

Ucluelet Fire Rescue Operational Guidelines

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OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>		
	OG Title: Occupational Health & Safety Program	
	OG Number: 1.00	
	Original Date: 2020-01-01	Revision Date: 2020-07-24

PURPOSE:

To provide a safe and healthy environment and working conditions, and to promote a positive attitude towards health and safety within the Ucluelet Fire Rescue (UFR).

PROCEDURE:

All members will be familiar with, and carry out their responsibilities as outlined in the UFR Occupational Health & Safety (OH&S) Program Manual. The UFR Occupational Health & Safety Program Manual will be reviewed by the OH&S Committee annually and updated, as necessary.

REFERENCES:

National Fire Protection Association 1500. (2018). *NFPA 1500: Standard on Fire Department Occupational Safety, Health, and Wellness Program*

Ucluelet Fire Rescue. (2019). *Occupational Health and Safety Program Manual*

WorkSafe BC. (n.d.). *OHS Guidelines Part 31: Firefighting*. Retrieved from <https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-guidelines/guidelines-part-31>

Fire Chief _____



OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Personnel Accountability System
	OG Number: 1.02
	Original Date: 2020-01-01

PURPOSE:

To account for the location and safety of all Ucluelet Fire Rescue members during emergency incidents and training scenarios.

PROCEDURE:

Incident Command (IC) will use the passport accountability system to identify and track all personnel and companies during emergency incidents and training exercises.

IC Boards will be located in the front of all apparatus.

Each member will be issued two accountability tags bearing their last name. Probationary and Exterior Firefighters will have green tags. Interior / Full-Service Firefighters will have yellow tags. Company Officers will have red tags. Chief Officers will have white tags.

One accountability tag will be collected by the Company Officer and attached to the Company Passport. The members' other tag will be attached to the velcro in the apparatus, in exchange for a helmet patch. The helmet patch will then be applied to the front of the members' helmet.

Transfer of name tags will take place prior to assignment at an incident.

Upon arrival at the the incident scene or training scenario, the Company Officer will hand the passport to IC or the Staging Officer. IC or the Staging Officer will attach the passport to their IC Board, based on the firefighter's assignment.

When reporting to Rehab, members will provide their accountability tag to the Rehab Officer. Upon completion of rehab, members will provide their tag to the staging Officer or IC.

Members will be classified as either "Assigned," "Staged," or "in Rehab" at all incidents.

IC will conduct a Personnel Accountability Report (PAR) when tactical benchmarks have been reached or if an unusual or unplanned event occurs.

REFERENCES:

Jones & Bartlett. (2020). *Fundamentals of Fire Fighter Skills and Hazardous Materials Response*. (4th edition)

National Fire Protection Association. (2014). *NFPA 1561: Standard on Emergency Services Incident Management System and Command Safety*

OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>		
	OG Title: Personnel Accountability System	
	OG Number: 1.02	
	Original Date: 2020-01-01	Revision Date: 2020-08-04

Fire Chief 

OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Reporting of Injuries
	OG Number: 1.03
	Original Date: 2020-01-01

PURPOSE:

To establish procedure for managing and reporting of injuries or exposure to diseases including airborne, bloodborne, blood or body fluids, non-impact skin, percutaneous or permucosal exposure.

PROCEDURE:

When an injury or exposure occurs, the member must report it to the Officer in Charge or Incident Command (IC) immediately.

If the member required first aid, the first aid attendant will complete Worksafe BC Form 55B23, "First Aid Record".

If the incident requires medical attention beyond the level of service provided by the first aid attendant, the member will notify Worksafe BC at 1-888-967-5377 as soon as possible.

The member will fill out a Worksafe BC Form 6A ("*Worker's Report of Injury or Occupational Disease to Employer*") and submit it to the Fire Chief as soon as practical.

An investigation must take place in any of the following cases:

- A member required medical treatment,
- There was an incident that had potential for causing serious injury, or
- A member exhibits signs or reports symptoms of exposure to a hazardous substance.

The investigator will complete and submit to the Fire Chief, WorkSafe BC Form 52E40, "*Incident Investigation Report*", and Form 7, "*Employer's Report of Injury or Occupational Disease*".

REFERENCES:

Office of the BC Provincial Health Officer. (1998). *Protocol for Protecting Emergency Responders from Communicable Diseases*

Ucluelet Fire Rescue. (2019). *Occupational Health and Safety Program Manual*

WorkSafe BC. (2009). *Controlling Exposure: Protecting Workers from Infectious Disease*

OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>	
	OG Title: Response to Influenza-Like Illness Calls
	OG Number: 1.04
	Original Date: 2020-01-01

PURPOSE:

To minimize risks to fire department members when responding to calls involving patients who exhibit signs or symptoms of respiratory or Influenza-Like Illness (ILI).

PROCEDURE:

For incidents involving a possible ILI patient, and where the Ucluelet Fire Rescue (UFR) arrives on scene prior to BC Ambulance, entry into the general area of the patient or patients will be limited to a maximum of two members.

The minimum level of personal protective equipment (PPE) used on ILI calls will be coveralls with firefighting boots, procedural mask, and non-latex gloves. Glasses or a face shield is recommended on all medical calls.

The initial assessment of the patient will be by verbal and visual means and will take place while maintaining a 2-meter distance from the patient. If anyone in the household has a cough, fever, sore throat, fatigue, or difficulty breathing, they must be asked to leave the room.

The following questions will be asked prior to engaging in patient care:

1. Do you have any of the following symptoms?

- Fever
- New onset of a cough or worsening of a previous cough or shortness of breath
- Sore throat
- Runny nose
- Headache
- Loss of sense of smell or appetite
- Diarrhea, nausea, and / or vomiting

If the patient answers “Yes” to one or more screening questions, or is unconscious or requires airway management, then members will wear a gown, N95 or equivalent respirator, face shield, and gloves.

When a BC Ambulance crew is on scene with a possible ILI patient prior to UFR crews, Incident Command (IC) will make contact with BCAS prior to entering the patient area to determine whether UFR assistance is required. If UFR assistance is not required, no member will enter the area where the patient(s) is/are. This communication may need to be done radio via fire dispatch.

If UFR assistance is required, UFR personnel will endeavour to maintain a 2-meter distance from the patient. In many cases, this may not be practical for patient care.

OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Response to Influenza-Like Illness Calls
	OG Number: 1.04
	Original Date: 2020-01-01

Decontamination:

All PPE that is used is considered contaminated and must be cleaned / discarded as such.

Members will decontaminate prior to mounting the apparatus and leaving the incident scene. If members are asked by BC Ambulance crews to provide assistance with patient treatment during transport to the hospital, then decontamination will take place prior to arriving back at the firehall.

All UFR equipment will be cleaned and disinfected with the appropriate cleaner or disinfectant. If the BC Ambulance crew is still on scene and it is appropriate to do so, place used disposable PPE into a garbage bag and request that they dispose of it.

Non-disposable PPE will be placed into a garbage bag and brought back to the firehall for cleaning, following the manufacturer's recommendations.

All re-useable medical equipment will be wiped down with disinfectant wipes prior to being placed back onto the apparatus. Gloves and eye protection will be worn during disinfection.

Doffing PPE will take place in the following order:

1. Remove gloves
2. Perform hand hygiene
3. Remove gown
4. Perform hand hygiene
5. Remove face shield.
6. Remove safety glasses if worn
7. Remove respirator
8. Perform hand hygiene

Normal decontamination process of fire apparatus will be followed. This includes wiping down all interior hard surfaces with disinfectant wipes.

REFERENCES:

British Columbia Emergency Health Services. (2020). *COVID-19 PPE Practice Guideline*

British Columbia Emergency Health Services. (2020). *Modified Risk Assessment for PPE with ILI / COVID-19 Doorway Assessment*

Ucluelet Fire Rescue Operational Guidelines. (2020). OG 2.01: *Personal Protective Equipment*

OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>		
	OG Title: Response to Influenza-Like Illness Calls	
	OG Number: 1.04	
	Original Date: 2020-01-01	Revision Date: 2022-10-05

Fire Chief 

OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Salvage and Overhaul Safety
	OG Number: 1.05
	Original Date: 2020-01-01

PURPOSE:

To establish safety guidelines for performing salvage and overhaul.

PROCEDURE:

Members will wear full personal protective equipment including SCBA during salvage and overhaul;

Hazards that must be considered when performing salvage and overhaul include, but are not limited to:

- Exposure to carcinogens;
- The structural integrity of the building must be considered before salvage and overhaul are started (consideration should be given to increased loads due to accumulated water, water-soaked contents, and risk of collapse);

Members are subject to sprains and strains during these operations and must ensure that care is used when lifting objects and moving about debris;

- Members in post-fire operations must be aware of the contents of the structure and be careful when working in the structure;
- Contamination can occur by way of inhalation, ingestion, sharps, contact with contaminants, toxins, or potential carcinogens;
- Gas and electricity to the structure will be isolated prior to salvage and overhaul commencing whenever possible;
- Ventilation will continue until salvage and overhaul activities have been completed;

Physical stress will be monitored by all members and firefighter rehab will occur in accordance with Operational Guideline #1.08, *"Incident Rehabilitation."*

REFERENCES:

National Fire Protection Association 1500. (2018). *NFPA 1500: Standard on Fire Department Occupational Safety, Health, and Wellness Program*

Ucluelet Fire Rescue Operational Guidelines. (2020). OG 1.08: *Incident Rehabilitation*

Fire Chief _____



OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Personal Decontamination
	OG Number: 1.06
	Original Date: 2020-01-01

PURPOSE:

Firefighters are more likely to develop certain types of cancer than the general public. Contaminated personal protective equipment (PPE) can continue to emit harmful gases for several hours after exposure. Proper decontamination of PPE and firefighting personnel can minimize inherent risks to firefighters and their families.

PROCEDURE:

Avoid unnecessary direct skin contact with contaminated clothing and / or equipment.

After exposure to an Immediately Dangerous to Life and Health (IDLH) environment, members will perform gross decontamination of PPE at the fire scene, prior to doffing.

The steps in decontamination will include, as a minimum:

- Members will hose each other down with the provided garden hose;
- While still wearing your PPE, another member will hose down all of your outer PPE with water and mild detergent and a soft bristle brush if necessary. Ensure that soap and any potential contaminants are completely rinsed off;
- Remove firefighting gloves and clean your hands with personal decon wipes prior to donning medical gloves;
- Remove all bunker gear and place it into a garbage bag. Tie the garbage bag off and place it into an exterior compartment of the fire apparatus. Ensure there is no risk of cross-contamination;
- Doff your medical gloves and clean your hands thoroughly;
- Don a new pair of medical gloves;
- Using personal decontamination wipes, wipe down your head, neck, jaw, throat, arm pits, arms, and torso;
- Doff medical gloves and clean your hands thoroughly;

After returning to the fire hall, the interior of the fire apparatus and all other gear that may have potentially been exposed will be decontaminated following the proper procedure;

PPE will be thoroughly washed and thoroughly inspected (and documented) at least annually or whenever it is visibly soiled or has been exposed to an IDLH environment.

REFERENCES:

National Fire Protection Association. (2013). NFPA 1971: *Standard on Protective Ensembles for Structural Fire Fighting and Proximity Fire Fighting*

OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>		
	OG Title: Personal Decontamination	
	OG Number: 1.06	
	Original Date: 2020-01-01	Revision Date:

Ucluelet Fire Rescue Operational Guidelines. (2020). OG 2.01: *Personal Protective Equipment*

WorkSafe BC. (n.d.). *OHS Guidelines Part 31: Firefighting*. Retrieved from <https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-31-firefighting>

Fire Chief _____



OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>	
	OG Title: Incident Rehabilitation
	OG Number: 1.08
	Original Date: 2020-01-01

PURPOSE:

To outline a systematic approach for the rehabilitation of members operating at incidents and training exercises.

PROCEDURE:

Incident Command (IC) will consider the circumstances of each incident and make adequate provisions early in the incident for the rest and rehabilitation of all members at the scene.

At major incidents, a Rehabilitation Officer will be assigned to establish, monitor, and control the rehabilitation of firefighters. Often IC will assume this role.

All members entering and leaving rehab will be assigned by IC and will be tracked through the personnel accountability system.

The Rehabilitation Officer will request necessary resources for rehabilitation of personnel (ie: water, juice, food).

All members will maintain hydration on an ongoing basis (pre-incident, incident, post-incident).

Company Officers will maintain an awareness of the physical and mental conditions of each member operating within their span of control and ensure adequate steps are taken to provide for each member's safety and health.

When required, BCEHS will be assigned to the Rehabilitation Sector to assist in monitoring and evaluating members.

BCEHS staff working in the Rehabilitation Sector have the authority to use their professional judgement to keep members in rehabilitation or to transport them to hospital for further medical evaluation or treatment.

Members will undergo rehabilitation following the use of their second self-contained breathing apparatus (SCBA) cylinder or 40 minutes of intense work without SCBA.

Members will not return to operations if they do not feel adequately rested; if BCEHS or supervisory staff observe evidence of medical, psychological, or emotional distress; or if the member appears otherwise unable to safely perform his or her duties.

OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>	
	OG Title: Incident Rehabilitation
	OG Number: 1.08
	Original Date: 2020-01-01

Members entering rehab will consume fluids, regardless of thirst, during rehabilitation and be encouraged to continue hydrating after the incident.

The following vital signs will be obtained for all members entering rehab:

- Blood pressure
- Heart rate
- Temperature
- Respiratory rate
- Pulse oximetry
- Carbon Monoxide exposure (when feasible)

A Rehab Log will be maintained and will include the following information:

- Firefighter name
- Time in / Time out
- Vital Signs
- Firefighter disposition

Members with abnormal vital signs or symptoms will be removed from active duty until cleared by medical personnel.

Upon release from rehab, members will either be:

- Cleared for duty
- Maintained in rehab for further monitoring, or
- Transported to hospital for medical evaluation / treatment.

REFERENCES:

National Fire Protection Association. (2020). NFPA 1561, *“Standard on Emergency Services Incident Management System and Command Safety”*

National Fire Protection Association. (2015). NFPA 1584, *“Standard on the Rehabilitation Process for Members During Emergency Operations and Training Exercises”*

OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>		
	OG Title: Incident Rehabilitation	
	OG Number: 1.08	
	Original Date: 2020-01-01	Revision Date: 2023-01-01

Fire Chief 

OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>	
	OG Title: Rapid Intervention Team
	OG Number: 1.09
	Original Date: 2020-01-01

PURPOSE:

The Rapid Intervention Team (RIT) will be established to increase safety for all firefighters who may be exposed to an Immediately Dangerous to Life and Health (IDLH) atmosphere or to other incident hazards that may require firefighter rescue.

PROCEDURE:

The RIT will be comprised of a minimum of two (2) trained firefighters who are suitably equipped and trained. RIT will be established prior to a second interior entry team and not more than ten (10) minutes after initial interior attack. The RIT will obtain a briefing from the Incident Commander.

The RIT will assume a ready state, with personal protective equipment appropriate to the hazards. The RIT will have all the appropriate tools for the type of incident. (ie: For structure fires, this will include a charged hose line long enough to access the furthest point, flashlights, forcible entry tools, radios, and RIT SCBA pack.)

The RIT must not engage in any duties that limit their ability to make a prompt response to rescue an endangered firefighter while interior structural firefighting is being conducted. Any task being performed by the RIT must allow for abandonment without placing interior firefighters at additional risk if rescue or assistance is needed.

The RIT will remain in readiness until IC declares the incident under control and there is no longer an IDLH atmosphere.

Upon report of a lost, trapped, or missing firefighter, an “emergency traffic” signal will be initiated. Command will deploy the RIT to the last reported location of the company.

Whenever an RIT is deployed it will be replaced as soon as possible with a minimum of four (4) firefighters to back up crews involved in the rescue operation.

If a RIT is required to a location where the company officer or team leader is incapacitated (physically or emotionally) the RIT Leader will assume responsibilities for the area in which the emergency exists. All activities will be coordinated to maximize the rescue operation.

REFERENCES:

National Fire Protection Association. (2020). *NFPA 1407: Standard for Training Fire Service Rapid Intervention Crews*

OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>	
	OG Title: Rapid Intervention Team
	OG Number: 1.09
	Original Date: 2020-01-01

National Fire Protection Association. (2018). NFPA 1500: *Standard on Fire Department Occupational Safety and Health, and Wellness Program*

National Fire Protection Association. (2020). NFPA 1561 *Standard on Emergency Services Incident Management System and Command Safety*

Ucluelet Fire Rescue Operational Guideline. (2020). OG 1.10: *Emergency Communications*

WorkSafe BC. (n.d.). *OHS Guidelines Part 31: Firefighting*. Retrieved from <https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-31-firefighting>

Fire Chief _____



OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Emergency Communications
	OG Number: 1.10
	Original Date: 2020-01-01

PURPOSE:

To promptly alert all members when a potentially catastrophic fire-ground hazard affecting firefighter safety has occurred or appears imminent.

PROCEDURE:

When Incident Command (IC) or the Incident Safety Officer (ISO) determines that it is necessary for crews to immediately abandon an emergency scene, the following procedure will be followed:

- IC will broadcast *“Emergency Traffic, Emergency Traffic, Emergency Traffic”* over the radio.
- All unnecessary radio traffic will cease.
- IC will use common terminology to broadcast the type of emergency, change in conditions, or tactical operations.
- IC will direct apparatus air horns to be continuously sounded once the *“Emergency Traffic”* broadcast has been completed;
- Upon abandonment, all personnel are to report to the Staging Officer. In instances where a dedicated Staging Officer has not been established, members will report to IC.
- When abandonment is complete, IC will conduct a role call (Personnel Accountability Report) of all personnel at the scene.

In the event that a firefighter is in imminent danger or personal distress, the following process will take place:

- The firefighter will key the mic on their portable radio and state, *“Mayday, Mayday, Mayday, this is Firefighter (name)”*
- IC will verbally acknowledge the Mayday over the radio;
- All unnecessary radio traffic will cease and the firefighter or team leader who initiated the Mayday will contact IC with a LUNAR Report. The report will consist of the following information:
 - Location
 - Unit or Team ID
 - Name of the firefighter(s)
 - Air level in SCBA
 - Resources needed
- If unable to self rescue, the firefighter will lie on their side, manually activate their PASS alarm, and ensure that their flashlight is turned on and pointed toward the ceiling;
- IC will notify Fire Dispatch of the Mayday and initiate procedures to rescue the firefighter(s). (ie: RIT deployment);

OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Emergency Communications
	OG Number: 1.10
	Original Date: 2020-01-01

- Once the Mayday has concluded, IC will conduct a Personnel Accountability Report (PAR);
- Once the Mayday has concluded, IC will notify Fire Dispatch and broadcast, “*Mayday cleared, resume normal radio traffic.*”

A firefighter must initiate a Mayday for any of the following circumstances:

- Any SCBA malfunction while in an Immediately Dangerous to Life and Health (IDLH) atmosphere;
- A firefighter or team member becomes incapacitated;
- A firefighter is lost, trapped, entangled, or disoriented;
- Any event that is likely to hamper a firefighter’s ability to immediately exit an IDLH atmosphere.

REFERENCES:

Jones & Bartlett. (2020). *Fundamentals of Fire Fighter Skills and Hazardous Materials Response*. (4th edition)

National Fire Protection Association. (2018). *NFPA 1500: Standard on Fire Department Occupational Safety, Health, and Wellness Program*

North Island 911 Corporation Operational Guidelines. (2020). OG 7.4.20: *Mayday Communications*

Fire Chief _____



OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Initial Fire Suppression Mode
	OG Number: 1.11
	Original Date: 2020-01-01

PURPOSE:

To establish procedure for the initial fire suppression mode at structure fires.

PROCEDURE:

A minimum of four interior qualified firefighters must be on the fireground in order to initiate an offensive fire attack or rescue operations in a building or enclosed structure which is involved in fire beyond the incipient / ignition stage.

When two firefighters enter on an offensive fire attack, one will operate the pump and may perform accountability functions. The fourth person will maintain communications with the interior team and prepare equipment to perform immediate rescue if required. Incident Command (IC) will be a member who is on the exterior.

When less than four interior qualified firefighters are assembled on the fireground, only exterior defensive firefighting operations will be initiated until additional personnel arrive on scene.

Before entering a structure, each team will ensure that they have a minimum of two portable radios, and that they are functioning properly, and on the correct tactical frequency.

Firefighters engaged in offensive structural firefighting operations will operate in teams of two or more.

Firefighters operating in hazardous areas will maintain communication with each other through visual, audible, or physical means, or safety guide rope.

Effective voice communication must be maintained between firefighters inside and outside the enclosed location.

The second company arriving at the incident scene will establish a Rapid Intervention Team (RIT). Subsequent teams may back-up the first team or be assigned according to the needs of the incident.

REFERENCES:

National Fire Protection Association. (2020). *NFPA 1407: Standard for Training Fire Service Rapid Intervention Crews*

OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>		
	OG Title: Initial Fire Suppression Mode	
	OG Number: 1.11	
	Original Date: 2020-01-01	Revision Date: 2020-08-24

National Fire Protection Association. (2018). *NFPA 1500: Standard on Fire Department Occupational Safety, Health, and Wellness Program*

Ucluelet Fire Rescue Operational Guideline. (2020). OG 1.09: *Rapid Intervention Team*

WorkSafe BC. (n.d.). *OHS Guidelines Part 31: Firefighting*. Retrieved from <https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-31-firefighting>

Fire Chief _____



OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Personnel Risk
	OG Number: 1.12
	Original Date: 2020-01-01

PURPOSE:

To establish personnel risk guidelines for Incident Command (IC) at fire ground operations.

PROCEDURE:

Activities that present a significant risk to the safety of members will be limited to situations where there is a potential to save endangered lives. Fire conditions, stage of development, time of exposure and related effects must be considered in the extent of actions employed.

The following rules of engagement will apply at all incidents:

- Size up of the tactical area of operation prior to any actioning;
- Determine the occupant survival profile;
- Firefighters' lives will not be risked for lives or property that cannot be saved;
- Limited risk will be extended to protect savable property;
- Vigilant and measured risk will be extended to protect and rescue savable lives;
- Teams will make entry together, stay together, and exit together;
- Constant awareness of air supply, situation, location, and conditions will be maintained;
- Fire-ground communications will be constantly monitored for critical radio reports;
- Report unsafe practices or conditions that can harm you. Stop, evaluate, and decide;
- Abandon your position and retreat before deteriorating conditions can harm you;
- Declare a mayday as soon as you think you are in danger.

Activities that are routinely employed to protect property will be recognized as inherent risks to the safety of members, and actions will be taken to reduce or avoid these risks.

In situations where the risk to fire department personnel is excessive, activities will be limited to defensive operations.

REFERENCES:

National Fire Protection Association. (2018). *NFPA 1500: Standard on Fire Department Occupational Safety, Health, and Wellness Program*

Ucluelet Fire Rescue Operational Guidelines. (2020). OG 1.10: *Emergency Communications*

WorkSafe BC. (n.d.). *OHS Guidelines Part 31: Firefighting*. Retrieved from <https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-31-firefighting>

Fire Chief



OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Traffic Control
	OG Number: 1.13
	Original Date: 2020-01-01

PURPOSE:

To maximize the safety of emergency responders, patients and members of the public who are operating on or near a road.

PROCEDURE:

Where a traffic obstruction exists or is created by Ucluelet Fire Rescue (UFR) vehicles or personnel, Incident Command (IC) will ensure:

- There is a barricade formed by the placement of fire apparatus; and
- Pylons are arranged to give traffic sufficient warning of the obstruction.

RCMP provide the most effective means of traffic control. Where it is evident that this level of traffic control is necessary, IC will request RCMP assistance for traffic control immediately.

Firefighters may provide temporary traffic control (for up to 2 hours) to ensure for personnel safety.

Only firefighters trained and certified to WorkSafe BC requirements may provide traffic control.

All PPE specific to the hazards involved will be used when providing traffic control.

REFERENCES:

British Columbia Municipal Safety Association. (4th ed.). (2020). *Emergency Scene Traffic Control*

National Fire Protection Association. NFPA 1091. (2019): *Standard for Traffic Incident Management Personal Professional Qualifications*

WorkSafeBC. (2020). *OHS Guidelines Part 18: Traffic Control*. Retrieved from <https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-guidelines/guidelines-part-18>

Fire Chief _____



OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Violence Prevention
	OG Number: 1.14
	Original Date: 2020-01-01

PURPOSE:

To prevent or defuse incidents of workplace violence through training and communications.

PROCEDURE:

When members are dispatched to an incident where known or suspected violence is a concern, IC will communicate with the RCMP directly or through Fire Dispatch.

In such potentially violent incidents, Ucluelet Fire Rescue (UFR) resources will stage in a safe area until the RCMP has secured the scene.

When Fire Dispatch advises UFR personnel to “wait” or “wait for the Code 5’s”, no UFR personnel or apparatus will arrive on scene until they have received confirmation from RCMP (either directly from the RCMP or through Fire Dispatch), that it is safe to do so.

When violence occurs after emergency operations have been initiated, IC will either secure immediate RCMP protection or withdraw all UFR members to a safe staging area.

At all incidents where crowd control is required for either:

- Establishing a working area;
- Ensuring the safety of UFR personnel, or;
- For protecting the public’s own safety.

IC will identify the area to be controlled to the RCMP. The RCMP will will assume responsibility for maintaining security of the area.

Should members encounter interference from anyone at the scene of an incident, RCMP will be requested through Fire Dispatch. Information that will be provided to Fire Dispatch will include the type of problem encountered and the desired action.

If unexpectedly faced with a threatening action of violence at any time, IC or the individual involved will attempt to defuse the situation (depending on the risk). If this situation arises, assess your:

- Means of egress (for immediate escape if needed)
- Aggressor’s state of mind (alcohol or drugs involved?)
- Environment (protection, weapons that could be used against you)
- Means of obtaining assistance.

OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Violence Prevention
	OG Number: 1.14
	Original Date: 2020-01-01

Maintain a minimum seven (7) foot safe zone. Do not turn your back on the individual. If the individual walks towards you, back away;

- Attempt to defuse (calm) the individual
- Speak to the person (try to determine the focus of the aggression)
- Direct the individual to IC or RCMP
- Provide assistance to individual
- Do not continue communications if the individual is becoming more agitated
- Do not attempt to subdue the individual

Upon returning to the fire hall, IC and/or individual members involved will complete a report on the incident. Copies will be distributed to the Occupational Health and Safety Committee Representative, who will distribute to the Occupational Health and Safety Committee and the Fire Chief.

Where circumstances are such that the incident could likely be repeated, all UFR personnel will be notified in a timely fashion.

IC, or team leader may require any firefighter to attend critical incident debriefing at any time, as deemed necessary.

REFERENCES:

National Fire Protection Association. NFPA 1500. (2018): *Standard on Fire Department Occupational Safety, Health, and Wellness Program*

North Island 911 Corporation Operational Guidelines. (2016). OG 7.2.0: *Dispatch Procedures for User Fire Departments*

WorkSafeBC. (2020). *OHS Regulation Part 4: Violence in the Workplace*. Retrieved from <https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-04-general-conditions>

Fire Chief _____



OPERATIONAL GUIDELINES

<i>Ucluelet Fire Rescue</i>	
	OG Title: Lockout
	OG Number: 1.15
	Original Date: 2021-07-01

PURPOSE:

Lockout is the use of a lock to make machinery or equipment inoperable to prevent an energy-isolating device (such as a switch, circuit breaker, or valve) from accidentally or inadvertently being operated while firefighters are working on or near machinery or equipment.

PROCEDURE:

Lockout procedures are required whenever firefighters are working on or near machinery which could unexpectedly activate, or anytime that the unexpected release of an energy source has potential to cause injury to firefighters or civilians.

Once it has been determined that lockout is required, use the following steps to lock out machinery and equipment. These steps apply to all types of machinery and equipment.

1. Identify the machinery or equipment that needs to be locked out.
2. Shut off the machinery or equipment. Ensure that all moving parts have come to a complete stop. Also ensure that the act of shutting off equipment does not cause a hazard to other firefighters or civilians.
3. Identify and de-activate the main energy-isolating device for each energy source.
4. Apply a lockout lock to the energy-isolating device for each energy source and ensure that all parts and attachments are secured against inadvertent movement.
5. Ensure that all firefighters and civilians are in the clear and that no hazard will be created if the lockout is not effective.
6. Test the lockout to make sure it is effective and to verify that each energy source has been effectively locked out. Lockout can be tested after each energy isolating device is locked out or after a group of nearby devices is locked out.

De-energization and lockout may be performed without the application of a lock in the following situations:

1. The energy isolating device is under the exclusive and immediate control of the worker at all times while working on the machinery or equipment;
2. The tool, machine or piece of equipment which receives power through a readily disconnected supply, such as an electrical cord or quick release air or hydraulic line, is disconnected from its power supply and its connection point is kept under the immediate control of the firefighter at all times while work is being done.

OPERATIONAL GUIDELINES

Ucluelet Fire Rescue	
	OG Title: Lockout
	OG Number: 1.15
	Original Date: 2021-07-01

A lockout lock must only be removed by the firefighter who installed it, or if this is not possible, the matter must be referred to Incident Command, who will be responsible for its removal.

REFERENCES:

WorkSafe BC. (2005). *Lockout*

WorkSafe BC. (n.d.). *OHS Regulation Part 10: De-energization and Lockout*. Retrieved from: <https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-10-de-energization-and-lockout#SectionNumber:10.11>.

Fire Chief _____



OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>	
	OG Title: SCBA Training, Use, and Maintenance
	OG Number: 2.00
	Original Date: 2020-01-01

PURPOSE:

To establish procedures for training, use, and maintenance of self-contained breathing apparatus (SCBA).

PROCEDURE:

Members will be trained and evaluated in the use, limitations, maintenance, and refilling requirements of SCBA. This process is detailed in the Ucluelet Fire Rescue Respiratory Protection Manual.

Members will be fit tested:

- Before the initial use of a respirator;
- At least once per calendar year;
- Whenever there is a change in the respirator facepiece, including the brand, model, or size; and
- Whenever changes to the user's physical condition could affect the respirator fit.

Members who use SCBA must be clean shaven to ensure that the mask forms a positive seal against the face.

Fit testing will be completed by a person qualified and trained in the procedures for positive and negative fit testing.

Members are expected to demonstrate, and maintain their proficiency in the use, care, maintenance, and refilling of SCBA.

SCBA must be worn whenever firefighters may be exposed to an oxygen deficient atmosphere or to harmful concentrations of air contaminants

At least one spare air cylinder must be maintained at full capacity and available for each SCBA.

Members will receive the appropriate training and information as SCBA equipment is upgraded and changed.

Each time that a member needs to utilize SCBA or is potentially exposed to an atmosphere that is considered immediately dangerous to life and health, this occurrence must be documented on an Incident Form, and entered into the fire department records management system.

SCBA must be cleaned and inspected as soon as possible, in accordance with the manufacturer's guidelines, after each use.

OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: SCBA Training, Use, and Maintenance
	OG Number: 2.00
	Original Date: 2020-01-01

Personal Alert Safety System (PASS) will also be used whenever SCBA is used.

REFERENCES:

Canadian Standards Association. (2016). *CAN/CSA-Z94.4-11: Selection, Use, and Care of Respirators*

Jones & Bartlett. (2020). *Fundamentals of Fire Fighter Skills and Hazardous Materials Response*. (4th edition)

National Fire Protection Association. (2019). *NFPA 1852: Standard on Selection, Care, and Maintenance of Open-Circuit Self-Contained Breathing Apparatus (SCBA)*

Ucluelet Fire Rescue. (2019). *Respiratory Protection Program Manual*

Ucluelet Fire Rescue Operational Guidelines. (2020). OG 2.01: *Personal Protective Equipment*

WorkSafe BC. (n.d.). *OHS Guidelines Part 31: Firefighting*. Retrieved from <https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-31-firefighting>

Fire Chief _____



OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Personal Protective Equipment
	OG Number: 2.01
	Original Date: 2020-01-01

PURPOSE:

To minimize the risk to members and ensure operational readiness at an emergency scene or training exercise, while maintaining the highest degree of personal safety.

PROCEDURE:

Under no circumstances will any aspect of personal safety to be sacrificed in order to increase the speed of emergency operations. Emergency operations must not commence until Ucluelet Fire Rescue (UFR) personnel have donned all necessary personal protective equipment.

Structural firefighting personal protective equipment (PPE) consists of a firefighting helmet, hood, self contained breathing apparatus (SCBA), turnout coat, turnout pants, structural firefighting boots, and gloves. All clothing is to be properly and completely fastened.

All clothing and PPE will be issued or approved by the Fire Chief, and must meet the requirements of *NFPA 1971, "Standard on Protective Ensembles for Structural Fire Fighting and Proximity Fire Fighting"*.

Alterations to any PPE must receive prior approval of the Fire Chief.

All fire fighting personnel will don PPE prior to responding in UFR apparatus. The apparatus operator and Officer are not required to wear gloves or SCBA.

Firefighting helmets must either be safely secured or stowed in an external compartment while the apparatus is in motion.

No member will wear another member's PPE.

All personnel must wear full PPE during training exercises and emergency incidents unless specifically directed otherwise by the Fire Chief or Officer in Charge.

Personnel attending medical calls will wear non-latex gloves, fire department boots, and either UFR coveralls or turn-out gear at minimum. If a patient or any person in the vicinity of the patient exhibits Influenza Like Illness (*ILI*) symptoms, refer to Operational Guideline 1.04, "*Influenza Like Illness Calls*".

Personnel attending wildland / urban interface fires will wear UVFB issued coveralls with CSA compliant boots, firefighting helmet or approved hard hat, structural firefighting or leather work gloves, and eye protection. Short sleeves are not permitted while performing fire suppression activities.

OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>	
	OG Title: Personal Protective Equipment
	OG Number: 2.01
	Original Date: 2020-01-01

Structural firefighting PPE will be worn while attending to motor vehicle incidents.

Firefighters may wear coveralls instead of turn-out gear on rope rescue calls only if there are no hazards present that would necessitate the use of turn-out gear.

Firefighters may wear a higher level of PPE at calls if it is deemed appropriate by Incident Command (IC).

Appropriate protective gloves and eye protection must be worn anytime hand tools, power tools, hose, ladders, or any other equipment is used that could cause injuries to the hands. This includes all work details, maintenance operations and training exercises.

Damage to PPE must be immediately reported to the Fire Chief. The damaged article will be inspected and then either replaced or repaired as necessary. Clothing damaged such that its protective ability is impaired must be replaced.

Additional protective clothing and equipment must be used as circumstances indicate. For example:

- SCBA must be worn in all circumstances where there may be exposure to immediately dangerous to life or health (IDLH) atmospheres.
- A Worksafe BC compliant high visibility vest, firefighting helmet, and UVFB issued safety boots must be worn when directing traffic or operating near moving traffic.
- Leg protectors and hearing protection must be worn when operating chain saws or forcible entry saws as per Worksafe BC regulations.
- Eye and hearing protection will be worn when necessary.
- A personal flotation device (PFD) must be worn anytime there is a chance of drowning, and no other safeguard is in place, in accordance with OG #2.03, "*Personal Flotation Devices*".

PPE will be thoroughly washed whenever it is visibly soiled or has been exposed to an IDLH environment.

OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>		
	OG Title: Personal Protective Equipment	
	OG Number: 2.01	
	Original Date: 2020-01-01	Revision Date:

REFERENCES:

National Fire Protection Association. (2018). *NFPA 1971: Standard on Protective Ensembles for Structural Fire Fighting and Proximity Fire Fighting*

Ucluelet Fire Rescue Operational Guidelines. (2020). OG 1.04: *Influenza-Like Illness Calls*

Ucluelet Fire Rescue Operational Guidelines. (2020). OG 2.00: *SCBA Training, Use, and Maintenance*

Ucluelet Fire Rescue Operational Guidelines. (2020). OG 2.03: *Personal Flotation Device Use*

Ucluelet Fire Rescue Operational Guidelines. (2020). OG 1.06: *Personal Decontamination*

WorkSafe BC. (n.d.). *OHS Guidelines Part 31: Firefighting*. Retrieved from <https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-31-firefighting>

Fire Chief	
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OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Personal Protective Equipment Maintenance
	OG Number: 2.02
	Original Date: 2020-01-01

PURPOSE:

Due to the buildup of unburned hydrocarbons, prolonged periods without cleaning can cause deterioration of the fire retardant properties of turnout clothing. Members must ensure that their personal protective equipment (PPE) is maintained in good condition and kept clean and free of defects at all times when not in use.

PROCEDURE:

PPE will be maintained following the manufacturer's guidelines.

Members will inspect their assigned PPE after every use.

Damage to PPE must be immediately reported to the Fire Chief. The damaged article will be inspected and then either replaced or repaired as necessary. Clothing damaged such that its protective ability is impaired must be replaced.

At least annually, members must complete the "Personal Protective Equipment Inspection Report" (PPEIR) contained in this Operational Guideline. All members are responsible for submitting PPEIR to the Fire Chief for review.

REFERENCES:

National Fire Protection Association 1851. (2018). NFPA 1851: *Standard on Selection, Care, and Maintenance of Protective Ensembles for Structural Fire Fighting and Proximity Fire Fighting*

Ucluelet Fire Rescue Operational Guidelines. (2020). OG 2.01: *Personal Protective Equipment*

WorkSafe BC. (n.d.). *OHS Guidelines Part 31: Firefighting*. Retrieved from <https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-31-firefighting>

Personal Protective Equipment Inspection Report

Name: _____ Date: _____

Item	Make	Model	Date of Manufacture
Coat			
Pants			
Helmet			
Gloves			
Hood			

OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>		
	OG Title: Personal Protective Equipment Maintenance	
	OG Number: 2.02	
	Original Date: 2020-01-01	Revision Date:

Boots			
Face Mask			

Coat	Pass	Fail
Fit (coat and pants overlap at least 2")		
Soiling / contamination		
Rips / tears / cuts		
Damaged or missing hardware		
Thermal damage (charring / burn holes / melting)		
Damaged or missing reflective trim		
Moisture barrier integrity (rips / discolouration / thermal damage)		
Broken or missing stitches		
Material integrity		
Wristlets (elasticity / stretching / cuts / thermal damage)		
Label integrity (legibility)		
Velcro functionality		
Closure system functionality		

Pants	Pass	Fail
Fit (coat and pants overlap at least 2")		
Soiling / contamination		
Rips / tears / cuts		
Damaged or missing hardware		
Thermal damage (charring / burn holes / melting)		
Damaged or missing reflective trim		
Moisture barrier integrity (rips / discolouration / thermal damage)		
Broken or missing stitches		
Material integrity		
Wristlets (elasticity / stretching / cuts / thermal damage)		
Label integrity (legibility)		
Velcro functionality		
Closure system functionality		

Boots	Pass	Fail
Fit		
Soiling / contamination		
Rips / tears / cuts		
Loss of water resistance		
Closure system functionality		
Damaged or deformed safety toe, mid-sole, or shank		
Seam integrity and condition of liner		
Sole - excessive tread wear		

OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>		
	OG Title: Personal Protective Equipment Maintenance	
	OG Number: 2.02	
	Original Date: 2020-01-01	Revision Date:

Condition of lining	Pass	Fail
Gloves		
Fit		
Soiling / contamination		
Rips / tears / cuts		
Liner		
Loss of elasticity and flexibility		

Helmet	Pass	Fail
Fit		
Soiling / contamination		
Damage to shell (cracks / dents / abrasions)		
Damage to liner (rips / tears / thermal damage)		
Suspension System		
Damaged or missing face shield components		
Damaged or missing reflective trim or rank labels		
Face shield functionality		
Damage to interior impact cup		

Hood	Pass	Fail
Fit		
Soiling / contamination		
Rips / tears / cuts		
Loss of face opening adjustment / shrinkage		
Seam integrity		
Elasticity		

Face Mask	Pass	Fail
Overall cleanliness		
Face seal (pliability / deformation / cracks / wear)		
Lense (scratches / cracks)		
Lense frame (cracks / missing screws)		
Harness anchors (present and functioning)		
Head harness (damaged or worn components / straps are elastic)		

Fire Chief	
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OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>		
	OG Title: Personal Flotation Device Use	
	OG Number: 2.03	
	Original Date: 2020-01-01	Revision Date:

PURPOSE:

To minimize risks to members who are operating where the risk of drowning exists.

PROCEDURE:

Whenever fire department operations involve the risk of drowning, members will wear a personal flotation device (PFD).

PFD's will be used and maintained according to the manufacturer's instructions.

A PFD is not necessary if the water is too shallow to allow the PFD to function effectively.

A PFD is not necessary when a personal fall protection system, guardrail or safety net is used in accordance with WorkSafeBC Regulation Part 11.2, "Fall Protection," in order to prevent a fall into the water.

REFERENCES:

Ucluelet Fire Rescue Operational Guidelines. (2020). OG 2.01: *Personal Protective Equipment*

WorkSafeBC. (1999). *Guideline Part #8.26(3): Buoyancy Equipment*. Retrieved from <https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-08-personal-protective-clothing-and-equipment?origin=s&returnurl=https%3A%2F%2Fwww.worksafebc.com%2Fen%2Fsearch%23q%3Dpersonal%2520flotation%2520device%26first%3D10%26sort%3Drelevancy%26f%3Alanguage-facet%3D%5BEnglish%5D#2B921F24C7034E02A03674BE9B351BC8>

Fire Chief



OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Ground Ladder Maintenance
	OG Number: 2.04
	Original Date: 2020-01-01

PURPOSE:

To ensure that ground ladders are maintained in a safe operational state.

PROCEDURE:

Ground ladders will be used, tested, and maintained in accordance with NFPA 1932, *“Standard on Use, Maintenance, and Service Testing of In-Service Fire Department Ground Ladders”*.

Ucluelet Fire Rescue (UFR) ground ladders must be service tested:

- any time the ladder is suspected of being unsafe;
- after the ladder has been subjected to overloading;
- after impact loading or unusual condition of use;
- after heat exposure;
- after repair, unless the only repair was replacing the halyard.

UFR will employ visual ladder testing only and will contract a certified outside agency to perform load tests and/or structural repairs when necessary.

Ground ladders will be visually inspected after each use. If any deficiencies are noted on the visual inspection which are not easily rectified, the ladder will be tagged and removed from service.

The “Visual Ladder Inspection” checklist will be used as a guideline for visual inspections of ladders.

REFERENCES:

National Fire Protection Association. (2015). *NFPA 1932: Standard on Use, Maintenance, and Service Testing of In-Service Fire Department Ground Ladders*

WorkSafe BC. (n.d.). *OHS Guidelines Part 31: Firefighting*. Retrieved from <https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-31-firefighting>

OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>	
	OG Title: Fire Hose Service Testing
	OG Number: 2.05
	Original Date: 2020-01-01

PURPOSE:

To ensure that all fire hose is serviceable and fit for continued use.

PROCEDURE:

All fire hose will be tested annually in accordance with NFPA 1962 - 2018 Edition following the procedure listed on this Operational Guideline.

VISUAL INSPECTION:

Each length of hose will be visually inspected prior to the service pressure test. The visual inspection will look for chemical damage, burns, cuts, abrasions, and other damage.

Couplings should be visually inspected for the following:

- damaged slots and connectors;
- hose slippage;
- out-of-round;
- missing or loose allen bolts;
- swivel not rotating freely;
- missing gasket;
- other defects;

TESTING PROCEDURE:

Attack hose will be service tested to 300 psi or a pressure not to exceed the service test pressure marked on the hose;

Supply hose will be service tested to 200 psi or a pressure not to exceed the service test pressure marked on the hose;

The total length of any hose line in the hose test layout to be service tested will not exceed 300 ft;

All lengths of hose in the same test line will be of the same service test pressure;

Each hose will be marked around its full circumference at the end or back of each coupling or collar to determine, after the hose has been drained, if the coupling or collar has slipped during the test;

OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>		
	OG Title: Fire Hose Service Testing	
	OG Number: 2.05	
	Original Date: 2020-01-01	Revision Date:

A nozzle or test cap with a bleeder valve will be attached to the end of each hose line.

After the hose test layout is full of water, all the air in each hose line will be bled off.

The hose that the test cap or the nozzle is attached to will be secured by a sandbag or other means to avoid possible whipping or other uncontrolled reactions in the event of a hose burst.

The test pressure will be built up and maintained for 5 minutes;

All personnel other than those persons required to perform the remainder of the procedure shall clear the area;

After testing, all hoselines will be separated, drained and either placed back into service or removed from service;

Hose that fails either the visual or pressure test will either be removed from service, dried, and tagged for repair or condemned. Damaged hose should have the specific area of defect marked with a black marking pen and a strip of ribbon firmly tied around the hose at the site of the defect.

During all hose testing, a scribe will be delegated to document the testing of each length of hose. This information will then be entered into the UFR records management program.

REFERENCES:

Jones & Bartlett. (2020). *Fundamentals of Fire Fighter Skills and Hazardous Materials Response*. (4th edition)

National Fire Protection Association. (2013). *NFPA 1962: Standard for the Care, Use, Inspection, Service Testing, and Replacement of Fire Hose, Couplings, Nozzles, and Fire Hose Appliances*

Fire Chief _____



OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Fire Hydrant Maintenance
	OG Number: 2.06
	Original Date: 2020-01-01

PURPOSE:

To ensure that the public is notified of fire hydrant use and that hydrant defects are reported in a timely fashion.

PROCEDURE:

The District of Ucluelet Public Works Department is responsible for fire hydrant maintenance.

Whenever a fire hydrant is used, the Public Works Foreman must be notified.

If the hydrant use was for training purposes, advanced notice must be given so that public notification can be take place.

If the hydrant use was for fire suppression, Incident Command must notify the District Office at the earliest convenience, in order to notify the general public.

Any deficiencies in hydrants will be reported to Public Works as soon as possible.

REFERENCES:

Fire Underwriters Survey. (2020). *Water Supply for Public Fire Protection*. Retrieved from: <https://fireunderwriters.ca/Newsroom/2020/09/01/Public-Feedback-Period-extended-to-the-end-of-September-2020-for-Water-Supply-for-Public-Fire-Protection-in-Canada>

National Fire Protection Association. (2019). *NFPA 291: Recommended Practice for Fire Flow Testing and Marking of Hydrants*

Fire Chief _____



OPERATIONAL GUIDELINES

Ucluelet Fire Rescue	
	OG Title: Responding to Calls
	OG Number: 3.00
	Original Date: 2020-01-01

PURPOSE:

To ensure the safe and efficient operation of private vehicles when members are responding to the firehall in response to an incident.

PROCEDURE:

Members will operate their private vehicles in accordance with the British Columbia Motor Vehicle Act (1996) when responding to the firehall, and as such, are not afforded any exemplary driving privileges.

Four-way flashers (hazard lights) are not to be used when responding to the firehall. Doing so can cause confusion for other motorists.

Members will not respond directly to the scene of an incident whether on foot or in personal vehicles. The only exceptions are when they must pass by the incident on their way to the firehall (and only in extenuating circumstances) or if all apparatus have left the firehall.

Members will not engage in activity for which they do not have the appropriate personal protective equipment for.

REFERENCES:

Queen's Printer. British Columbia Motor Vehicle Act (1996). Part 3, *Section 122*. Retrieved From http://www.bclaws.ca/civix/document/id/complete/statreg/96318_05#section125

Ucluelet Fire Rescue Operational Guidelines. (2020). OG 2.01: *Personal Protective Equipment*

Fire Chief _____



OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Non-Emergency Vehicle Operation
	OG Number: 3.01
	Original Date: 2020-01-01

PURPOSE:

To ensure the safe and efficient response of members and apparatus during non-emergency operations.

PROCEDURE:

Vehicles responding to non-emergency incidents, such as public assists, and burning complaints, will respond code 2 (no lights, no sirens, observing all speed limits).

During station tours, pumper demonstrations, etc., emergency lights and sirens may be used as part of demonstrations as long as this use is determined to be safe and not confusing to adjacent motorists and citizens.

Fire Department apparatus, when involved in non-emergency business (tours, inspections, hydrant maintenance or other related activities), will be operated and parked in accordance with the posted signage.

Prior to backing up the apparatus, the Operator will make two short blasts on the horn.

The operator will utilize a spotter when backing up. If a spotter is not available, the Operator will perform a circle check prior to backing up the apparatus.

After parking the apparatus in the station, the Operator will ensure that a post trip inspection is completed and documented in the "Pre & Post-Trip Inspection Form" binder.

All personnel at the firehall will assist in cleaning and restocking the apparatus after a response for service.

No personnel shall ride on the outside of any Ucluelet Fire Rescue apparatus, except while loading hose or during a parade with prior approval from the Fire Chief.

REFERENCES:

Queen's Printer. British Columbia Motor Vehicle Act (1996). Part 3, *Section 122*. Retrieved from http://www.bclaws.ca/civix/document/id/complete/statreg/96318_05#section125

Ucluelet Fire Rescue Operational Guidelines. (2020). OG 3.03: *Apparatus Air Brake Adjustment*

WorkSafe BC. (n.d.). *OHS Guidelines Part 31: Firefighting*. Retrieved from <https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-31-firefighting>

OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>		
	OG Title: Non-Emergency Vehicle Operation	
	OG Number: 3.01	
	Original Date: 2020-01-01	Revision Date: 2021-01-05

Fire Chief 

OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>	
	OG Title: Emergency Vehicle Operation
	OG Number: 3.02
	Original Date: 2020-01-01

PURPOSE:

To ensure the safe and efficient response of members and Ucluelet Fire Rescue (UFR) apparatus during emergency operations.

PROCEDURE:

Emergency vehicle operators (Operators) must possess a minimum qualifications of a valid BC Class 5 Driver's License with air brakes endorsement and have successfully completed the UFR Driver Training Program.

Upon arrival at the firehall, the operator will do a quick visual check of the apparatus prior to starting the engine.

Prior to leaving the station, the Operator will ensure that all passengers in the apparatus have their seatbelts on and that helmets are safely stowed.

Prior to entering the roadway, the Operator, with advice from Company Officer, will decide whether a code 3 response (lights and sirens), or code 2 response (no lights, no sirens, observing all speed limits) would be appropriate.

The Operator will maintain a speed that is consistent with the safe operation of the vehicle. If conditions permit, the posted speed limit may be exceeded when driving code 3, in accordance with the B.C. Motor Vehicle Act. The Company Officer may order the Operator to proceed slower.

Other than in command vehicles, a minimum of two personnel will be in the apparatus when driving code 3.

When driving code 3, and upon approaching a stop sign or red traffic light, the Operator will ensure the apparatus comes to a complete stop before entering the intersection. The Operator will then check for clearance and proceed with caution when it is safe to do so.

When driving code 3, and upon approaching a green light or yield sign, the Operator will slow down to the posted speed limit or less, check for clearance, and proceed with caution when it is safe to do so.

The person in the front right-hand seat will be responsible for radio communications. This person will be the highest-ranking member in the apparatus. If there are no officers on board, this will be the most qualified firefighter.

OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Emergency Vehicle Operation
	OG Number: 3.02
	Original Date: 2020-01-01

In order to increase safety to the firefighters, the Operator will ensure that a barricade formed by pylons is established in the area that operations are taking place. This must be done at the earliest convenience.

In order to avoid public confusion, UFR personnel will use discretion when discontinuing the use of warning devices after being cancelled from a code 3 response.

Prior to backing up the apparatus, the Operator will make two short blasts on the horn.

The Operator will utilize a spotter when backing up. If a spotter is not available, the Operator will perform a circle check prior to backing up the apparatus.

After parking the apparatus in the station, the operator will ensure that a post trip inspection is completed and documented in the "Pre & Post-Trip Inspection Form" binder.

All personnel at the firehall will assist in cleaning and restocking the apparatus after a response for service.

REFERENCES:

Queen's Printer. British Columbia Motor Vehicle Act. (1996). Part 3, *Section 122*. Retrieved from http://www.bclaws.ca/civix/document/id/complete/statreg/96318_05#section125

Ucluelet Volunteer Fire Rescue Guidelines. (2020). OG 1.13: *Traffic Control*

Ucluelet Volunteer Fire Rescue Guidelines. (2020). OG 3.03: *Air Brakes Adjustment*

WorkSafe BC. (n.d.). *OHS Guidelines Part 31: Firefighting*. Retrieved from <https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-31-firefighting>

Fire Chief _____



OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: ATV / UTV Use
	OG Number: 3.03
	Original Date: 2020-01-01

PURPOSE:

To ensure the safe and efficient response of members operating the All-Terrain Vehicle (ATV) or Utility Transport Vehicle (UTV) during fire department operations.

PROCEDURE:

The ATV and UTV will be used for fire department activities as approved by the Fire Chief only.

Members must be trained, qualified, and approved by the Fire Chief to operate the ATV or UTV. Training will include the following subjects:

- Pre / post-trip inspections
- Use of PPE
- Operating skills in accordance with the manufacturer's instructions
- Basic mechanical requirements
- A demonstration of competency in operating the machine.

Members will wear coveralls (or turn-out gear), boots, and approved helmets during all use. Gloves will also be worn when operating the quad.

After parking the apparatus in the station, the operator will ensure that a post trip inspection is completed and documented in the *"Pre & Post-Trip Inspection Form"* binder.

Operators must use caution and drive at reduced speeds in conditions of reduces visibility such as fog, rain, and darkness.

Both the ATV and UTV are permitted to be operate on District streets. Extra caution must be used when doing so.

Operators will observe posted speed limits at all times and will not exceed 50 km/hr.

In the case of an incident or accident, notify the Fire Chief immediately.

OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>	
	OG Title: ATV / UTV Use
	OG Number: 3.03
	Original Date: 2020-01-01

REFERENCES:

WorkSafeBC. (n.d.). *ATV and UTV Checklist*. Retrieved from:
<https://www.worksafebc.com/en/resources/health-safety/checklist/all-terrain-vehicles-atvs-and-utility-transport-vehicles-utvs-checklist?lang=en&origin=s&returnurl=https%3A%2F%2Fwww.worksafebc.com%2Fen%2Fsearch%23q%3Dall%2520terrain%2520vehicle%26sort%3Drelevancy%26f%3Alanguage-facet%3D%5BEnglish%5D>

Fire Chief



OPERATIONAL GUIDELINES

Ucluelet Fire Rescue	
	OG Title: Pagers
	OG Number: 4.00
	Original Date: 2020-01-01

PURPOSE:

To establish response protocols for pager use.

PROCEDURE:

Once qualified, members will be issued a pager by the Fire Chief. Pagers are the property of the District of Ucluelet and must be returned upon request by the Fire Chief.

Members are responsible for the safekeeping of issued pagers. Any deficiencies must be reported to the Fire Chief as soon as possible.

All callouts to incidents will be initiated through pagers.

Duty Officer page outs do not require additional firefighter response. If the Duty Officer requires additional resources, a general page will be requested.

When paged out, members are expected to update their availability / response status on "I am Responding" (IaR).

If IaR is activated and pagers have not been, a response is not required.

REFERENCES:

Ucluelet Fire Rescue Operational Guidelines. (2020). OG 7.00: *Recruit Procedures, Probation, and Milestones*

Fire Chief _____



OPERATIONAL GUIDELINES

<i>Ucluelet Fire Rescue</i>		
	OG Title: Duty Crew Responsibilities	
	OG Number: 4.01	
	Original Date: 2020-01-01	Revision Date: 2023-01-01

PURPOSE:

To establish responsibilities of the Duty Crew on weekends and during special events.

PROCEDURE:

Once a member is issued a pager, they will be assigned to a Duty Crew. An annual schedule of Duty Crew coverage will be provided.

Duty Crew members are expected to be available to respond to callouts on their duty weekend from 1800 hrs. Friday until 1800 hrs. Sunday.

To maintain minimal service levels, members who are not available on their duty weekend are expected to find coverage.

A duty crew will be established during sanctioned UFR social functions where alcohol may be consumed. The duty crew will be maintained for a period of 8 hours after the function.

Duty crew members will not consume any alcohol or other intoxicants during their designated duty crew period.

Members may request coverage for any part of their duty weekend when required. It is the member's responsibility to find a replacement and ensure that their replacement is equally qualified.

Duty Officers must ensure that the Duty Crew Accountability board reflects any changes to their respective crew.

REFERENCES:

Ucluelet Fire Rescue Operational Guideline. (2020). OG 7.01: *Consumption of Intoxicants*

Fire Chief _____



OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>	
	OG Title: Incident Command System
	OG Number: 4.02
	Original Date: 2020-01-01

PURPOSE:

To establish a command system that will be applied consistently to all Ucluelet Fire Rescue (UFR) incident responses.

PROCEDURE:

The member who is seated in the right front seat on the first arriving UFR engine will assume Incident Command (IC). This will also be the person on the apparatus of highest rank.

When there is no Officer on the apparatus, the most experienced firefighter shall ride in the front right seat and shall assume command once on scene.

IC will conduct a size-up (including a 360° assessment on fires) and broadcast an initial report over the radio.

IC will establish a Command location.

IC will request additional support (ie: Mutual Aid, BCAS, BC Hydro, RCMP), and stage incoming units as required.

IC will compile an Incident Action Plan and will initiate either an offensive or defensive attack. IC will then announce the attack mode to Fire Dispatch.

IC will ensure the tactical priorities of:

- Rescue victims and life safety of fire fighters;
- Evacuation (if required);
- Ventilation;
- Attack;
- Salvage and Overhaul.

IC will provide for the safety and welfare of all fire fighters on the fireground.

Communication to and from Fire Dispatch will be through the IC

IC will maintain operational control of incidents.

Transfer of Command may take place upon the arrival of a higher qualified officer and following:

OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Incident Command System
	OG Number: 4.02
	Original Date: 2020-01-01

- A report from the existing IC as to fireground conditions, personnel and tasks assigned (preferably face to face).
- A broadcast of assumption of command by the IC.

The new IC will continue to evaluate the incident and base his/her actions on the changing conditions.

IC will ensure assistance is provided for persons who are displaced as a result of the incident. (ie: Emergency Support Services)

IC will wind down and terminate the incident as conditions dictate.

IC will inform the Chief/Deputy Chief (should they be absent) of the incident as soon as practical.

IC will inform the Safety Officer if any firefighter injuries occur or if there should be the possibility of a Critical Incident debriefing

IC will ensure that all appropriate paperwork associated with the call is completed and forwarded to the Fire Chief in a timely manner

REFERENCES:

Jones & Bartlett. (2020). *Fundamentals of Fire Fighter Skills and Hazardous Materials Response*. (4th edition)

National Fire Protection Association. (2018). *NFPA 1026: Standard for Incident Management Personnel Professional Qualifications*

Vancouver Island Emergency Response Academy. (2017). *Introduction to the Incident Command System*

Fire Chief _____



OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Out of District Response
	OG Number: 4.03
	Original Date: 2020-01-01

PURPOSE:

To establish response procedures for requests for assistance to areas outside of the District of Ucluelet municipal boundary.

PROCEDURE:

Ucluelet Fire Rescue is authorized to respond to areas outside the municipal boundary only in the following circumstances:

- When authorized to do so by a Fire Service Agreement;
- When authorized to do so by a Mutual Aid Agreement;
- When authorized to do so by EMBC (ie: an EMBC Task Number has been assigned specific to the required service);
- When in accordance with an agreement with or standard operating procedures established by the BC Wildfire Service or any other provincial emergency agency; or,
- When response is required to provide fire suppression where a wildfire or an interface fire imminently threatens any part of the municipality.

Requests for service that are clearly outside these areas or are the primary responsibility of other agencies, will be denied by the Duty Officer.

Where there is ambiguity on jurisdiction, units may respond but will stand down if the incident is clearly outside the response district (to be determined by the Officer in Charge).

REFERENCES:

District of Ucluelet Bylaw No. 1251, 2019, *“District of Ucluelet Fire Department Establishment and Fire Safety Regulations Bylaw”*

Fire Chief _____



OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>	
	OG Title: Hazardous Materials Calls
	OG Number: 4.05
	Original Date: 2020-01-01

PURPOSE:

To establish a safe procedure when responding to calls involving hazardous materials

PROCEDURE:

Ucluelet Fire Rescue (UFR) trains to the Hazardous Materials (Haz Mat) Operations Level and responds at the Haz Mat Awareness Level.

Members responding to all haz mat incidents must constantly be aware of the potential of dangerous goods.

Identification of the hazardous materials must take place and be reported to Incident Command (IC) as part of the size up procedure.

IC will then decide what actions will take place.

Actions required may be based on:

- Proper and confirmed identification of materials;
- Manpower and equipment to handle the situation;
- Proper training to control the situation;
- Size and degree of the hazard;
- Required support agency to assist.

The Wireless Information System for Emergency Responders (WISER) app is installed on all UFR iPads. This app includes a link to the Transport Canada Emergency Response Guide (ERG), to provide IC with necessary haz mat support material. This app will be the main reference for IC on haz mat calls.

REFERENCES:

Jones & Bartlett. (2020). *Fundamentals of Fire Fighter Skills and Hazardous Materials Response*. (4th edition)

National Fire Protection Association. (2018). *NFPA 472: Standard for Competence of Responders to Hazardous Materials / Weapons of Mass Destruction Incidents*

Fire Chief _____



OPERATIONAL GUIDELINES

<i>Ucluelet Fire Rescue</i>	
	OG Title: Small Craft Harbour Standpipe System
	OG Number: 4.06
	Original Date: 2020-01-01

PURPOSE:

To establish procedures for utilizing the standpipe system at the Ucluelet Small Craft Harbour.

PROCEDURE:

At least annually, Ucluelet Fire Rescue (UFR) will schedule a training event utilizing the dry hydrant system at the Small Craft Harbour. In order to minimize harbour disruptions, this will take place in the off or shoulder tourist seasons.

Whenever fire department operations involve the risk of drowning, members will wear a personal flotation device (PFD).

Inner Boat Basin

The first arriving engine will position itself with the municipal fire hydrant on the Officer's side of the apparatus. Lay a 4" supply line to the hydrant.

The key to the supply hose cabinet is in Engine 1. There is a firehose supply cabinet located on the alpha side of the harbour master's office. Unlock the hose cabinet. Remove the 2 ½" supply hose from the cabinet and connect it between a 2 ½" engine discharge and the first standpipe connection at the bottom of the gangway. Ensure that all standpipe drain valves are closed.

Outer Boat Basin (AKA Japanese Dock)

The first arriving engine will position itself with the municipal fire hydrant on the Officer's side of the apparatus. Lay a 4" supply line to the hydrant. Lay a 2 ½" supply hose between a 2 ½" engine discharge and the first standpipe connection.

The key to the supply hose cabinet is in Engine 1. There is a firehose supply cabinet located on the left side of the walkway near the top of the gangway. Unlock the hose cabinet. Remove the 2 ½" supply hose from the cabinet and connect it between the first standpipe connection and the first standpipe at the bottom of the gangway. Ensure that all standpipe drain valves are closed.

OPERATIONAL GUIDELINES

<i>Ucluelet Fire Rescue</i>		
	OG Title: Small Craft Harbour Standpipe System	
	OG Number: 4.06	
	Original Date: 2020-01-01	Revision Date: 2023-01-05

Both Docks

The attack crew will deploy the dock pack (150 ft.) and appliance bag to the standpipe nearest the seat of the fire. Attach a gated wye to the standpipe prior to attaching the attack line.

The attack crew will also bring such tools as a pike pole and grapple hook to secure the vessel.

As conditions allow, members will attempt to ensure the burning vessel continues to be secured to the wharf.

To minimize the load on the vessel, water use must be minimized, and foam use for suppression must be a priority.

REFERENCES:

National Fire Protection Association. (2019). *NFPA 1005: Standard for Professional Qualifications for Marine Fire Fighting for Land-Based Fire Fighters*

Ucluelet Fire Rescue Operational Guidelines. (2020). OG 2.03: *Personal Flotation Device Use*
Ucluelet Fire Rescue Operational Guidelines. (2020). OG 4.07: *Boat Fires*

Fire Chief _____



OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>		
	OG Title: Boat Fires	
	OG Number: 4.07	
	Original Date: 2020-01-01	Revision Date:

PURPOSE:

To establish guidelines for response to fires involving marine vessels.

PROCEDURE:

Marine firefighting is a highly specialized and dangerous operation. Ucluelet Fire Rescue (UFR) will provide support to specialized response teams but will not be directly involved in fire suppression when specialized skills are required.

UFR will suppress vessel fires from the shore or dock. At no time will members gain entry to a vessel for fire suppression.

Direct suppression on the vessel is limited to above deck operations.

Primary responsibility of the UFR is the protection of adjacent properties (exposures).

REFERENCES:

National Fire Protection Association. (2019). *NFPA 1005: Standard for Professional Qualifications for Marine Fire Fighting for Land-Based Fire Fighters*

Fire Chief _____



OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>		
	OG Title: Biological Weapons Calls	
	OG Number: 4.08	
	Original Date: 2020-01-01	Revision Date:

PURPOSE:

To establish procedures for incidents involving biological weapons (ie. Anthrax).

PROCEDURE:

Reports of biological weapons threats are to be referred immediately to the RCMP.

REFERENCES:

National Fire Protection Association. (2017). *NFPA 1072: Standard for Hazardous Materials/Weapons of Mass Destruction Emergency Response Personnel Professional Qualifications*

Fire Chief



OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>		
	OG Title: Incidents Involving BC Hydro Lines	
	OG Number: 4.09	
	Original Date: 2020-01-01	Revision Date:

PURPOSE:

To provide a safe and established method of responding to incidents which involve hydro electric lines.

PROCEDURE:

Ucluelet Fire Rescue (UFR) will attend calls for downed or sparking hydro lines when requested to do so by Fire Dispatch.

Incident Command (IC) will assess the scene for safety and will contact Fire Dispatch to ascertain the estimated time of arrival of BC Hydro.

A perimeter of at least 10 meters will be clearly identified around downed lines and other electrical hazards. No person will be allowed inside the 10 m perimeter.

If the scene is unsafe in the IC's opinion, then a minimum of 1 engine and crew will standby until BC Hydro crews arrive. If IC determines that it is unsafe for vehicles to travel on an adjoining road, then Fire Dispatch will be informed and RCMP should be requested.

If the scene appears safe and no fire is imminent, then IC may stand down the UFR and request Fire Dispatch to inform both BC Hydro and RCMP that units are leaving the scene. IC may leave UFR pylons at the scene to ensure traffic moves around downed lines or IC may put up hazard tape to ensure citizens do not enter the area of downed lines.

For the purposes of this OG, an unsafe scene will be one in which possible life safety or property damage may occur regardless of whether a fire may occur.

Electrical meters will only be removed by licensed electrical contractors who are authorized to do so.

REFERENCES:

BC Hydro and Power Authority. (2017). *Firefighter's Guide to Facing Electrical Hazards*

Fire Chief _____



OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Vehicle Fire Suppression
	OG Number: 4.10
	Original Date: 2020-01-01

PURPOSE:

To establish fire suppression procedures for fires involving gasoline and/or alternate fuelled vehicles.

PROCEDURE:

The following factors must be considered, based on the conditions encountered:

- If possible, avoid driving past a vehicle that is fully involved in fire;
- Position the engine a safe distance (at least 30 m) from a vehicle involved in fire;
- If possible, position the engine uphill and upwind, and so that it protects the scene from traffic.
- Upon approach, attempt to identify the fuel type of the vehicle (ie: gasoline, diesel, or alternate fuel source such as natural gas or electric)
- Suppression personnel must wear full protective clothing including self contained breathing apparatus (SCBA).
- Approach should be from uphill, upwind, and at a 45° angle.
- Extinguish any fire under the vehicle.
- Overhaul all areas of the vehicle, including the passenger compartment, engine compartment, and cargo area.
- Identify any obvious signs of origin.
- Preserve any evidence of arson.

REFERENCES:

Jones & Bartlett. (2020). *Fundamentals of Fire Fighter Skills and Hazardous Materials Response*. (4th edition)

National Fire Protection Association. (n.d.). *Electric, Hybrid, and Fuel Cell Vehicle Safety Training Program*

Fire Chief _____



OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>	
	OG Title: Wildland Urban Interface Fires
	OG Number: 4.11
	Original Date: 2020-01-01

PURPOSE:

To establish procedures for responding to wildland urban interface (WUI) fires.

PROCEDURE:

If assistance is required for wildfires within the Ucluelet municipal boundary, or for response to fires outside the municipal boundary, the duty officer, or Incident Command (IC) will contact the

BC Wildfire Service (BCWS) Coastal Fire Centre using the 24-hour phone number 250-951-4200. This phone number is forwarded to the Provincial Wildfire Reporting Centre (PWRC) when the Coastal Fire Centre Dispatch room is not staffed.

When providing the wildfire report to the call taker advise that you would like a call- back if BCWS assistance or expenditure approval is required.

The following information should be provided to the calltaker:

- Fire location;
- Estimated size of the fire;
- Fire behaviour (Rank, 1-6, see below);
- Values at risk (What is burning and what is threatened);
- Resources being deployed;
- Any additional resources required;
- Location of the Incident Command post and contact information;
- Key safety concerns.

Where applicable, the Regional Wildfire Coordination Officer (RWCO) will provide expenditure approval, an incident number, and may dispatch additional BC Wildfire Service (BCWS) resources as required.

Wildfire ranking and suppression strategies will use the following guidelines:

Rank 1 Characteristics: smouldering ground fire, no open flame, white smoke, slow rate of spread.

Firefighting tactics: direct attack with ground crews using hand tools and water delivery systems (i.e., pumps and hoses)

Rank 2 Characteristics: surface fire, visible, open flame, unorganised or inconsistent flame front, slow rate of spread.

OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>	
	OG Title: Wildland Urban Interface Fires
	OG Number: 4.11
	Original Date: 2020-01-01

Firefighting tactics: direct attack with ground crews using hand tools, water delivery systems, or heavy equipment. Hand constructed control lines and lines that have been cleared of combustible material will likely be successful.

Rank 3 Characteristics: organised flame front – fire progressing in an organised manner, occasional candling may be observed along the perimeter and/or within the fire, moderate rate of spread.

Firefighting tactics: hand constructed control lines alone are likely to be challenged, ground crews conducting direct attack may require air support from fixed-wing air tankers, skimmers or helicopters conducting bucketing or tanking operations. Control lines constructed by heavy equipment will generally be effective.

Rank 4 Characteristics: grey to black smoke, organised surface flame front, moderate to fast rate of spread on the ground, short aerial bursts through the forest canopy, short-range spotting.

Firefighting tactics: Ground operations may not be successful at the head of the fire. Indirect tactics may be required to bring the head of the fire under control. Parallel attack may be used along the flanks of the fire to direct the head into favourable ground or fuels. Air operations may be required.

Rank 5 Characteristics: black to copper smoke, organised crown fire front, moderate to long-range spotting and spot fire growth.

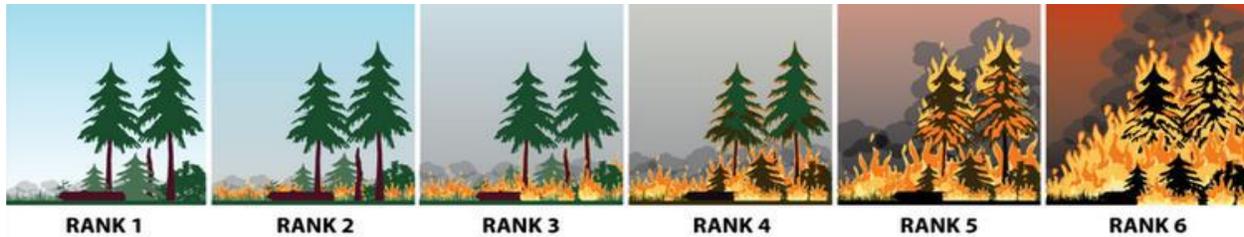
Firefighting tactics: The limited options available include indirect attack and planned ignitions to remove fuel in the path. Ground operations are often restricted to fighting the least active sections of the fire or conducting ground ignition operations from secure control lines with readily available escape routes and safety zones.

Rank 6 Characteristics: organised crown fire front, long-range spotting and independent spot fire growth, possible fireballs and whirls, violent fire behaviour probable, a dominant smoke column may develop which influences fire behaviour.

Firefighting tactics: Suppression efforts will be well away from active fire behaviour and may include preparing structure protection measures or conducting indirect large-scale ignition operations to steer the fire. Often the safest and most prudent strategy is to pull resources back to safe areas, ensure that personnel and the public are safe, and wait for fire behaviour to lessen before re-engaging in fire suppression activities.

OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Wildland Urban Interface Fires
	OG Number: 4.11
	Original Date: 2020-01-01



The UFR will only respond to WUI fires that are outside of the Ucluelet municipal boundary in the following circumstances:

- When authorized to do so by a Mutual Aid agreement;
- When authorized to do so by Emergency Management BC (ie: an EMBC task number has been provided)
- When a wildland urban interface fire imminently threatens any part of the lands that are on or near the District of Ucluelet’s municipal boundary.

In most WUI fire situations, it is appropriate for firefighters to utilize PPE levels as established by the Office of the Fire Commissioner:

- Fire resistant coveralls;
- Hard hat with chin strap or structural firefighting helmet;
- Leather work gloves;
- 6” CSA approved work boots;
- Safety glasses;
- Hearing protection;
- Portable radio;
- N95 mask;
- Personal flashlight.

REFERENCES:

British Columbia. Ministry of Public Safety and Solicitor General. (2020). *Structural Firefighter Crew Protection Equipment*. Retrieved from: <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/fire-safety/wildland-urban-interface-fire-information>

British Columbia. Ministry of Public Safety and Solicitor General. (2020). *Wildfire Rank*. Retrieved from: <https://www2.gov.bc.ca/gov/content/safety/wildfire-status/about-bcws/wildfire-response/fire-characteristics/rank>

District of Ucluelet Bylaw No. 1251, 2019. *“District of Ucluelet Fire Department Establishment and Fire Safety Bylaw”*

OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Fire Safety Inspections
	OG Number: 4.12
	Original Date: 2020-01-01

PURPOSE:

To establish the process of providing a regular system of fire safety inspections which satisfies the Fire Services Act (1996). Fire safety inspections will focus on self-compliance and educating property owners and occupants to achieve compliance with the BC Fire Code (2018).

PROCEDURE:

Fire safety inspection frequency will follow the standards recommended in NFPA 1730 - 16, *“Standard on Organization and Deployment of Fire Prevention Inspection, and Code Enforcement, Plan Review, Investigation, and Public Education Operations.”*

Occupancies will be classified as a Low, Moderate, or High Risk.

A *“Low-Risk Occupancy”* is one that has a history of low frequency of fires and minimal potential for loss of life or economic loss.

A *“Moderate-Risk Occupancy”* is one that has a history of moderate frequency of fires or a moderate potential for loss of life or economic loss.

A *“High Risk-Occupancy”* is one that has a history of high frequency of fires, high potential for loss of life or economic loss, or that has a low or moderate history of fires or loss of life but the occupants have a high dependency on the built-in fire protection features or staff to assist in evacuation during a fire or other emergency.

The table below represents the occupancy classification and frequency of inspections:

Occupancy Classification	Low	Moderate	High
A - Assembly	Every 2 years	Every year	Every year
B - Detention	Every year	Every year	Every year
C - Residential	Not required	Not required	Not required
D - Business	Every 3 years	Every 2 years	Every year
E - Mercantile	Every 3 years	Every 2 years	Every year
F - Industrial	Every year	Every year	Every year
X – Mixed Use	Every 3 years	Every 2 years	Every year

The inspection process will follow the following process:

- The Inspector will review any previous inspections and reports;

OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>	
	OG Title: Fire Safety Inspections
	OG Number: 4.12
	Original Date: 2020-01-01

- The Inspector will enter the premise through the main entrance, introduce themselves, and seek out a person of authority for the business.
- The outside of the premise will be observed, specifically noting:
 - The location and character of exposures;
 - The arrangement and condition of outdoor storage;
 - Access for fire department apparatus is provided;
 - Fire department connections are capped and free of debris;
 - Exterior housekeeping condition and maintenance of exits;
 - That the civic address is correct and visible from the street.
- The inspection must be completed systematically and thoroughly working either from the top of the building down, or vice versa. Every room, closet, attic, concealed space, basement, or other compartment where fire might start will be inspected.
- **Fire Detection and Alarm Systems:** Ensure that manually operated alarm stations or devices are clearly marked, accessible to occupants, properly maintained, tested, and have been recorded as functional.
- **Fire Suppression Equipment:** Spinkler and standpipe systems should be inspected carefully. Ensure that interior hose lines are in place and operable and that all caps are in place on other outlets. Portable fire extinguishers must be of adequate type and size for the occupancy and be tagged showing the last date of inspection.
- **Stairways and Exits:** Note if stairways, hallways, or exits are blocked or obstructed in any manner. Such obstructions are to be removed immediately. Note whether stairways are closed or open and if doors leading to exit stairways are properly marked. Ensure that there is no obvious damage to the exit facility and that it is illuminated.
- **Electrical and Mechanical Systems:** Note the condition of the electrical, gas, or other fuel systems and heating appliances.
- **Flammable and Combustible Liquids and Other Hazardous Materials:** Ensure all are stored in approved containers, that quantities do not exceed limits according to occupancy and classification guides and that all are stored in proper locations.
- **Closing Interview:** The inspector will review the inspection results with a person in authority. A copy of the inspection report will also be provided to the owner or occupant. The Inspector's viewpoint should be expressed in easy-to-understand terms

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<i>Ucluelet Fire Rescue</i>		
	OG Title: Fire Safety Inspections	
	OG Number: 4.12	
	Original Date: 2020-01-01	Revision Date:

without engaging in arguments, technicalities, or fault finding. Ensure to give praise for good practices.

- **Provide a Date of Compliance:** The time limit set must be reasonable having regard for the amount of work to be completed. If all work is not completed in the time allowed, but reasonable progress is noted, the time limit may be extended. If the owner has some input in setting the compliance time limit, they may expend more effort in conforming to the schedule required. Ensure to discuss what the possible consequences are for non-compliance. The fire inspector must be transparent and consistent.
- After exhausting all other options to assist the owner to achieve code compliance, fines may be issued as described in Bylaw No. 1265, 2020, *“The District of Ucluelet Fire Safety Inspection Bylaw”*.

REFERENCES:

District of Ucluelet Bylaw No. 1265, 2020, *“Bylaw for a Regular System of Fire Safety Inspections”*

National Fire Protection Association 1730. (2019). *NFPA 1730: Standard on Organization and Deployment of Fire Prevention Inspection and Code Enforcement, Plan Review, Investigation, and Public Education Operations*

Fire Chief 

OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>		
	OG Title: Fire Watch / Building Security	
	OG Number: 4.13	
	Original Date: 2020-01-01	Revision Date:

PURPOSE:

To establish a procedure for providing fire watch and building security detail after a fire incident.

PROCEDURE:

A fire watch/building security detail shall be established at a structure whenever the need becomes apparent to:

- Protect the scene for cause determination or investigation;
- Provide observation to prevent rekindle;
- Provide security whenever the owner/occupant cannot be located, and valuables are left inside an unsecured building;
- Provide observation and security against possible incendiarism.

The watch person is to be provided with information explaining any hazards or conditions which he/she should specifically watch for. They will be assigned a portable radio and a Ucluelet Fire Rescue vehicle where possible.

Persons assigned to the watch shall:

- Remain alert at all times;
- Protect the scene from unauthorized entry;
- Guard against rekindling of fire;
- Call for help immediately, whenever problems arise.

When fire watch is provided for security purposes, it shall only remain on the scene until the building can be boarded up or the building owners assume responsibility.

When fire watch is provided for protection against re-ignition, it shall remain in place for a minimum of four hours after the last embers have been extinguished.

IC will attempt to assign a minimum of two firefighters at a time for fire watch detail. Any fees associated with fire watch detail will be the responsibility of the property owner or occupant.

Fire Chief _____



OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>	
	OG Title: Large Scale Emergency Response
	OG Number: 4.14
	Original Date: 2020-01-01

PURPOSE:

To establish a procedure for Ucluelet Fire Rescue (UFR) personnel and their families, in the event of a major disaster or emergency event.

PROCEDURE:

During a large-scale event, the first priority for UFR personnel will be to ensure their families are safe. Once family safety has been established, firefighters may be required to assist with emergency management (ie: evacuations, setting up a reception centre, etc.).

If required, personnel will be paged out by Fire Dispatch and will muster at the firehall.

Fire Chief



OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Royal Canadian Marine SAR Assistance
	OG Number: 4.15
	Original Date: 2020-01-01

PURPOSE:

To establish procedures to request assistance from Royal Canadian Marine Search and Rescue (RCMSAR).

PROCEDURE:

Ucluelet Fire Rescue (UFR) does not provide marine rescue services. RCMSAR may be requested to provide marine rescue assistance in the following areas:

- Command, control, and communications,
- Personnel and equipment transportation,
- Casualty transport,
- Incident observation and reporting, or
- Safety patrols and first aid.

Requests for RCMSAR assistance will be made by Incident Command (IC), through Fire Dispatch. Fire Dispatch will notify the Provincial Duty Manager at Emergency Management BC of the request.

REFERENCES:

Royal Canadian Marine Search and Rescue. (n.d.) *Request for Assistance Instructions - Agencies*

Fire Chief _____



OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>	
	OG Title: Bomb Threats
	OG Number: 4.16
	Original Date: 2020-01-01

PURPOSE:

To establish procedures for incidents involving bomb scares or threats.

PROCEDURE:

Reports of bomb scare/threats are to be referred to the RCMP.

At the request of the RCMP, Ucluelet Fire Rescue (UFR) personnel will attend to assist in evacuation and fire suppression if needed.

While attending a bomb scare call, UFR personnel and apparatus will stage a minimum of 1 block away from the incident, until directed otherwise by RCMP.

No UFR personnel or apparatus will proceed to the incident scene until confirmation is received from Fire Dispatch, that RCMP have secured the scene.

Bomb search is conducted by the RCMP.

Fire Chief _____



OPERATIONAL GUIDELINES

<i>Ucluelet Fire Rescue</i>	
	OG Title: Response to Macoah
	OG Number: 4.17
	Original Date: 2022-01-01

PURPOSE:

To establish procedure for fire response to the community of Macoah

PROCEDURE:

Ucluelet Fire Rescue (UFR) may respond to following types of calls within the community of Macoah:

- Structure fires;
- Garbage container fires;
- Chimney fire; and
- Motor vehicle fires.

In the event of a fire in Macoah, Fire Dispatch will notify the UFR Duty Officer by pager.

The Duty Officer will advise Fire Dispatch if a response will be executed once the following factors are considered:

- The availability of UFR personnel to respond while maintaining normal service levels within Ucluelet ; and
- The availability of a command vehicle for response.

If the Duty Officer determines that a response will be executed, he/she will request Fire Dispatch to initiate a general page.

Responding members will load their personal protective equipment and any other necessary equipment into the command vehicle.

A maximum of four personnel will respond to Macoah.

The Macoah Emergency Response Team will initiate defensive fire suppression using their pumper truck.

Upon arrival at Macoah, the UFR Duty Officer will assume command of the incident while the remaining members assist with defensive fire suppression.

UFR personnel will return to service when:

- Incident Command determines that the incident is under control; or
- UFR personnel are required to respond within Ucluelet.

OPERATIONAL GUIDELINES

<i>Ucluelet Fire Rescue</i>	
	OG Title: Response to Macoah
	OG Number: 4.17
	Original Date: 2022-01-01

Fire apparatus (Engines) will not be used in Macoah due to the potential damage from the gravel roads.

REFERENCES:

Fire Services Agreement. District of Ucluelet - Toquaht Nation November 1, 2021

Fire Chief



OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Radio Communications
	OG Number: 5.00
	Original Date: 2020-01-01

PURPOSE:

To ensure effective radio communications are used during incident responses.

PROCEDURE:

When travelling in Ucluelet Fire Rescue (UFR) apparatus, the apparatus number will be used as the call sign during radio communications. (ie: Engine 1, Rescue 1)

Pump operators will use the apparatus number of the apparatus from which they are operating the pump as their call sign. (ie: Engine 1, Rescue 1)

Only necessary radio communications will be used during emergency incidents.

Tactical companies will ensure they have more than one functioning radio with them. Radios will be tested prior to initiating response tactics.

Firefighters inside a building will use calm regular voice levels when speaking into the radio microphone.

UFR personnel will operate on the Ucluelet Tactical channel during any multi-company incident.

On incidents where more than one company is involved, IC will monitor Ucluelet Tactical channel, and Fire Dispatch Repeater channel.

REFERENCES:

Jones & Bartlett. (2020). *Fundamentals of Fire Fighter Skills and Hazardous Materials Response*. (4th edition)

NFPA 1802, “*Standard on Personal Portable (Hand-Held) Two-Way Radio Communications Devices for Use by Emergency Services Personnel in the Hazard Zone*”

WorkSafe BC. (n.d.). *OHS Guidelines Part 31: Firefighting*. Retrieved from <https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-31-firefighting>

OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>		
	OG Title: Radio Communications	
	OG Number: 5.00	
	Original Date: 2020-01-01	Revision Date: 2023-01-01

Fire Chief 

OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Radio Use
	OG Number: 5.01
	Original Date: 2020-01-01

PURPOSE:

To establish effective, consistent, and appropriate radio communications.

PROCEDURE:

Ensure that the radio power is on and that the correct frequency is selected.

Know the call sign of the intended receiver prior to initiating radio communications.

Know what you are going to say before you start talking.

Listen to ensure that the channel is clear of any voice traffic.

Press the “push-to-talk” (PTT) button and wait at least two seconds prior to speaking. This will allow the system to capture the channel without cutting off the first part of the message.

Speak across the microphone at approximately a 45-degree angle and hold the microphone 2 ½ - 5 cm from your mouth.

Speak clearly and keep the message brief and to the point.

Release the PTT button only after you have finished speaking.

Conversations will start by addressing the intended recipient, then identifying yourself. ie: “*Fire Dispatch this is Ucluelet 34*”. Wait for a response before transmitting the content of your message.

REFERENCES:

Jones & Bartlett. (2020). *Fundamentals of Fire Fighter Skills and Hazardous Materials Response*. (4th edition)

Ucluelet Fire Rescue Operational Guidelines. (2020). OG 5.04: *Radio Procedures When Responding to Calls*

Fire Chief _____



OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Telephone Communications with the Public
	OG Number: 5.02
	Original Date: 2020-01-01

PURPOSE:

To ensure accurate and efficient communications with the public in both emergency and non-emergency situations in order to relay accurate information to Fire Dispatch.

PROCEDURE:

Members will answer the telephone in a calm, courteous, and professional manner and will identify the fire department and provide their name to the caller.

Upon being contacted by a member of the public, the firefighter will determine if the reason for call is an emergency.

If the call is regarding an emergency, the firefighter will attempt to gather the following information and direct the caller to call 911:

- Incident location (including cross-streets or landmarks)
- Type of incident/situation;
- The caller's name;
- The location of the caller (if different from the incident location); and
- The caller's callback number.

If the reason for the phone call is not an emergency, the caller will be instructed to contact the Fire Chief at (250) 726-7744.

Firefighters will always terminate the call in a courteous manner and ensure that the caller ends the phone call first.

REFERENCES:

Jones & Bartlett. (2020). *Fundamentals of Fire Fighter Skills and Hazardous Materials Response*. (4th edition)

National Fire Protection Association 1061. (2014). *NFPA 1061: Standard for Professional Qualifications for Public Safety Telecommunications Personnel*

Fire Chief 

OPERATIONAL GUIDELINES

Ucluelet Fire Rescue	
	OG Title: Radio Procedures When Responding to Calls
	OG Number: 5.04
	Original Date: 2020-01-01

PURPOSE:

To provide professional and efficient response communications between Ucluelet Fire Rescue (UFR) and Fire Dispatch (North Island 911).

PROCEDURE:

Upon receipt of a page-out from Fire Dispatch, the Duty Officer will reply on the radio, *"Fire Dispatch, page received"*.

Subsequent conversations will start by addressing the intended recipient, then identifying yourself. ie: *"Fire Dispatch this is Ucluelet 34"*. Wait for a response before transmitting the content of your message.

Where necessary, Dispatch will flag an incident as *"wait for the police."* In these cases, dispatchers may use the term *"wait for fives"* or *"wait for code 5."* In all cases, a *"wait for police"* notice requires that responding officers stage apparatus well out of sight of the incident's address, until police have provided confirmation of safety clearance.

As apparatus prepare to respond a call, the person in the front right seat will cue the microphone to Fire Dispatch and state, *"Fire Dispatch, this is Ucluelet Engine XXXX"*.

Once the dispatcher replies, *"Ucluelet XXXX, go ahead"*, the officer will provide details ie. *"Fire Dispatch, Ucluelet Engine 1 is responding to 1580 Peninsula Rd."* Dispatch generally does not require any other information at that time.

The Officer on the first unit on scene will cue the microphone and call Fire Dispatch, *"Fire Dispatch, this is Ucluelet Engine XXXX"*. Once the dispatcher replies, *"Ucluelet XXXX, go ahead"*, the officer will then transmit, *"Fire Dispatch, Ucluelet XXXX is on scene, XXXX is Command"*. A verbal size-up will then be broadcast over the radio, depending on the nature of the call.

All units will use this procedure to announce their arrival.

If at any time, the Dispatcher says, *"Standby"* during radio communications, this means that they are momentarily not available, and they will advise when they are ready to resume communications.

Where appropriate, IC will announce all benchmarks to Fire dispatch.

OPERATIONAL GUIDELINES

<i>Ucluelet Fire Rescue</i>		
	OG Title: Radio Procedures When Responding to Calls	
	OG Number: 5.04	
	Original Date: 2020-01-01	Revision Date:

REFERENCES:

North Island 911 Corporation Operational Guidelines. (2016). *OG 7.2.0: Dispatch Procedures for User Fire Departments*

Ucluelet Fire Rescue Operational Guidelines. (2020). *OG 4.02: Incident Command*

Ucluelet Fire Rescue Operational Guidelines. (2020). *OG 5.01: Radio Use*

Essential Benchmarks

Term	Definition
Acknowledge Page	Incident confirmed
On Route	Heading to the incident
On Scene	Arrived at the incident
Command established	IC is identified at the incident
Nothing showing	No obvious visible emergency
Smoke showing	Smoke is visible
Investigating	Gathering more information
Primary search – all clear	Primary search is complete
Secondary search – all clear	Secondary search is complete
Under control	Situation has stabilized
Mayday	Firefighter(s) in distress
Abandon	Drop equipment, exit the building
Evacuate	Assist the public in exiting
Withdraw	Bring equipment, exit the building
Fire Struck	Fire is out
RIT established	Rapid intervention team is established
PAR	Personnel accountability report is being conducted

Fire Chief _____



OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>	
	OG Title: Notification of the Office of the Fire Commissioner
	OG Number: 5.05
	Original Date: 2020-01-01

PURPOSE:

To define when the Office of Fire Commissioner (OFC) must be notified.

PROCEDURE:

All fires that have caused damage to property, injuries, or fatalities, or that require fire department resources to suppress, must be reported to the Office of the Fire Commissioner.

During business hours, the OFC can be contacted by phone at 1-888-988-9488. For notification after office hours, contact can be made through EMBC at 1-800-663-3456.

It is the responsibility of Incident Command to notify a Local Assistant to the Fire Commissioner (LAFC) of any reportable fires. The LAFC will investigate the fire within three days and report the fire to the OFC.

Non-reportable fires include:

- False alarms;
- Off-season yard burning;
- Illegal bonfires or campfires;
- Bylaw infractions or burning complaints;
- Vehicle fire resulting from motor vehicle incidents unless an exposure fire occurs;
- Explosions of ammunition, steam boilers, ho water tanks, or other pressure vessels due to internal pressure not internal combustion.

REFERENCES:

British Columbia. Ministry of Public Safety and Solicitor General. (n.d.). Retrieved from: <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/fire-safety/fire-reporting>

Fire Chief _____



OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>	
	OG Title: Requests for Media Interviews
	OG Number: 5.06
	Original Date: 2020-01-01

PURPOSE:

To establish a procedure for media interviews with Ucluelet Fire Rescue (UFR) representatives.

PROCEDURE:

All communication with the public or media regarding an incident response or opinion of the fire department will be directed to the Fire Chief. In the Fire Chief's absence, media requests will be directed to the Deputy Chief.

Fire department members (other than the Fire Chief or Deputy Chief) will not provide information on any incident scene to any source of media.

REFERENCES:

National Fire Protection Association. (2015). *NFPA 1035: Standard on Fire and Life Safety Educator, Public Information Officer, Youth Firesetter Intervention Specialist, and Youth Firesetter Program Manager Professional Qualifications*

Fire Chief _____



OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Training Standards
	OG Number: 6.00
	Original Date: 2020-01-01

PURPOSE:

To establish training standards for Ucluelet Fire Rescue (UFR) members.

PROCEDURE:

In order to assist members in training, the Fire Chief will ensure the provision of a sufficient supply manuals and resource materials to meet the training standards. Such manuals and resource material will remain the property of the District of Ucluelet.

Training will generally take place each Tuesday evening from 1900 – 2100 hours. Exceptions will be statutory holidays, and / or the last Tuesday before Christmas, and the Tuesday between Christmas and New Year's Eve.

Members are expected to attend occasional training sessions that exceed the stated times (ie: weekends and/or evenings other than Tuesdays).

The training program is designed to meet the following standards:

- UFR Operational Guidelines;
- NFPA 1001, *“Standard for Fire Fighter Professional Qualifications”*;
- NFPA 1002, *“Standard for Fire Apparatus Driver/Operator Professional Qualifications”*;
- BC Office of the Fire Commissioner *“Structure Firefighter Minimum Training Standards”*;
- and
- Emergency Medical Assistant Licensing Board of BC, *“First Responder”*.

The authority and responsibility for the adoption and approval of various training requirements is vested in the Fire Chief.

The Deputy Fire Chief and / or Deputy Fire Chief are responsible for:

- Determining UFR training needs;
- Maintaining training records for all members of the UFR;
- Developing UFR training programs;
- Evaluating continuity of training;
- Scheduling & coordinating training sessions; and
- Conducting training as required.

Officers are responsible for:

- Instructing as per UFR training schedules, utilizing applicable standards, manuals, and Operational Guidelines, as well as other training aids; and
- Completing Training Reports as soon as possible after classes are completed.

OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>		
	OG Title: Training Standards	
	OG Number: 6.00	
	Original Date: 2020-01-01	Revision Date: 2023-01-01

All fire department members will actively participate in the UFR training program and maintain personal and professional competence relative to the skill and knowledge levels required of their respective position within the UFR.

REFERENCES:

Jones & Bartlett. (2020). *Fundamentals of Fire Fighter Skills and Hazardous Materials Response*. (4th edition)

National Fire Protection Association 1001. (2013). *NFPA 1001: Standard for Fire Fighter Professional Qualifications*

National Fire Protection Association 1002. (2017). *NFPA 1002: Standard for Fire Apparatus Driver / Operator Professional Qualifications*

Office of the Fire Commissioner. (2022). *“British Columbia Structure Firefighter Minimum Training Standards”*

Fire Chief 

OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Recruit Procedures, Probation, and Milestones
	OG Number: 7.00
	Original Date: 2020-01-01

PURPOSE:

To establish procedure for Recruit Firefighters' probationary period and a time frame to achieve critical benchmarks.

PROCEDURE:

A person who is at least 19 years old, and of good physical fitness and character, and lives within 15 minutes of the Ucluelet firehall may apply to become a firefighter with Ucluelet Fire Rescue (UFR).

Applicants must complete and submit a *Ucluelet Fire Rescue Application Form* including a *B.C. Driver's Abstract*, *Medical Examination Form*, and an *RCMP Information Check* to the Fire Chief.

Once all of the above paperwork has been submitted to the Fire Chief, the application will be reviewed and kept on file until such time that a recruit intake is required. At that time, the applicant may be scheduled for an interview with senior UFR Officers.

Successful candidates will be advised of their start date, enrolled in an accredited National Fire Protection Association (NFPA) 1001 Program, provided a copy of the latest edition of *"Fundamentals of Firefighter Skills"*, and granted access to the *"I am Responding"* app.

The probationary period for recruit firefighters will be six months from their start date, and will not expire until the recruit has successfully completed the following written and practical lessons of the NFPA 1001 Curriculum:

- Exam 1 - *The Fire Service* (Chapter 1), & *Fire Service Communications* (Chapter 4);
- Exam 2 - *Firefighter Health & Safety* (Chapter 2), & *Personal Protective Equipment* (Chapter 3); and
- Incident Command System Level 100.

Upon successful completion of the probationary period, a recruit firefighter may be issued a pager, one license plate sign, a key fob to access the firehall, and a UFR t-shirt. These items will be issued by the Fire Chief.

Upon being issued a pager, the recruit firefighter may respond to calls provided all of the following conditions are met:

- Recruits will not displace a suitably qualified member on a fire apparatus;
- Recruits will work along side a trained firefighter when assigned a task;
- Recruits will not perform any task that they are not trained or qualified to do.

OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>		
	OG Title: Recruit Procedures, Probation, and Milestones	
	OG Number: 7.00	
	Original Date: 2020-01-01	Revision Date:

Recruit firefighters will take an approved first responder course at their earliest convenience.

Apparatus driving privileges will not be granted until members have completed apparatus driver training with air brakes endorsement.

Most costs directly associated with training will be covered by the UFR.

Timing and scheduling of these courses will be at the discretion of the Fire Chief, Deputy Fire Chief, and Chief Training Officer.

Recruits may be dismissed by the Fire Chief if found unsuitable, or if the minimum attendance standard (100%) is not achieved during their probationary period.

REFERENCES:

National Fire Protection Association 1001. (2019). *NFPA 1001: Standard for Fire Fighter Professional Qualifications*

Ucluelet Fire Rescue Operational Guideline. (2020). OG 7.08: *Attendance*

Fire Chief 

OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>	
	OG Title: Intoxicants
	OG Number: 7.01
	Original Date: 2020-01-01

PURPOSE:

To ensure that Ucluelet Fire Rescue (UFR) personnel do not engage in fire department business while under the influence of intoxicants (examples include but are not limited to: sleep deprivation, alcohol consumption, prescription or non-prescription drug use) which may impair judgement.

PROCEDURE:

Incident Command or the Officer in Charge will immediately remove any UFR member who arrives at a training or emergency scene and appears to be under the influence of intoxicants.

Breach of this OG may be cause for dismissal from the UFR, at the discretion of the Fire Chief.

REFERENCES:

Province of British Columbia. (2020, January 1). Serving it Right BC's Responsible Beverage Service Program. Retrieved from:
https://files.rapidlms.com/view/4f/d9/67/c5/29/af/1d/14/bb/a8/d4/46/d1/7f/ff/d8/original/BC_SIR-Manual.pdf

Fire Chief _____



OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Discipline Procedure
	OG Number: 7.02
	Original Date: 2020-01-01

PURPOSE:

To provide for a fair and progressive system of discipline of Ucluelet Fire Rescue (UFR) personnel.

Compliance with all laws, rules, regulations, and operational guidelines is required to provide a safe and structured environment. Fire department members who disobey laws, rules, regulations, or guidelines will be subject to progressive discipline.

PROCEDURE:

The Fire Chief is responsible for maintaining discipline throughout the UFR. Discipline may be warranted as a result of incompetence or misconduct. Discipline includes verbal cautions, written warnings, suspensions, and / or termination from the department.

Suspension or dismissal may result from major or on-going infractions of the UFR Operational Guidelines.

Under normal circumstances, the sequence of discipline for members is:

- **Verbal Caution** - An internal memo will be recorded in the Fire Chief's file. Training or counselling may be suggested or required.
- **Written Warning** - Will be recorded in the member's file. Written warnings will be administered by the Fire Chief. Training or counselling may be suggested or required.
- **Suspension** - Will be recorded in the member's file. Suspensions will be administered by the Fire Chief. Training or counselling may be suggested or required prior to resumption of duty.
- **Dismissal** - Will be recorded in the member's file. Dismissals will be administered by the Fire Chief. A dismissed member may file a written appeal to the Chief Administrative Officer of the District of Ucluelet.

REFERENCES:

Canada. Employment and Social Development Canada. (n.d). Retrieved from:
<https://www.canada.ca/en/employment-social-development/services/labour-standards/reports/discipline.html>

Fire Chief _____



OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>	
	OG Title: Discipline Appeal Process
	OG Number: 7.03
	Original Date: 2020-01-01

PURPOSE:

To provide a process for Ucluelet Fire Rescue (UFR) personnel to appeal disciplinary action applied against them.

PROCEDURE:

A UFR member who believes they have been disciplined in an unfair manner may forward their concerns in writing, to the District of Ucluelet Chief Administrative Officer within seven days of the disciplinary action being administered.

The CAO will forward the appeal to the Deputy Fire Chief.

The CAO will work with the Deputy Fire Chief to investigate and make a ruling that will result in one of the following:

- Upholding the original disciplinary action;
- Overturning the original disciplinary action;
- Modifying the original disciplinary action to a lower level of discipline.

The CAO and Deputy Fire Chief will outline their decision and provide a written copy to the member who filed the appeal, within 14 days.

The recommendation of the CAO and Deputy Fire Chief will be considered final.

Fire Chief _____



OPERATIONAL GUIDELINE

Ucluelet Fire Rescue	
	OG Title: Confidentiality
	OG Number: 7.04
	Original Date: 2020-01-01

PURPOSE:

To establish expectations of confidentiality and consistency in Ucluelet Fire Rescue (UFR) messaging.

PROCEDURE:

The taking of photos, videos, or documentation of information that is related to any fire department incident will be directed by the Fire Chief or Incident Command (IC).

Fire department members will not discuss incident responses through any media (including social media) except as authorized by the Fire Chief.

Social media use for the benefit of public education, fire and life safety, fire prevention or recruitment and retention of members must have prior approval from the Fire Chief.

REFERENCES:

National Fire Protection Association. (2015). *NFPA 1035: Standard on Fire and Life Safety Educator, Public Information Officer, Youth Firesetter Intervention Specialist, and Youth Firesetter Program Manager Professional Qualifications*

Fire Chief



OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>	
	OG Title: Travel Expenses
	OG Number: 7.05
	Original Date: 2022-01-01

PURPOSE:

To provide reimbursement rates for expenses while firefighters are on approved fire department business (ie: meetings, courses, conferences, or seminars).

PROCEDURE:

Registration, travel, and accomodations for courses, seminars or conferences will be arranged through the Fire Chief. Approved costs will be paid by the fire department.

Some examples of reimbursable expenses include mileage, meals, accommodations, taxis, ferries, and parking.

All claims must have prior written approval from the Fire Chief. An email will be sufficient.

The following rates will be used to calculate expenses payable to members for attending training courses or conferences.

- Mileage: \$0.68 per km
- Breakfast: \$12.00 per day
- Lunch: \$23.00 per day
- Dinner: \$30.00 per day

Members may either claim daily rates for meals as above or submit meal expense receipts for reimbursement. The rates listed above represent the maximum allowance per meal.

A per diem of \$150.00 per day may be claimed for attending approved meetings, courses, conferences, or seminars that are 6 hours in duration or longer.

After the training event or conference, the member will submit a completed expense form to the Fire Chief for review. Receipts must be provided for all expenses other than meals (if claiming the flat rate), mileage, and / or per diem rates.

Items without receipts will not be reimbursed.

Fire Chief 

OPERATIONAL GUIDELINE

<i>Ucluelet Fire Rescue</i>		
	OG Title: Firefighter Stipends	
	OG Number: 7.06	
	Original Date: 2020-01-01	Revision Date: 2023-01-01

PURPOSE:

Members of the Ucluelet Fire Rescue (UFR) and their families give countless hours to the betterment of the community. Stipends are a way of partially compensating fire department members for their time and covering a small portion of the expenses incurred while volunteering for the District of Ucluelet.

PROCEDURE:

Stipends will be calculated and paid annually using a formula based on the firefighter’s attendance at practices, level of training, and rank.

The Deputy Chief of Operations will be paid an annual stipend with increases that coincide with District of Ucluelet management group.

Stipends will be based of the following calculations:

- Recruit / Probationary Firefighter: \$8.00 per practice
- Exterior Firefighter: \$10.00 per practice
- Full-Service Firefighter: \$15.00 per practice
- Lieutenant: \$28.00 per practice
- Captain: \$38.00 per practice

Fire Chief 

OPERATIONAL GUIDELINES

Ucluelet Fire Rescue	
	OG Title: Respectful Workplace
	OG Number: 7.07
	Original Date: 2020-01-01

PURPOSE:

To promote and maintain an environment in which all persons are treated with respect and dignity, and that is free from discrimination and harassment.

A respectful workplace has no place for aggressive or demanding behaviour, negative or inappropriate communication, discrimination, racism, or bullying that is directed toward a specific person or persons and that results in an individual feeling humiliated or intimidated.

PROCEDURE:

If a member is behaving in a way that makes you feel uncomfortable, or if you are having a conflict with a member:

If you are comfortable discussing the issue directly with the other member, you are encouraged to do so to try and resolve the issue. If you are uncomfortable approaching the member, or if the issue is not resolved, inform the Fire Chief about the conflict.

If you are unable or uncomfortable with resolving the conflict through the Fire Chief, you should request to speak with the Deputy Fire Chief who will assist you in resolving the conflict. Complaints to Chief Officers must be documented.

Members may be disciplined by a written warning for a first infraction and may be suspended for a second infraction. Additional infractions may result in the dismissal of the member.

If a Chief Officer is behaving in a way that makes you feel uncomfortable, you should attempt to resolve the issue. If you are not comfortable attempting to resolve the issue, or the issue is not resolved, inform the Chief Administrative Officer of the District of Ucluelet for assistance.

Retaliation for speaking out, bringing a complaint, or participating in the investigation of a complaint is prohibited by this policy. Any allegation of a violation of this policy is a serious matter.

Complaints that are investigated and determined to be false or malicious will lead to disciplinary action.

REFERENCES:

District of Ucluelet. (2020). *Respectful Workplace Policy*.

OPERATIONAL GUIDELINES

<i>Ucluelet Fire Rescue</i>		
	OG Title: Respectful Workplace	
	OG Number: 7.07	
	Original Date: 2020-01-01	Revision Date:

Fire Chief



OPERATIONAL GUIDELINES

<i>Ucluelet Fire Rescue</i>	
	OG Title: Customer Service
	OG Number: 7.09
	Original Date: 2022-10-23

PURPOSE:

To provide excellence in customer service management for Ucluelet Fire Rescue (UFR) members and the customers we serve.

PROCEDURE:

UFR defines the customer as any person who receives our services and anyone with whom our members interact with.

Examples of a customer include:

- A person who received service.
- Anyone who knows, or is closely related to, the person who received service (ie: family, friends, neighbours, etc.).
- The people we encounter, directly and indirectly during our workday (ie: members of organizations we routinely do business with, people who visit our firehall, people who see us during our workday (ie: inspections), and people who see us on the road.
- The members of our organization, including all other District of Ucluelet employees (our customer services begin with how we treat each other).

These customers are an integral part of our workday. We will treat them in a positive way and include them in our plan to execute excellent customer service. Every interaction with our customers is an opportunity to solve their problem and leave a positive, lasting impression.

Our number one priority is to deliver the best customer service possible. UFR members are responsible for the following as it relates to customer service:

- Treat all customers with respect, kindness, patience, and consideration. We will respond quickly, skillfully, and positively to every customer
- Deal with the customer's situation as an urgent event, from the time we know about it until it is over
- Identify and act on opportunities for added value. Added value occurs when we go beyond our standard quick, effective, professional, customer service to create a feeling that the customer was the most important person we served all day. Added value only requires a little extra effort and leaves our customer with the opinion that we care
- Provide exceptional customer service, whenever possible. Ucluelet Fire Rescue delegates authority and trusts its members with the power to provide customer service to the level of their abilities and imagination. Members' evaluation as to whether they are empowered to provide exceptional customer service is determined by asking themselves:

OPERATIONAL GUIDELINES

<i>Ucluelet Fire Rescue</i>	
	OG Title: Customer Service
	OG Number: 7.09
	Original Date: 2022-10-23

- Is it the right thing for the customer?
- Is it the right thing for the department?
- Is it legal, ethical, and nice?
- Is it safe?
- Is it on your organizational level?
- Is it something you are willing to be accountable for?
- Is it consistent with our, vision, values, and procedures?

If the answer to these questions is yes, then fire department members do not require permission. Fire department members are empowered to provide exceptional customer service by following these concepts:

- Creating and sustaining a positive public image
- Following UFR Operational Guidelines
- Always acting professionally
- Giving the customer your undivided attention
- Taking a moment (when appropriate) to educate the customer(s) about what we do and why we are doing it

In addition to the above, team leaders and chief officers are responsible for the following:

- To provide a work environment in which exceptional customer service and added value are the result of a refined system where members are empowered to operate between the lines to provide caring service with both quality and value.
- To ensure that basic organizational behaviour is customer oriented.
- To invest in human resources by keeping customer service a part of an ongoing development process.
- To take responsibility for themselves and their subordinates and expand authority in others.
- To sustain and enhance regional commitment and consistency in the execution of professional services and customer satisfaction.

Fire Chief

