 – Carbon Monoxide Alarms

- 2.3 Initiate a survey of the premises to determine if there are any atmospheres in excess of 9 PPM of Carbon Monoxide present.
- 2.3.1 Reading of 9 PPM or less:
- A - Inform the owner/occupant that the department's CO detection equipment **did not** detect an elevated level of CO at this time.
 - B - Recommend that the owner/occupant check their CO detector per the manufactures recommendation.
 - C - Attempt to reset the detector.
 - D - Inform the owner/occupant that if the detector activates again to call 911.
- 2.3.2 Reading of more than 9 PPM but less than 100 PPM:
- A - Any reading above 9 PPM shall be considered above normal reading.
 - B - Inform the owner/occupant that the department's CO detection equipment **did** detect a potentially dangerous level of CO.
 - C - Recommend that all persons leave the premises and begin to ventilation of the building.
 - D - Once the premise has been reduced to a safe level of CO, attempt to reset the detector.
 - E - Once the premise has been reduced to a safe level of CO the premises may be occupied at the discretion of the owner/occupant.
 - F - Inform the owner/occupant that if the detector activates again to call 911.
 - G - The owner/occupant shall be informed of the action taken.
- 2.3.3 Reading of 100 PPM or greater:
- A - Any reading of 100 PPM or greater shall be considered a potentially lethal reading.
 - B - Inform the owner/occupant that the Department's CO detection equipment **did** detect a potentially lethal level of CO.
 - C - Order all persons to leave the premises and begin to ventilate.
 - D - Locate the source of CO and shutdown or remove the equipment.
 - E - Inform the owner/occupant to contact a repair service.
 - F - Once the premises have been reduced to a safe level of CO the premises may be occupied at the discretion of the owner/occupant.
 - G - Attempt to reset the detector.
 - H - Inform the owner/occupant that if the detector activates again to call 911.
 - I - The owner/occupant shall be informed of the action taken.

Newmarket Fire & Rescue Standard Operating Guidelines SOG 720 – Surface Ice Rescue Operations

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *surface ice rescue operations*.

GUIDELINES:

1.0 Response:

- 1.1 Per the Response SOG, the Utility and Boat should respond to any ice rescue incident. Additional apparatus may respond to provide more personnel and equipment.
- 1.2 At least 2 ambulances should be dispatched. One dedicated to the scene for emergency responders (rehab) and one dedicated to the patient. If multiple patients are in the water, multiple ambulances should be requested.
- 1.3 ALS should be requested upon notification of a possible Ice Rescue.
- 1.4 A minimum of 10 personnel are required for an Ice Rescue, not including the medical crews on standby. If less than 10 personnel are available, request mutual aid.

2.0 Safety:

- 2.1 An Incident Commander and Safety Officer shall be assigned. The IC shall perform a risk-benefit analysis before sending rescue crews onto the ice
- 2.2 A primary and reserve rescue crew shall be filled each consisting of:
 - 2.2.1 1 Rescuer
 - 2.2.2 1 Tender
 - 2.2.3 2 Line Pullers
- 2.3 If personnel are available, 2 additional rescue crews should be assembled and placed on standby.
- 2.4 Adequate lighting should be established.
- 2.5 The tender and line pullers must be equipped with personal flotation devices.
- 2.6 Any personnel within 10 feet of the water must be equipped with personal flotation devices
- 2.7 At no time is it acceptable for a member to attempt to "go" without proper
- 2.8 PPE, a tether line and back up.

3.0 Operations:

- 3.1 Establish verbal contact with victim(s).
- 3.2 Determine number and condition of victim(s). If victim is responsive, ask "Are you alone?"

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 720 – Surface Ice Rescue Operations**

- 3.3 Assess condition of ice.
- 3.4 Conduct risk/benefit analysis and make go/no go decision.
- 3.5 Develop and implement plan to retrieve victim(s).

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 802 – Member Residency**

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *member residency*.

GUIDELINES:

- 1.0 All personnel must live either in Newmarket or one of its bordering towns.
(Lee, Newfields, Durham, Epping)
- 2.0 Members living out of town must reside within a ten (10) minute response time to the station.

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 803 – Mobile Command Unit**

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *Mobile Command Unit*.

GUIDELINES:

- 1.0 Response with MCU:
 - 1.1 Two members are required for response of the MCU
 - 1.2 A CDL license is required for driving the MCU
 - 1.3 The day car may be used in conjunction with the MCU if extended incident
- 2.0 Members who are responding with the MCU must have gone through the NFR Training on the setup/operation of the MCU
 - 2.1 Prior to leaving station ensure MCU is setup with fresh water tank or any other incidentals
- 3.0 Notify Newmarket dispatch and appropriate command when responding to incident

Newmarket Fire & Rescue Standard Operating Guidelines SOG 804 – Boat Response

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *Boat Response*.

GUIDELINES:

- 1.0 Response with Boat:
 - 1.1 Three members are required for response of the Boat
 - 1.2 A NH Boaters License is required for operating the boat.
 - 1.3 To be towed using forestry or utility dependent on situation.
- 2.0 Members who are responding with the Boat must have gone through the NFR Training on the setup/operation of the Boat
 - 2.1 Prior to leaving station ensure:
 - 2.1.1 Boat is secured to trailer.
 - 2.1.2 Drain plug is in place.
 - 2.1.3 Fuel tanks are full.
 - 2.1.4 All safety equipment is present.
- 3.0 Notify Newmarket dispatch and appropriate command when responding to incident

**Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 808 – Fulltime Shift Coverage**

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *fulltime shift coverage*.

GUIDELINES:

1.0 Eligibility requirements

- 1.01 Be a member in good standing.
- 1.02 Meet monthly hour requirements for previous 3 months.
- 1.03 Meet the monthly training requirements for previous 3 months.
- 1.04 Will be reviewed on a quarterly basis.

2.0 Notification of available shifts

- 2.01 Open shifts will be posted on the google group.
- 2.02 Shifts will be filled on a first come first serve basis with preference given to EMT and Driver Operator.

3.0 Shift requirements

- 3.01 Members should wear their issued Newmarket Fire and Rescue shirt.
- 3.02 Members should participate in all activities normally performed on that day.
- 3.03 Members are to remain at the station or with a department vehicle for the duration of their shift.

4.0 Compensation

- 4.01 Members covering shifts shall be paid \$15.00 per hour for coverage.
- 4.02 Members covering shifts are part time per diem.

Newmarket Fire & Rescue
Standard Operating Guidelines
SOG 814 – Signing up for Duty

OBJECTIVE:

The following are guidelines that all members of Newmarket Fire & Rescue should follow regarding *signing up for duty*.

GUIDELINES:

- 1.0 Compensation
 - 1.01 Members are responsible for filling out post run documentation for each call. If documentation is not filled out, NO members of the responding crew can be paid.
- 2.0 Non-Duty compensation
 - 2.01 Members not signed up for duty will be paid \$15.00 for responding to a call.
- 3.0 Duty compensation:
 - 3.01 Members who are signed up for duty will be paid \$25.00 for responding to a call.
 - 3.01.1 Personnel must have been signed up for duty at the time of the call to be eligible for duty pay.
 - 3.01.2 All probationary members and recruits will be paid \$15.00 for responding to a call even if signed up for duty.
- 4.0 Duty requirements
 - 4.01 Hour requirements
 - 4.01.1 All officers are required to sign up for 32 hours of duty per month.
 - 4.01.2 All senior firefighters are required to sign up for 28 hours of duty per month.
 - 4.01.3 All members are required to sign up for 24 hours of duty per month.
 - 4.01.4 Required duty time cannot be during hours covered by full time staff (8am – 4pm, M-F) or during scheduled training hours (Tuesday 6:30-9:30).
 - 4.01.5 12 hours of the duty requirement shall be for weekend night coverage (Friday, Saturday, Sunday) between the hours of 1900 and 0700.
 - 4.02 If a member is dual qualified, they must sign up for Fire/EMS duty.
 - 4.03 Duty hours will be reviewed on a quarterly basis at the Officer's Meeting.
- 5.0 Priority for EMS probationary duty time
 - 5.01 Probationary members may sign up for duty at any time.
 - 5.02 Recruit members must sign up with a mentor
- 6.0 Station Coverage
 - 6.01 Once station coverage is established, all members that have made themselves available at the station for calls (or other duties as assigned) will be paid the duty pay rate of \$25.00 per call for all calls during the period of time they were providing station coverage.