

CUMBERLAND COUNTY



Fire Officers Handbook

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A. Response Teams – Support Resources

To request any of these resources, contact Cumberland County Communications Center. It should be noted that all response times are average. Actual response times may vary.

1. Special Services/Guidelines/Basic Ops/Mission

1.1 County Services

1.1.1 New Cumberland River Rescue (NCRR) (Company 100)

Mission	To effect water rescues
Method of Dispatch	County Communications Center
Response Time	10 minutes for Chief, 15 minutes for QRS
Available Resources	Six rescue boats, 4 QRS vehicles, 1 rehab utility trailer, 6 x 6 UTV

New Cumberland River Rescue (NCRR) is one of eight water rescue companies in the state that has a Level II accreditation. NCRR provides services for water rescue emergencies utilizing six boats, four Quick Response Squad (QRS) vehicles and a 6 x 6 UTV.

1.1.2 **Special Hazard Operations Team (SHOT) (Team 200)**

Mission	Provide capability to identify materials and risk; downwind plume; immediate mitigation and containment; coordinate consequence management
Method of Dispatch	County Communications Center
Response Time	Technical Support Officer: 15 minutes; Team: 30-45 min
Available Resources	HM-201- West Shore Area, HM-202- Carlisle Area
Miscellaneous	Team 200 is available to split in order to handle multiple incidents at once. The average manpower response to a call is 15 persons. Decontamination trailer is also available by request*.

The Special Hazards Operations Team (SHOT) is a State certified, countywide hazardous materials response team. The SHOT concept focuses on an integrated multi-agency response capability of volunteers to provide adequate response to reported emergencies involving hazardous materials.

This concept ensures that adequately trained personnel and specialized equipment are available to respond with technical assistance, containment, control and decontamination equipment and personnel as a unified team reporting directly with initial response and incident command units.

SHOT provides hazardous materials response coverage to Adams, Cumberland, Franklin, Fulton and Perry Counties.

Team 200 Locations:

Haz-Mat 201- County Garage, Lemoyne

Haz-Mat 202- Emergency Services Training Academy, Middlesex Twp.

Decon Trailer- County Garage, Lemoyne

Prime Mover- County DPS, Middlesex Twp.

*When requesting the Decontamination Trailer, the nearest available tanker must also be dispatched to establish a water supply

1.1.3 **Mass Casualty Incident Response Team (MCIRT) (Team 300)**

Mission	Provide EMS ICS; coordinate triage and transport; patient accountability
Method of Dispatch	County Communications Center
Response Time	Liaison Officer: 15 min; Team: 30-45 min
Available Resources	18 members, one trailer; internal communications assets

The Cumberland County Mass Casualty Incident Response Team (MCIRT) provides Incident Command with technical assistance and guidance to control a mass casualty incident. The team's involvement may include situation analysis, triage and treatment, transportation, communications, and enhancement of existing incident management. DPS is responsible for management of the team as well as selection and training of team members. The trailer is at the Emergency Services Training Academy in Middlesex Twp. and is to be towed by a DPS vehicle.

1.1.4 **Search and Rescue Team (SAR) (Team 400)**

Mission	Provide assistance in locating missing, or lost persons, non-criminal in nature.
Method of Dispatch	County Communications Center
Response Time	Team Leader: 15-20 minutes. Entire team: 45-60 minutes.
Available Resources	Management team, search dogs, search equipment, generator, lighting cords, tables, chairs, hand held GPS units, Talk-About radios. There are 10 active members with a six member average response.

The management of Search and Rescue (SAR) operations must be implemented at the onset of any situation where specialized services or personnel need to be activated to respond to preserve the scene and any evidence that would assist specialized units.

Search and Rescue operations will vary in scope and circumstance. The incident could range from a deliberate runaway to a mentally impaired lost or a dangerous person. With these complexities, a management team must be assembled to insure the effective management of the entire operation.

The Cumberland County Search and Rescue Team is a group of individuals, services, and resources that will be assembled as needed. These resources and services include dog teams, vertical and underground rescue teams, grid search and command units with specialized training in search and rescue operations.

1.1.5 **Technical Rescue Operations Team (TROT) (Team 500)**

Mission	Provide rescues in case of Trench or Excavation Collapse, Building Collapse or Instability, Rope or High Angle Incidents and Confined Space Emergencies
Method of Dispatch	County Communications Center
Response Time	Team Chief or Technical Support Officer: 15 minutes; Team: 2 hours
Available Resources	30-60 members, specialized rescue apparatus containing cave-in support and specialized rescue equipment.

The Cumberland County Technical Rescue Operations Team (Team 500) is a county based technical rescue team that is capable of regional response within South-Central Pennsylvania, and is trained, equipped, and capable of conducting operations and technician level rescue activities (as outlined in NFPA 1670) in the following disciplines:

- Trench/Excavation Collapse and Emergencies
- Building Collapse or Instability
- Rope/High Angle Incidents
- Confined Space Emergencies

When requested, the team functions under the authority of the local Incident Commander or authority having jurisdiction (AHJ) to provide information, guidance, and support of specialized rescue operations.

Team 500 is available 24 hours a day, 365 days a year and can be requested directly through County Communications by any local Incident Commander responding to, or operating on the scene of an incident where it is believed that the capabilities of the team may be beneficial. Personnel requesting the team via radio should specifically request Company 500 and specify the level of request (i.e.- advisory, technical assistance, stand-by or response/activation).

When requesting Team 500, the IC must provide the following information:

- Nature of Incident
- Exact Location
- Rescue or Body Recovery
- Number of Victims/Patients
- Special Resource Needs (personnel, equipment, etc.)
- Contact Information for Requesting Agency

Team 500 is comprised of the following participating agencies:

Northeast Fire and Rescue, Summerdale (Co. 20)

Citizens Fire Company, Mechanicsburg (Co. 27)

Washington Fire Company, Mechanicsburg (Co. 28)

Hampden Twp. Vol. Fire Co., Mechanicsburg (Co. 30)

West End Fire and Rescue, Shippensburg (Co. 54)

West Shore Emergency Medical Services (Co. 80)

1.1.6 County Animal Rescue Team (CART) (Team 600)

Mission	Provide support in situations involving animals both large and small; from house pets to livestock and poultry. Provide sheltering and medical aid to animals. Assist in the control and collection of domestic animals.
Method of Dispatch	County Communications Center
Response Time	CART Coordinator or Animal Team Chief: 20 min. Team: 45-60 minutes
Available Resources	50 members including a Veterinarian, Vet techs; animal trailers, animal carriers, herding equipment, and other animal control equipment

The Cumberland County Animal Rescue Team is available to assist in any incidents involving animals. Their services can include anything from a single domesticated cat or dog at an auto accident to a tractor trailer stock truck loaded with livestock.

1.1.7 Special Response Team (SRT) (Team 700)

Mission	Provide law enforcement capability for dealing with special situations. Operates under the direction and control of the District Attorney.
Method of Dispatch	County Communications Center
Response Time	45-min for partial response; 90 min for full response
Available Resources	14-18 personnel; 2 vehicles; less than lethal gas; special weapons and equipment

The Special Response Team is available to provide advanced policing methods and tactics in the event of a barricaded suspect, hostage situation or any other occurrence where members of local police departments do not have the ability to control a situation themselves.

1.1.8 Special Police Emergency Response Team (SPERT) (Team 800)

Mission	Provide traffic or crowd control and security at disaster incidents.
Method of Dispatch	County Communications Center
Response Time	Local commander within 5 minutes; 60 min for full response.
Available Resources	64 personnel; privately owned vehicles; company affiliated equipment, traffic control equipment

The Special Police Emergency Response Team is made up of members of various Fire Police organizations from throughout the county. This team is available for large emergencies or disasters.

The team will provide assistance when traffic and/or crowd control is beyond the capability of available resources or for extended incidents.

1.1.9 Public Safety Information Team (PSIT) (Team 900)

Mission	To provide the public, through the media, accurate information about emergency incidents within the county
Method of Dispatch	County Communications Center
Response Time	15 to 30 minutes, 45-60 for the entire team
Available Resources	Specially trained personnel and media staging equipment

The Cumberland County Public Safety Information Team (PSIT) is comprised of volunteers with advanced training skilled in dealing with the media. In the event of a major incident the PSIT will identify themselves to the Incident Commander (IC). They will then establish a media staging area and release available information provided by the IC to the media and public. The PSIT will also be responsible for providing press releases.

1.1.10 Cumberland County Critical Incident Stress Management/Peer Support Team (CISM) (Team 1000)

Mission	To support emergency responder mental health through peer support, critical incident debriefing & stress management techniques.
Method of Dispatch	County Communications Center
Response Time	15 to 30 minutes, 60 for the entire team
Available Resources	Specially trained personnel

The Cumberland County CISM/Peer Support Team provides specialized training to team members in first responder mental health care. Team members provide one on one peer to peer support for individuals or group sessions after critical incidents. Examples of critical incidents may include but are not limited to: child deaths, multiple fatalities, line of duty deaths, officer involved shootings or any incident that is believed to have significantly impacted first responders.

1.1.11 Cumberland County Coroner (Car 99)

Mission	To identify unknown causes of death and to make notification to the family of the deceased and to manage estate matters as required
Method of Dispatch	County Communications Center
Response Time	Dependent on location of coroner on duty and location of the call
Available Resources	1 Coroner, 7 full-time Deputy Coroners, 7 part-time Deputy Coroner

The County Coroner's Office shall be immediately notified of any incident in which a death has occurred. The only exception is when a death has occurred as a result of natural causes and the victim's attending physician is willing to sign the appropriate death certifications.

1.2 Strike Teams

1.2.1 Company Resources - Strike teams are operated by individual companies and are available by request of the incident commander

1.2.1.1 **Cumberland/Perry Mass Decontamination Strike Team:**

Mission	To assist Incident Command and Team 200 with mass decontamination at Haz-Mat incidents
Method of Dispatch	County Communications Center
Response Time	Technical Support Officer: 15 minutes; Team: 30-45 min
Available Resources	E21, E30, PCE9

Decontamination Engine 21- Co. 21- Creekside Volunteer Fire Co.

Decontamination Engine 30- Co. 30- Hampden Twp. Vol. Fire Co.

Decontamination Engine PC9- PC Co. 9- New Buffalo Fire Co.

Decontamination Trailer Also Available*

*When requesting the Decontamination Trailer, the nearest available tanker must also be dispatched to establish a water supply

1.2.1.2 **Cumberland EMS Task Force:**

Mission	Provide EMS assistance in the event of a Mass Casualty incident
Method of Dispatch	County Communications Center
Response Time	Dependent on location of call
Available Resources	Minimum of 3 BLS Units, 2 MICUs, all with staffing of at least 3, minimum certification of EMT. Decontamination trailer and prime mover with a staffing of 1, also at least with an EMT certification. Task Force must comprise of at least 16 personnel at an incident

EMS Task Force Company 80 - Co. 80- West Shore ALS – Cumberland and Franklin Counties

EMS Task Force Company 40 - Co. 40- Cumberland-Goodwill BLS

Dauphin County can provide up to six MICUs with a staffing of up to 28 total along with two BLS units with a staffing of three each. Lebanon County can provide one MICU with a staffing of five. York County can provide up to two MICUs with a staffing of three each, 2 BLS units with a total of 12 EMTs along with one ALS unit with two paramedics. Adams County can provide one ALS unit with two paramedics. Lancaster County can provide five MICUs with a total staffing of 20 and one BLS unit with a staffing of four.

1.2.1.3. Cumberland Foam Task Force (Foam 200):

Mission	To provide fire and vapor suppression for Class B type incidents
Method of Dispatch	County Communications Center
Response Time	10-20 minutes depending on location
Available Resources	E145, E20, Foam Wagon 20 (towed by Br20) & Team 200. Large quantity of Class B foam and appliances necessary to effectively apply foam for fire and vapor suppression.

E145 – Co. 45 – Carlisle Fire and Rescue Services

T20 – Co. 20 – Northeast Fire and Rescue

Foam Wagon 20 – Co. 20 – Northeast Fire and Rescue

Foam Wagon 20 is an 18' enclosed trailer with 775 gallons of AR-AFFF 3%-6% foam. It has 2-roof mounted deck guns capable of 2500 GPM water and 1500 GPM foam total. It also has various mitigation capabilities including oil dry, absorbent pigs, and portable pumps for over & under flow dams.

*Team 200 will be dispatched on all incidents that Foam 200 is requested on.

1.3 Other Services

1.3.1 **State Police Fire Marshals Office-**

The Communications Center shall notify, at the request of incident command, the State Police Fire Marshal, on priority incidents. Priority incidents are defined as follows:

1. ALL incendiary/arson fires.
2. When the Operations Command or a Fire Chief is unable to determine the fire cause.
3. ALL fatal fires.
4. All significant fire related injuries to civilians or firefighters, regardless of the fire cause.
5. Vehicle fires that are suspicious or cause damage to a near-by structure.
6. Vehicle accidents involving fire and the occupants are burned and deceased on arrival (DOA) to a hospital or burn unit.
7. Fire caused by any juvenile, regardless of amount of damage or what burned.
8. Any incident caused by an explosion or bombing.
9. All fires involving places of worship, no matter what the suspected cause.

Requests for a State Police Fire Marshal which are not of a priority nature will be made by the incident commander directly to the Pennsylvania State Police.

As a Fire Officer, you are responsible for securing the entire fire scene and ensuring that the cause of the fire is determined. If you believe that a criminal investigation will be instituted, chain of custody and proper handling of evidence MUST be followed. If they are not, you jeopardize the investigation and may be charged criminally. BE CAREFUL with your scenes.

1.3.2 **PA Task Force 1 Urban SAR Team-**

PA Task Force 1 Urban SAR Team is the FEMA SAR Task Force for the region. This team is available for very large incidents and can be self sufficient for extended periods of time.

Requests for Task Force 1 should go through County Communications to the State Emergency Operations Center.

1.3.3 **Civil Air Patrol (CAP)-**

CAP is available out of Capital City Airport in New Cumberland. CAP is capable of providing an array of services during search and rescue operations. CAP can be assigned to the following missions:

- a. Aircraft search and rescue
- b. Missing persons
- c. Non-presidential declared disaster search and rescue
- d. Catastrophic disaster search and rescue
- e. Locating Emergency Locator Transmitter (ELT) signals
- f. Aerial and ground radiological monitoring

Requests for CAP should be made to the state EOC through the county emergency management agency or 9-1-1 Center.

1.3.4 **Salvation Army Disaster Services-**

Salvation Army Disaster Services will be contacted at the request of Incident Command to provide for emergency placement needs.

1.3.5 **American Red Cross Services-**

The American Red Cross will be immediately notified by the Communications Center of any fire in which families or residents could be displaced. Incident Command should assess the situation at hand and inform the Communications Center of the type of need for Red Cross services. The Red Cross is also available to provide assistance in setting up care centers for both the first responders rehabilitation and for the victims of incidents.

1.3.6 Transportation Assets

Cumberland County maintains a fleet of buses which are available for use by Emergency Personnel. The County Transportation department can be contacted by the Communications Center at the request of the Incident Command to provide buses for climate controlled rehabilitation, rotating out emergency crews from the scene of extended operations, and to assist with the evacuation of civilians. Also at the request of the Incident Commander, County Communications and the DPS can request buses from the area school districts for the same purposes.

2. Mobile Communications Unit (MCU) Standard Operating Procedures

2.1 General

The Cumberland County MCU's primary mission is to provide the residents and public safety providers of Cumberland County an alternate 9-1-1 Public Safety Communications Center. The secondary mission of the MCU is to provide support services during field operations at an incident. The unit is normally staffed by DPS employees with support from public safety personnel during field operations. When not in use the unit is housed at Cumberland County DPS in Middlesex Twp.

The unit is designated as Communications One.

2.2 Incident Operations

2.2.1 Responses

Field requested responses to any of the following events occurring in Cumberland County are approved and will be initiated immediately by the Communications Center:

- 2.2.1.1 Third alarm or greater fire responses to commercial, institutional, industrial, or multiple residential facilities that involve multiple command functions and channel use.
- 2.2.1.2 Hazardous materials incidents involving multiple hazardous material response teams.
- 2.2.1.3 Hazardous materials incidents which may result in possible evacuations.
- 2.2.1.4 Police emergencies involving hostage or barricaded subjects that result in a multiple police agency response.
- 2.2.1.5 Police events involving Special Response Teams.
- 2.2.1.6 Any public safety event that is causing an extreme demand on the 9-1-1 center and the use of the mobile unit will reduce the load.

- 2.2.1.6.1 Any other field request must be authorized or requested by the Public Safety Director or 9-1-1 Operations Manager.
- 2.2.1.6.2 The MCU may not be available during winter weather occurrences. The unit will be placed out of service for responses whenever applicable. Any questionable incident responses will be determined at the time of the call.

2.2.2 Staffing

- 2.2.2.1 The initial deployment of the MCU will require a driver and one support person.
- 2.2.2.2 Staffing will be provided by DPS employees.
- 2.2.2.3 Additional DPS staff may be deployed as requirements dictate.
- 2.2.2.4 The Communications Center will deploy on duty staffing from the center if available. If no on-duty staff is available, off-duty staff will be paged in accordance with the Communications One dispatch checklist. If a situation occurs that staffing is not available, the Communications Center will contact the 9-1-1 Operations Manager. Staffing of radio / phone positions will be the responsibility of the involved field users. Staffing of field operations and command radios by DPS personnel is not to be assumed.

2.2.3 Response Operations

- 2.2.3.1 The MCU will respond non-emergency to all events. Altering of this procedure will be the responsibility of the unit OIC.
- 2.2.3.2 The MCU will be deployed on the scene of the event in a safe location. The parking area must be a solid and level surface and free of overhead obstructions.
- 2.2.3.3 The MCU must be parked so that it may exit the scene in a timely manner in the event of a communications center evacuation or problem.
- 2.2.3.4 Response to any communications center events will be under emergency conditions.

2.2.4 Scene Operations

- 2.2.4.1 The MCU will be under the control of the unit OIC.
- 2.2.4.2 MCU Chain of Command:
 - 1. Director of Public Safety
 - 2. 9-1-1 Operations Manager
 - 3. Emergency Operations Manager
 - 4. Communications Supervisor
 - 5. Driver

- 2.2.4.3 Upon arrival at the scene of an event, the MCU OIC will do the following:
 - 1. Contact Incident Command and determine the set up location for the MCU.
 - 2. Coordinate with the Communications Center and Incident Command and determine the appropriate communications plan.
 - 3. Complete the seating assignment chart and MCU access list.
 - 4. Meet the needs of the personnel assigned to the MCU.
 - A. Briefing on radio and telephone usage.
 - B. Briefing on basic MCU capability and limitations.
 - 5. Provide ongoing guidance and support throughout the event in regard to support equipment needed within the MCU.
 - 6. Control access to the MCU. Only DPS, and designated field personnel will be permitted in the MCU.
 - A. Designate a security person (Special Police, Police, etc.) to monitor the access.
 - B. Provide the monitor with an access list for the MCU.
 - C. Access to the MCU will be only via the rear door.

2.2.5 Public Display/Educational Events

- 2.2.5.1. The MCU is available for public safety related displays and 9-1-1 related displays within Cumberland County.
- 2.2.5.2 The MCU will not be used to provide support functions at fund raising or other community events.
- 2.2.5.3 The MCU will remain available at all times for potential responses.
- 2.2.5.4 The MCU will be staffed at all times during the event. The MCU will be locked and alarmed whenever it is not staffed.
- 2.2.5.5 Any requests for the MCU must be forwarded to the 9-1-1 Operations Manager for approval.
- 2.2.5.6 If the MCU involvement is for an extended period of time, an auxiliary power source may be required.

2.2.6 Long Term Operational Requirements

If a long term commitment arises during the deployment of the MCU, certain requirements may become necessary. These needs will need to be coordinated by incident command and DPS.

- 2.2.6.1 Water will be provided as soon as it is available.
- 2.2.6.2 Crew refreshments will be provided after 4 hours.
- 2.2.6.3 After 8 hours portable restroom facilities will be brought in, if available.
- 2.2.6.4 After extended generator use, or more than 48 hours, diesel fuel will be needed along with an alternate power source. The alternate power sources must be a direct connection from a field power source. They include:
 - 1. Marine twist lock 50 AMP, 125/250 volt 3 pole – 4 wire ship to shore device, Hubbell 63CM64 or equivalent
 - 2. Two 110 Volt AC, 20 AMP Service from opposite sides of electrical panel, connected to County pigtail.
 - 3. Electrical interface between field supplied power source to County provided 50 AMP, 125/250 volt Marine twist lock plug assembly. (This will require a qualified electrician)
- 2.2.6.5 After more than 72 hours propane for heating systems is going to be required, if available.

3. Training

3.1 Cumberland County Emergency Service Training Academy Procedure Manual

The Joint Fire/Rescue Training Committee is responsible for the manual which outlines guidelines for fire department training. The manual is to provide standardized procedures for the safe and efficient use of the County training facility.

3.2 Training Facility

The Cumberland County Emergency Services Training Academy is operated by the Cumberland County Volunteer Firefighters Association (CCVFA) with input from the Cumberland County Fire Chiefs Association created thru the Joint Fire/Rescue Training Committee (CCJFRTC). The purpose of the training facility is to provide to the volunteer and career emergency service organizations of the County local facilities that will assist them in conducting the training required to perform their duties in a safe and effective manner. The Training Academy is reserved for departments in good standing of the CCVFA. CCJFRTC is responsible for the administration of the Training Academy. The responsibilities are provided for informational purposes below. The Department of Public Safety is responsible for supporting the scheduling of the Training Academy, collecting and verifying basic information such as the name and qualifications of Safety Officers, and assisting in coordination for access to the grounds. The CCJFRTC responsibilities include but are not limited to:

- 3.2.1 Setting, publishing and enforcing policies and standards for using the Training Academy.
- 3.2.2 Developing and maintaining a site development plan for improving the facilities.
- 3.2.3 Developing and maintaining a list of maintenance requirements for the facilities.
- 3.2.4 Providing budget input through the Department of Public Safety to the County not later than the end of each July so the request can be included in the budget process.
- 3.2.5 Maintaining an inventory of all support equipment on the grounds and providing recommendations to the County for new or replacement items as part of the annual budget request process.

The Academy has the ability for firefighters to train on all aspects of firefighting with the exception of live structural fire training. Currently being developed by the County is a plan to build a new training burn building so that fire companies can train with live fire in a safe, controlled environment.

In order to use the training grounds a request form [Figure 1] must be completed and returned to the Emergency Management Resource Coordinator (EMRC).

[Figure 1]

REQUEST FOR USE OF CUMBERLAND COUNTY TRAINING ACADEMY	
Part 1: DEPARTMENT / ORGANIZATION INFORMATION	
Requesting Department: _____	Phone: _____
Chief: _____	Phone: _____
Contact Person: _____	Phone: _____
Training Officer: _____	Phone: _____
Insurance Coverage On File: Yes _____ No _____	Attached: _____
Part 2: TRAINING INFORMATION	
Requested Dates: _____	Requested Times: _____
_____	Requested Times: _____
_____	Requested Times: _____
_____	Requested Times: _____
_____	Requested Times: _____
Type of Training and Facility Requested: _____	

Training Instructors: _____	_____
_____	_____
_____	_____
Estimated Number of Participants: _____	Number of Safety Personnel: _____
Name of Safety Officer: _____	_____
Name of Safety Personnel: _____	_____
Name of Safety Personnel: _____	_____
Name of Safety Personnel: _____	_____
Other departments/organizations participating? Yes ___ No ___	
Name: _____	
IMPORTANT: Cumberland County is NOT liable for any accidents or injuries incurred during training operations. However, ANY personnel damaging any part of the training grounds and/or buildings/structures at the training grounds will be held responsible for said damages.	
Part 3: Requesting Department Authorization Date: _____	
Requestor Signature: _____	Title: _____
Part 4: Request Processing	
Date Received by EMRC: _____	Date of Acknowledgment: _____
Request Approved: Yes _____ No _____ Reason: _____	
Coordination for Keys/Access: _____	
EMRC Signature: _____	Date: _____

B. Operational Procedures

1. Staging Levels

This guideline will provide a standard system for initial placement for responding apparatus, personnel, and equipment prior to assignment at tactical incidents.

Effective utilization of this guideline will:

1. Prevent excessive apparatus congestion at the scene.
2. Allow time for Command to evaluate conditions prior to assigning companies
3. Place apparatus in an uncommitted location close to the immediate scene to facilitate more effective assignment by Command.
4. Produce more effective communications by virtue of reducing radio traffic during critical initial stages of fire operations.
5. Allow Command to formulate and implement a plan without confusion and pressure.

When arriving on scene, all command, chief and all personally owned vehicles shall not commit themselves to the staging area. These vehicles will be parked away from the incident and in a manner which will not restrict access routes.

1.1 Staging Level Assignments

The following are staging level assignments used in Cumberland County.

- 1.1.1 **LEVEL 1** - First arriving engine and truck or squad type service unit will proceed to the scene depending upon local municipal procedures. Additional responding apparatus will stage at a suitable location near the scene awaiting assignment.
- 1.1.2 **LEVEL 2** - (used normally with second alarm response) All apparatus and manpower will report to a staging area designated by incident command and await further assignment.
- 1.1.3 **LEVEL 3** - Staging of units and manpower at a fire station or other building convenient to the fire scene as designated by incident command.

1.2 Additional Alarm/Apparatus Requests

Any requests for additional apparatus shall come from command. Apparatus may request additional assistance if incident command has not already been established. All requests made by anyone other than the OIC will be cleared by the Communications Center through IC.

1.3 Transfer Requests

Requests for transfers will come from either the company OIC or incident command. The Communications Center will dispatch transfer assignments according to the Box assignment if listed as part of the alarm response.

1.4 Standardized Response Mode Announcements - Fire & EMS

- A. Non-Emergency - will be assumed as responding with no audible or visual signals operating.
- B. Emergency - will be assumed as responding with audible and visual signals operating and assuming that the driver is exercising those special privileges as needed and in a manner that insures due regard for the safety of all persons.
- C. Caution will be used to alert responding companies of an unusual or hazardous condition occurring which may affect responding units. An acknowledgment will be required by units affected if the Communications Center warrants it.
- D. Placed In-Service/Units Held - The Communications Center will place in-service or hold units at the direction of the OIC. When units are placed in-service by the Communications Center, units that are still responding and not on-the-scene will be called and an acknowledgment will be given to the Communications Center.

Apparatus placed in-service which is on-the-scene will not be called individually, but will be collectively advised by Box Number without acknowledgment.

1.5 EMS Response Modes

- A. “Class 3” - BLS - non – emergency
QRS - non – emergency

- A. “Class 2” – BLS - emergency
QRS- emergency

- B. “Class 1” – ALS – emergency
BLS – emergency
QRS – emergency

2. Incident Command

Incident command shall be established on all incidents. Incident command consists of procedures for controlling personnel, facilities, equipment, and communications. Incident command is identified in various standards and legislative acts including SARA (EPA), OSHA, NFPA 1500 and NIMS (National Incident Management System). A single communications point of contact between the Incident Commander and the Communications Center will be established. The requirements for establishing a radio command talkgroup can be found in section 2.2

2.1 Chain of Command

The following chain of command will be recognized until such time that Command is assumed by a responder if the local Chiefs fail to respond.

Various chain of command policies exist within the different municipalities. Coordination must occur among the municipalities so that the proper chain of command is followed when mutual aid responses occur.

- A. Municipal Chief, Municipal Assistant Chief, or Municipal Duty Chief for incidents occurring within their municipality.
- B. First due engine company officer or designated Duty Chief.
- C. Second or subsequent due engine company chief or their assistant chief
- D. Truck/Squad company chiefs or their assistant chiefs.
- E. First due company apparatus (excluding traffic units).

2.2 Establishment of Command Talkgroups

A command talkgroup shall be designated by the Communications Center whenever it is essential to incident command communications. Incidents with a single company response and/or other non-consequential incidents in which minimal operations and radio traffic is involved do not warrant a command talkgroup. The Communications Center will maintain control at all times of talkgroup use.

All operations communications will be coordinated through incident command or OIC until command has been established. "Command" shall be assumed when a unit has been designated as such by an incident OIC. The designation will be derived from the Municipal Chief number if one is assigned to the municipality. If no municipal chief is designated, then the engine company number utilized in the box number will be used for the command designation. Example: Hampden Twp. Box 30-101 will be assigned Command 30.

Should another incident occur within a given municipality or box area in which a "Command" has already been designated, an additional "Command" can be designated. This "Command" will assume the same command number and be designated with an additional alphabetical letter. Example: First incident- "Command 30" Second incident- "Command 30A"

2.3 Assignment of Multiple Support Functions

On major incidents, divisions/groups may be established to effect good communications and effective span of control at the incident. Examples of these support functions might include- "Operations" "Water Supply" "EMS" "Staging" or "Manpower"

Division or Group Supervisors will communicate their needs to the established Incident Command. Incident Command is responsible to make all requests for needs to the Communications Center. The Communications Center will coordinate talkgroup usage for all operations on the incident.

2.4 Fireground Structure Identification System

Sides of buildings are designated by Letter/Phonetic Alphabet. Clockwise from the address side of the structure is Side or Exposure A-Alpha, then Side or Exposure B-Bravo, C-Charlie, D-Delta. Floor levels are designated as Divisions 1-2-3-4. The interior quads are clockwise designated Quadrants 1-2-3-4.

The following area identification system is the standard within Cumberland County and will be utilized as such for apparatus assignments and fire ground reports:

SIDE / EXPOSURE C – Charlie

SIDE / EXPOSURE
B - Bravo

QUADRANT 2	QUADRANT 3
QUADRANT 1	QUADRANT 4

SIDE / EXPOSURE
D – Delta

SIDE / EXPOSURE A – Alpha

Front/ Address Side

3. Bomb Procedures

3.1 Bomb Threat Situations

Bomb threats, and other hostile threats, are a matter to be handled by the police department. When a report of such is received, the Communications Center will:

- 3.1.1 Dispatch a police unit to the scene
- 3.1.2 No fire or EMS apparatus will be dispatched except when an explosion has occurred, there is a fire, a rescue is apparent, or by request of the police or fire chiefs. The Communications Center will notify the appropriate first due fire and EMS chief of the incident.
- 3.1.3 If a threat is called in the use of bomb detecting dogs is permitted, however, once a suspicious package or device is located national protocol discourages the further use of bomb detecting dogs.
- 3.1.4 All personnel are to attempt to preserve the scene, as best as possible, for criminal investigation.
- 3.1.5 When dispatched, fire apparatus should utilize level 2 staging and await assignment.

4. Personnel Accountability Guidelines (PAR)

Accountability is directly related to supervision. It is the responsibility of all Company Officers, Division/Group Supervisors and Command to maintain a level of supervision that accounts for the location and function of all personnel at every incident.

4.1 Emergency Incident Accountability

4.1.1 This procedure will enhance the safety of firefighters operating on emergency incidents by providing the Incident Commander with a system for tracking the number of personnel along with the area where they are operating on incidents. In case of an emergency situation on the fire ground it is the IC's responsibility to know where units are operating along with how many firefighters make up the unit.

4.1.2 A Personnel Accountability System (PAS) shall be implemented when the first unit arrives on the scene and continue until the Incident Commander terminates the incident. Accountability responsibilities shall expand with the Incident Management System (IMS). During the course of an incident the Incident Commander shall be able to account for all personnel at any given time.

4.1.3 The Accountability System shall in no way reduce the company officer's primary responsibility to closely supervise crew members, provide for their safety, and maintain communication with command. The minimum crew operating in an atmosphere that is immediately dangerous to life and health (IDLH) shall be two firefighters with a portable radio and PASS devices.

4.2 General Guidelines

4.2.1 All personnel arriving in POV's (where permitted) must report to Command or the staging area if designated for assignment to apparatus. No one may immediately assume they are to report to the fire apparatus they are normally assigned to. Assignments shall be based on the needs of the specific incident, including personnel and apparatus availability.

4.2.2 A mechanism to quickly account for personnel must be available to the Incident Commander at any point during the incident. In order to ensure the effectiveness of this system and the safety of all personnel, accountability procedures shall be strictly followed at all times.

4.2.2.1 I.D. tags (PAS tags) shall be considered an issued item of protective gear.

- 4.2.2.2 Fire/Rescue department personnel shall always operate as a crew of at least two people, with a portable radio and PASS devices, when functioning in an IDLH environment.
 - 4.2.2.3 No one shall operate alone in the hazard zone.
 - 4.2.2.4 No crew shall operate without a portable radio.
 - 4.2.2.5 Crews shall always go in and come out together.
 - 4.2.2.6 Personnel operating as a crew shall be in contact with the crew “leader” by voice, touch or sight.
- 4.2.3 To effectively manage the activities and movement of personnel, company officers should advise Command when his/her personnel are moving between divisions/groups.
- 4.2.4 An Immediate Accountability Check will be conducted for:
- 4.2.3.1 Any report of missing or trapped firefighters
 - 4.2.3.2 If the evacuation signal is sounded.
 - 4.2.3.3 Any change from offensive to defensive tactics.
 - 4.2.3.4 Any sudden hazard event such as flashover, back draft, or collapse.
- 4.2.5 Accountability Officers may be driver/operators, company officers or personnel specifically assigned to serve as Accountability Officers by Command. The Accountability Officer will assume that title and shall report to the Incident Commander. The Accountability Officer’s duties and responsibilities are to maintain the Command Post Accountability Chart and verify each Personnel Accountability Report (PAR). They must also coordinate with Command to initiate PARs upon benchmarks, as needed.

4.3 Accountability Levels

- 4.3.1 Level I Accountability-
 During response, each member shall attach his or her Personal Accountability tag to the responding unit collector ring. After arriving on the scene and when time permits, the driver/operator shall ensure that all personnel have attached their tags to the ring. The Company Officer or Senior Firefighter in charge will be responsible for all personnel riding on the apparatus.

4.3.2 Level II Accountability-

- 4.3.2.1 Level II Accountability should be activated when conditions exist or may develop that pose a probable danger to operational personnel due to collapse, rapid expansion of fire, Haz-Mat incidents or separation due to complex configuration of the building or incident site.
- 4.3.2.2 When the Incident Commander indicates Level II Accountability, all collector rings shall be immediately removed from the apparatus, taken to the Incident Command Post, and arranged on the Accountability Board.
- 4.3.2.3 At any time during the course of the incident, the Incident Commander has the option of directing units to account for the number of personnel operating with that company by the means of tags and collector rings.
- 4.3.2.4 It shall be the responsibility of each member to ensure that their tag is removed from the collector ring at the completion of the incident or before leaving the incident scene. The company officer shall insure compliance.
- 4.3.2.5 Each driver shall ensure that the collector ring is returned to his/her unit at the completion of the incident prior to leaving the incident scene.

4.3.3 Level III Accountability-

When the incident Commander determines that the incident requires more stringent accountability, he/she will implement Point of Entry Control.

- 4.3.3.1 To implement Point of Entry Control, the designated person/personnel will monitor all Points of Entry into the structure, confined space, or areas involved. These individuals will be referred to as "Entry Control."
- 4.3.3.2 Entry Control will ensure that each member's name, air supply, and time of entry is recorded as they pass through the Point of Entry.
- 4.3.3.3 Entry Control shall ensure that all members are relieved as necessary.
- 4.3.3.4 As members exit a Control Point, the time of exit shall be recorded. Members who must exit at a point remote from the Control Point shall inform the Entry Control personnel of their exit from the building/involved area.
- 4.3.3.5 When personnel are unaccounted for, Entry Control shall notify the Incident Commander and ensure search and rescue operations are initiated.

4.4 Responsibilities

In order for the Personnel Accountability system to function, all personnel must follow these established procedures.

- 4.4.1 Personnel are forbidden to freelance. The Manpower Officer and your supervisor must know your location at all times. Keep officers informed of your position.
- 4.4.2 Once an assignment has been completed, personnel must report back to the manpower officer.
- 4.4.3 Officers must lead by example and follow the established policies. Officers must ensure that the PAS system is being utilized appropriately and that all personnel have tags.
- 4.4.4 Driver/Operators are responsible to collect tags as previously described.
- 4.4.5 Personnel are required to report lost, missing, or damaged tags to the Safety Officer or designee for replacement.
- 4.4.6 All personnel are required to carry their tags on the D ring of their helmets or on turnout gear between responses.
- 4.4.7 If a firefighter is transported to the hospital, a tag will be left with the manpower staging officer. The manpower staging officer shall make note of the firefighter's name, ID #, time of transport, reason for transport, and name of the medical facility.

4.5 Personnel Accountability Report (PAR) Communications Procedures

The Personnel Accountability Report (PAR) is a roll call of all personnel assigned to an incident. The roll call is designed to account for the safety of all personnel. PAR will be initiated as requested by the incident commander.

Initiation:

Incident Command will advise the Com Center to initiate PAR.
Incident Command should contact the Com Center by telephone (or radio as a last resort) if they need to verify the companies or units involved at the scene. The Com Center will activate a status timer in CAD for activation at 20 minutes and log that PAR has been initiated. A separate talk group should be considered for operations if the incident warrants PAR.

PAR Checks:

In 20 minute intervals from the initiation of PAR, the Com Center will contact Incident Command and prompt them that PAR is due on the incident.

Incident Command or their designee(s) will either query each unit or company for PAR status or request all units to conduct PAR and report the results to Command. The Communication Centers responsibility is only to alert Command that it is time for a PAR check. Each unit or company will conduct a head count to assure all personnel are accounted for and report back to Incident Command.

Once PAR is completed, Incident Command will advise the Com Center of the PAR results for logging purposes. The Com Center will start the 20 minute timer again.

Conclusion:

Upon notification from Incident Command, the Com Center will deactivate the timer and log the conclusion of PAR.

Example:

Initiation of PAR:

Command – *“Headquarters from Command 65”*

Headquarters – *“Command 65”*

Command – *“Initiate PAR”*

Headquarters – *“Command 65 _____ (time)”*

20 minutes from initiation time

Headquarters – *“Command 65 from Headquarters”*

Command – *“Command 65 go ahead”*

Headquarters – *“Command 65, PAR Check Notification”*

Command – *“Command 65 copies”*

Command will follow local PAR procedures.

Upon completion of PAR

Command – *“Headquarters from Command 65, PAR is complete”*

Headquarters – *“Command 65 _____ (time)”*

Upon determination by Command that PAR is no longer required.

Command – *“Headquarters from Command 65, no need for further PAR checks.”*

5. MAY DAY Procedures

5.1 Alerting Personnel of Hazardous Situations

In events where operating situations become hazardous and evacuation of personnel becomes a necessity, the following procedure is to be followed:

Upon notification from incident command, the Communications Center (Headquarters) will activate the pager tones of the on-scene companies, the warble tone and then make the evacuation announcement on the appropriate frequencies/talkgroups.

EXAMPLE: (Pager tones) (warble tone) "Attention personnel operating in the structure at Box 30-08, 98 Irvin Street, all personnel are to evacuate the building immediately"

The use of this policy should be limited to critical situations where the lives and/or safety of personnel are immediately threatened.

If company procedures indicate the use of air horns to announce evacuation, wait until after the voice transmissions have occurred before using horns.

5.2 Terminology

PRIORITY- Shall be used to identify an important communication being transmitted that warrants the talkgroup being cleared of all other communications.

MAYDAY- Shall be the standard verbal radio transmission used by any firefighter in distress. Any emergency responder should declare a MAYDAY if he/she becomes trapped, disoriented, lost, injured, air emergency, or needs immediate assistance.

URGENT- Shall be used to identify all other urgent messages for tactical considerations such as a rapid change in fire conditions, potential for collapse, etc.

PAR- Refers to "Personnel Accountability Report" during which Command contacts crew leaders and ensures immediate accounting for their personnel.

5.3 Firefighter Down / Distress Communications Procedures

A. General Information

Emergency Button Functionality

Depressing the emergency button on an emergency capable talk group will cause the following to occur within the radio system.

There is no “Hot Mic” (dedicated open mic after activation) for Fire Service radios. Upon activating the Emergency Button, fire fighters must depress the mic and transmit the appropriate information. There will be a 10 second “Hot Mic” for the EMS and Fire Police services.

Dispatchers will receive audible and visible notification of the emergency, including assigned radio ID.

A second or subsequent emergency button activation on a talk group already in emergency status will only audibly alert on the radio declaring the emergency. Other radios on the incident and the communications center will not receive an audible alert. *It is imperative a firefighter who is in a situation that deems emergency button activation on a talk group already in an emergency active state to verbally hail “Mayday-Mayday-Mayday” to capture attention of command and the communications center.*

Mobile Radio Functionality:

Audible alert and visible indicator display will occur on the radio declaring the emergency, and all radios that contain the affected talk group in the profile loaded at the time. The talk group that the emergency is declared will display an asterisk at the end of the alpha/numeric name. If a mobile radio has the talk group in emergency in the loaded profile, but not selected, the audible and visual indicators will activate. To find and participate in the emergency, the user wishing to join must scroll through the talk groups to find the one displaying the asterisk.

Portable Radio:

Audible alert and visible indicator display will occur on the radio declaring the emergency, and all radios that contain the affected talk group in the profile loaded at the time. The LED indicator blinking in orange will denote the talk group that the emergency is declared. If a portable radio has the talk group in emergency in the loaded profile, but not selected, the audible and visual indicators will activate. To find and participate in the emergency, the user wishing to join must scroll through the talk groups to find the one displaying the blinking orange indicator.

Emergency Activation Talk Group Defaulting- Non Defaulting

Any activation of the Emergency Button for the Fire Services will cause the radio to immediately default to the Fire-EMS Emergency default talk group which is talk group 16 in the radios. **The exception to this are the Ops talk groups two through seven (2-7) where the emergency will remain on that talk group.**

Any activation of the Emergency Button for EMS Services and the Fire Police will cause the radio to immediately default to their Emergency default talk group which is talk group 16 in the radios. EMS will default to the Fire-EMS Emergency talk group and Fire Police to the Fire Police talk group.

B. Incident Guidelines

Fire Incident Mayday Declaration

If a fire fighter is in distress or in need of assistance due to a life-threatening situation, the firefighter will activate the emergency button and transmit “Mayday-Mayday-Mayday” and provide a brief situational status report if possible using the following guidelines using the acronym LUNAR -

L – Location
U – Unit
N – Name
A – Assignment at time of Mayday
R – Resources/Help needed

The Emergency Responder shall then activate their Personal Alert Safety System device.

Headquarters will confirm with Command that they acknowledge the emergency and copied the information unless it is obvious Command has acknowledged the event and understands the message provided.

Incident Command will communicate with the firefighter and initiate necessary actions.

Units operating on the scene will immediately cease transmitting unless they have urgent traffic related to the distress call. Units will await instructions from Command.

If needed, Headquarters will intervene and announce

“Attention units operating on Box _____, clear the air for mayday transmissions”.

Specific rescue operations will remain on the assigned operational talk group. Additional talk groups may be requested if needed for suppression activities to assure clear communications for any rescue operations. **Caution needs taken due to potential VTAC actions which may jeopardize the victims and rescue operations with regard to obtaining additional talk groups for non-Mayday operations. Portables which may be attached to a VTAC may lose connectivity if an associated VTAC is moved to another talk group.**

Upon conclusion of the situation, Command will notify Headquarters and advise of updated talk group requirements. At that time, Headquarters will clear the emergency from the system.

Fire Incident Activations that occur without a verbal transmission for help

Activations during an incident that are not followed with a plea for help will be immediately checked by Headquarters.

“Unit Designation or Alias from Headquarters, verifying your emergency?”

If contact is made, verify if an emergency is occurring and respond appropriately as the conditions require by either clearing the emergency or verifying Command has copied if an actual emergency is occurring. If no contact is made, Incident Command will be contacted.

EMS Only Incidents

If a unit or portable activates the emergency button during an EMS event, the Com Center will do the following if an emergency message is not provided:

Make radio contact with the unit to confirm the emergency.

“Unit Designation or Alias from Cumberland Med, verifying your emergency?”

If contact is made, verify if an emergency is occurring and respond appropriately as the conditions require.

If no contact is made, the Com Center will page the unit.

If the unit fails to respond, the Chief of the unit will be paged and apprised of the activation. The local police will also be made aware of the situation and requested to respond to verify the safety of the unit.

Accidental Incident Activations

Should a responder accidentally activate the emergency button, the user must verbally advise that it was an accidental activation. Headquarters will clear the emergency from the system. The field user is capable of clearing the emergency after verification with Headquarters of their status. This is accomplished by pressing and holding the side lower button (button has bump sticking out) in and then pressing the emergency button at the same time until the emergency is reset.

C. Non Incident Related Fire and EMS Activations

If a unit or portable activates the emergency button during a non dispatched event, the Com Center will do the following:

Make radio contact with the unit to confirm the emergency.

“Unit Designation or Alias from Headquarters/Cumberland Med, verifying your emergency?”

If contact is made, verify if an emergency is occurring and respond appropriately as the conditions require.

If no contact is made, the Com Center will page the unit and Notify the Chief of the unit if no contact is made.

Fire Police

Fire Police Activations

All Fire Police radios will default to their Fire Police Emergency Talk Group for any activations of the emergency button. This Talk Group will only be monitored by the Communications Center during emergency activations.

Fire Police Incident Activations

The same procedures will be followed for fire police operations as is followed for other users. Incident Command will be contacted if the emergency activation is legitimate or no acknowledgement is received when the unit is called for verification.

Fire Police Non Incident Actions

If a unit or portable activates the emergency button during a non dispatched event, the Com Center will do the following on the appropriate Emergency Fire Police Talk Group:

Make radio contact with the unit to confirm the emergency.

“Unit Designation or Alias from Headquarters, verifying your emergency?”

If contact is made, verify if an emergency is occurring and respond appropriately as the conditions require.

If no contact is made, the Com Center will contact the Fire Police Captain or other officer of the unit. The Com Center will accept further instructions at that time from the contact person.

6. Rapid Intervention Teams

This procedure describes the minimum steps and responsibilities necessary for maintaining Rapid Intervention Teams for all personnel operating at emergency incidents.

- 6.1 The Incident Commander shall provide personnel for the rescue of members at emergency incidents if the need arises.
- 6.2 The Rapid Intervention Team (RIT) shall consist of at least three fully qualified and fully equipped members and shall be available for rescue operations if the need arises. The team shall be provided with specialized rescue tools as the situation may dictate.
- 6.3 The composition and structure of RIT shall be permitted to be flexible based on the type of incident and the size and complexity of the operations. The Incident Commander shall evaluate the situation and risks to teams operating in the hazardous area, and shall provide one or more RIT adequate to the needs of the incident.
- 6.4 The RIT shall be either:
 1. On scene members designated as the RIT
 2. Incoming Engine, Rescue, or Truck Companies in their entirety.
- 6.5 Subsequent to appointment as the RIT, those members will not be involved in any suppression activities, and will be positioned in the appropriate locale as to effect an immediate rescue operation. The RIT leader will be identified by the Incident Commander with the Fire Ground designation "RIT Officer" and will be equipped with a portable radio. If a need exists to have more than one RIT, the appropriate designations shall be at the discretion of the Incident Commander.
- 6.6 The Accountability Officer shall record the makeup of the RIT and the time of establishment. The Incident Commander may rotate or provide relief to the current RIT, as they deem necessary. The new team shall consist of the same number of personnel with the same level of qualifications and be briefed by the previous RIT Officer.
- 6.7 As the situation de-escalates the Incident Commander shall have the authority to terminate or stand down the RIT. When standing down the team, they shall be assigned a fire ground function as a team, with the intention to be used as the RIT if the need arises. If the team is terminated, the Incident Commander shall announce that the RIT is no longer in place and appropriate safeguards shall be established for the safety of the personnel operating in the hazardous area.

7. Building Evacuation Procedures

The “Air Horn Evacuation System” will be used to alert all firefighters to exit a structure or area immediately. This alert system will be identified by an extended blast of air horns by equipment on the scene. Cumberland County Communications will announce, while using a warble tone on the fire ground talkgroup, all firefighters are to evacuate a building or other area immediately. As previously noted, the air horn alert should not be activated until the warble tones and voice notifications are complete.

When evacuating a situation under “emergency” conditions, the Company Officer will immediately collect all of their crew members, or other personnel assigned, and retreat as quickly as possible. Once in a safe area, the Company Officer will conduct an immediate roll call of all personnel under their supervision. The Company Officer will report the roll call results (“accounted for” or “firefighter missing”) to their Supervisor.

The Incident Commander shall designate a specific communications talkgroup for communications between the Command Post and Divisions/Groups. All members operating on this talkgroup shall immediately cease communications upon the transmission of “MAY DAY” or “URGENT,” or any other language indicating an emergency condition. Immediately following the “emergency” evacuation order, Command will confirm with each Supervisor that everybody copied the evacuation order.

Supervisors will contact each company within the hazard area to confirm that the company copied the order to evacuate and are indeed withdrawing.

Upon reaching a safe area, Supervisors will contact all Company Officers to confirm the roll call results. Each Supervisor will advise Command of roll call results.

Command will be responsible for confirming that all personnel assigned to the incident are accounted for.

The Incident Commander will record the results of the “Roll Call” and status of any missing firefighters, and will immediately transmit an additional alarm for manpower upon receipt of “Firefighter Missing,” and shall notify Communications to mark the time of such notification, and any further changes in the update of the missing firefighter (such as firefighter located, additional firefighters missing, firefighter removed, notify coroner, etc.).

8. General Notifications/Requests for Notification

The following are general notifications and procedures for notification requests at an incident.

8.1 Police Department Notification

The Communications Center will advise the Police of the affected municipality of all emergency calls to which apparatus is dispatched unless departmental procedure does not require this. EMS and fire personnel should always be on the alert for situations which may require police department involvement. Any police related information encountered during an incident must be relayed to the Communications Center for dispatch to the police.

8.2 Bomb Threat and Other Hostile Threat Situations

Bomb threats and other hostile threats are a matter to be handled by the police department. When a report of such is received, the Communications Center will:

1. Dispatch a police unit to the scene.
2. No fire or EMS apparatus will be dispatched except when an explosion has occurred, there is a fire, a rescue is apparent, or by request of the fire or police chief. The Communications Center will notify the appropriate first due fire and EMS chief of the incident.
3. If the fire department is dispatched to the scene Level 1 staging should be used

8.3 Public Utility Requests

The Communications Center will notify the utility companies at the direction of the IC or command. The Communications Center should be advised of scene conditions, utility company name and any pertinent information which will aid the utility company in answering the incident. The Communications Center will immediately notify the utility companies when they receive information which causes them to believe that a situation is occurring which requires immediate notification of such.

8.4 Wrecker Service

Wrecker (recovery) service notification will be handled by the investigating police agency. Fire and EMS personnel shall only make wrecker requests for rescue purposes, disabled vehicles and incidents where police department investigation is not required (i.e. vehicle fires occurring while not being operated).

8.5 Department of Public Safety Notification

The Department of Public Safety staff will be notified of any significant event in accordance with the Pennsylvania Emergency Incident Reporting System (see PEIRS section).

8.6 Helicopter/Aeromedical Requests

8.6.1 Aeromedical requests will be made in accordance to regional EMS procedures. In the event the primary aeromedical service is not available, the next or subsequent aeromedical service, as listed will be notified. Incident Command will be informed of service availability and flight times to the incident scene. When a landing zone location is designated, a talkgroup will be assigned for aeromedical coordination. A "Landing Zone" officer (known as "LZ") will be assigned and designated by the first due response area

Example: Hampden Twp. Landing Zone
"LZ 30"

8.6.2 State Police

State Police helicopters will be notified upon request of Incident Command for any incident other than aeromedical. State Police helicopters are not approved for aeromedical service. In the event of an immediate aeromedical need, medical command can be contacted to request authorization for State Police helicopter use.

8.7 Special Police (Fire Police)

Special Police activation should be considered as "automatic" with the dispatch of Fire service units for public safety needs. The IC of the incident shall allow adequate and reasonable time for Special Police to respond and function at an incident. Only after the arrival of apparatus to the scene and the IC has determined that insufficient police resources have responded may the request for re-dispatch of the Special Police be considered. For incidents in which traffic control assistance is required by any of the county's law enforcement agencies or State Police and the Fire Services are not part of the incident event, Special Police will be activated by company pager(s). Announcements for Special Police will be done with an activation of the appropriate pager and 2 verbal announcements of the response.

8.8 Hazardous Materials Incidents

8.8.1 The Communications Center will initiate notifications of appropriate County staff personnel immediately on all hazardous materials incidents.

8.8.2 The county's hazardous materials team will be alerted in accordance with the established Hazardous Materials Response Plan.

8.8.3 Incident IC should advise the Communications Center of the situation at hand immediately upon their arrival to initiate further possible actions as required.

8.9 Search Assistance

In the event the Communications Center receives a request for assistance in locating a lost or overdue person, or where a search operation is requested, the Communications Center will notify the search management group. The search management group has been established in accordance with the Cumberland County Emergency Operations Plan. Any needs related to search assistance will be through this group.

8.10 Red Cross/Salvation Army Notification

8.10.1 The American Red Cross will be immediately notified by the Communications Center of any fire in which families or residents could be displaced. Incident Command should assess the situation at hand and inform the Communications Center of the type of need for Red Cross services.

8.10.2 Salvation Army Disaster Services will be contacted at the request of Incident Command to provide for food and drink needs for the agencies involved. The Salvation Army can also provide for emergency placement needs.

C. Administrative Guidelines

1. Municipal Response Plan (Box System)

Each municipality within Cumberland County will be required to submit and utilize pre planned Fire and EMS Responses, commonly referred to as a "box" system, for dispatching.

EMS Chiefs, Fire Chiefs and other appropriate municipal officials should mutually involve themselves with the formulation of the predetermined response plan. This planning process will ensure mutually agreeable responses.

The Box Cards utilized will be standard throughout Cumberland County and will be completed as required by this manual. All alarms must be completed as the department wishes. EMS listings shall be coordinated through the official(s) responsible for medical response within the municipality. The EMS listing in this reference area will be used by the Communications Center to determine response for medical emergencies. The apparatus reference will be located on the bottom of the card and must meet the following minimal individual unit listings:

1.1 Numbering System

The numbering system used in the Cumberland County Box System is intended to provide a uniform coding for both property hazard type and first due command responsibility.

Example - Box 30-01 (XX - ##)

XX - Denotes the first due referenced engine company where this response area is their primary first due area. For those municipalities in which a municipal designated chief has not been appointed and a fire company's chief officers are considered as having primary command responsibility but the fire company is not first due, this number can be used to reflect this command authority. In these situations, this number should be the Engine Company number of the chief having authority.

If a company responds "1st due" in multiple municipalities, their company number will be prefixed with a 1, 2, 3, etc., depending upon the number of municipalities involved.

Example:

1st due in their home municipality"30-01"
1st due in another municipality"130-01"
1st due in another municipality"230-01"

Box Numbering is as follows:

- 1.1.1 Boxes XX-01 through XX-10, area boxes
- 1.1.2 Boxes XX-11 through XX-20, apartment complexes, hotels, and motels.
- 1.1.3 Boxes XX-21 through XX-30, institutional property, hospitals, nursing homes, correctional institutions.
- 1.1.4 Boxes XX-31 through XX-40, educational property, schools, colleges.
- 1.1.5 Boxes XX-41 through XX-50, churches.
- 1.1.6 Boxes XX-51 through XX-55, social organizations, clubs.
- 1.1.7 Boxes XX-56 through XX-70, manufacturing, factories.
- 1.1.8 Boxes XX-71 through XX-75, utilities, communications, defense facilities.
- 1.1.9 Boxes XX-76 through XX-85, businesses.
- 1.1.10 Boxes XX-86 through XX-90, shopping centers.
- 1.1.11 Boxes XX-91 through XX-95, storage property.
- 1.1.12 Boxes XX-96 through XX-100, special unoccupied property, railroads, highways (major), lumber yards, etc.

Note - if the number of box responses for a specific box classification for a given 1st due area are depleted (i.e. 13 area boxes, versus 10 available area box numbers) these classification numbers may be prefixed numerically. Example - XX-101.

1.2 Submitting Procedures

- 1.2.1 All response plans submitted shall also include an up-to-date list of all streets/roads showing divisions of same with corresponding phantom box numbers. Those streets which are subdivided into different phantom boxes must be divided at an established landmark, i.e. street, address, stream, etc. Specific house numbering must be submitted for each box division. Municipal Street Address Guide (MSAG) shall be included with the response plan submission. The MSAG shall show complete range of addresses for all thoroughfares in the municipality.
- 1.2.2 It will be the municipalities' responsibility to update their street listings as needed and notify the appropriate County municipal street address coordinators.
- 1.2.3 All streets will be listed in alphabetical order when submitted.
- 1.2.4 All special phantom boxes shall be submitted in a separate list form in alphabetical order with appropriate addresses included.

- 1.2.5 It is required that the least amount of area/special boxes needed to identify different response areas be submitted. Duplicate boxes (boxes with the same responses, but different box numbers applied) create a significant burden with data management and will not be accepted since they serve no purpose with regard to emergency dispatch.
- 1.2.6 Major changes in your pre-plan response system must be mailed to the 9-1-1 Operations Manager and may require municipal sign off. Minor changes may be telephoned or e-mailed by the responsible municipal representative.
- 1.2.7 All pre-plan response systems must be received a minimum of 60 days prior to their effective date to allow sufficient time for preparation. Should problems be found in the information sent, this time may be extended by the 9-1-1 Operations Manager. The changing or modification of box boundary areas may increase the implementation time. All proposed pre-planned response systems should be reviewed by the 9-1-1 Operations Manager. This review should occur prior to obtaining official municipal authorization to implement and prior to distribution to other agencies.
- 1.2.8 A letter to authorize implementation must accompany the pre-planned response system. Authorization must come by signature of the municipal officials: i.e. Supervisors, Commissioners or Council. The letter must also indicate those persons authorized to make modifications or changes. The pre-planned response system will not be initiated unless a letter of authorization has been received.
- 1.2.9 Mutual Aid Coordination - The letter of municipal authorization and the pre-planned response system are appropriately construed to represent published mutual aid between the services designated to provide the response and those municipal officials recognize the pre-planned response system as their municipal emergency response plan, MERP.
- 1.2.10 Fire Chiefs should make every effort to be involved with their municipal planning process. The municipalities of Cumberland County rely upon the Master Street Address Guide, MSAG, to maintain a list of streets, roads and thoroughfares and the address ranges assigned by and for each municipality. The National Emergency Number Association, NENA, standard requires that duplicate road names and street addresses be eliminated within each MSAG that is submitted by the municipality to the GIS Department which in turn maintains the MSAG and map sets used by the 9-1-1 Center of the Department of Public Safety.

1.3 Definitions of Incidents

Structure Fire -

Any fire involving, within, impinging or endangering a structure. Also included is gas leaks, smoke odors, or any other condition which indicates a fire or hazard which can potentially affect a structure. This criterion shall solicit a minimum of a first alarm response on the Box Card.

Investigation Inside Structure -

Any call that is first party (occupant) reported of an odor from inside a single family structure that warrants immediate examination by the fire service. The Communications Center will interrogate the caller for potential conditions and, if there are no additional conditions, this alarm level will be dispatched. If relevant conditions exist, (smoke, fire and/or related medical conditions), or the structure is multi-family or commercial, the Communications Center will dispatch the appropriate alarm assignment.

Automatic Fire Alarm -

Any automatic fire alarm detection device or system (smoke, heat, sprinkler or other fire suppression system) which is connected to an alarm monitoring agency, or any other report of alarm system activation which is not defined under "Reduced Automatic Alarm."

Reduced Automatic Alarm –

Any single family residential alarm detection device (smoke, heat or carbon monoxide) which is first party (occupant) reported, in which no relevant conditions are evident. The Communications Center will interrogate the caller for potential conditions and, if none exist, this alarm level will be dispatched. If relevant conditions exist (smoke, fire and/or related medical conditions), or the structure is multi-family or commercial, the Communications Center will dispatch the appropriate alarm assignment.

Barn -

Any building which stores farm products, farm animals and/or farm machinery.

Vehicle Fire - Automobile –

Any fire involving an automobile, motorcycle, small truck or any other automotive vehicle designed for passenger transportation.

Vehicle Fire - Truck or Other Large Vehicle –

Any fire involving medium to large truck which is not thought to be carrying a hazardous material. This would include commercial use vehicles designed for hauling or construction, mass transportation vehicles, motor homes and camping trailers.

Aircraft Fire –

Any fire, crash or spill involving an aircraft or any other incident involving an aircraft.

Accident - Motor Vehicle –

Any transportation accident involving a motor vehicle, but not including mass transportation vehicles.

Accident – Unknown Injuries –

Any transportation accident involving a motor vehicle in which all callers are reporting unknown injuries.

Accident - Motor Vehicle with Entrapment –

Any transportation accident in which the victim is either entrapped or confined.

Accident – Involving Fire –

Any transportation accident involving a motor vehicle that is reported to be on fire.

Accident - Motor Vehicle with Entrapment and Fire –

Any transportation accident in which a victim is entrapped or confined and a vehicle is reported on fire.

Accident – Involving Hazardous Materials –

Any transportation accident involving a motor vehicle that is reportedly carrying hazardous materials.

Accident – Vehicle into Structure with Fire –

Any transportation accident involving a motor vehicle that is reported to be on fire and into a structure.

Accident – Vehicle into Structure with Fire and Entrapment –

Any transportation accident involving a motor vehicle that is reported to be on fire and into a structure with a victim entrapped or confined.

Accident – Other Rescue –

Any call in which an individual is entrapped or in a position in which special equipment is required to remove the victim to safety.

Accident - Pedestrian/Bicyclist –

Any transportation incident in which a pedestrian or bicyclist has been injured by a motor vehicle. This category should only be completed if Fire/Rescue support would be required to mitigate the incident.

Accident - Mass Transportation –

Transportation incidents involving buses, aircraft or other modes of transportation in which there is a potential of injury to seven or more victims. This category may also be used by the Communications Center for any reported incident with multiple injured victims.

Land Rescue –

Any call indicating the need for assistance in removing or locating a subject due to mental/physical health or trauma related injuries from an area that is considered to be “inaccessible terrain” and where access to the subject shall be accomplished by specialized vehicles (UTV, snowmobiles, etc.) or on foot.

Water Rescue –

Any call indicating a drowning or potential drowning in which the victim has not been moved to safety or where circumstances are unknown.

Wildfire –

Any fire involving brush, grass, leaves, foliage or any mountain fire.

Wildfire Involving a Vehicle or Equipment –

Any fire involving brush, grass, leaves, foliage or any mountain fire in which a vehicle or piece of machinery is on fire.

Wildfire Involving a Structure –

Any fire involving brush, grass, leaves, foliage or any mountain fire in which a structure is endangered or involved.

Haz Mat Fire - Non-Structure –

Any hazardous materials fire which is not endangering a structure.

Haz Mat Fire - Structure –

Any hazardous materials fire which involves or endangers a structure.

Haz Mat Investigation - Outside –

Any non-fire hazardous materials release which is not endangering a structure.

Haz Mat Investigation - Inside –

Any non-fire hazardous materials release which occurs inside a structure.

Investigation Outside Structure –

Any call which indicates potential of an unknown source because of an unusual accumulation of odors or a smoke condition that warrants immediate examination by the fire service.

Miscellaneous –

Any fire not defined above. Example: Trash, wires, service call.

2. KNOX Guidelines

The County Communications Center can provide the Knox Company Sentralok encoding capability for Cumberland County municipalities that have approved Knox box installations for commercial and other at-risk properties. Use of the Knox Sentralok encoder function is subject to the following requirements.

1. The municipality shall approve the Knox Sentralok System for use by the Fire and EMS providers serving the municipality. Written approval must be forwarded to the county by the municipality.
2. Companies that serve more than one municipality using the Knox Sentralok System shall coordinate any common key issues with the KNOX vendor and involved municipalities.
3. Knox Sentralok encoding will only be done through the 800 Radio System via a data burst which is not talk group dependant. Any activation via the 800 Radio System will require that the target radio be in quiet talk group where no voice transmissions may interfere with the data being sent.
4. It will be the Fire or EMS company's responsibility to coordinate the Knox Sentralok decoder installs with the Department of Public Safety.
5. The Knox Sentralok encoder tone will only be activated under the following conditions:
 - a. During an incident dispatched by the Communications Center.
 - b. Request of a bonafide radio service technician doing maintenance work on the Knox System. The Communications Center Supervisor/Shift Leader may request further verification of the service need and can deny activation if verification is not provided.
 - c. Any release requests involving KNOX Box maintenance, testing, or installation must be initially coordinated by telephone with the communications center. These requests must be from an officer or other official from the Fire Company or municipality.

3. County Insurance Coverage

Cumberland County Department of Public Safety (DPS) has established an insurance program for volunteers that participate in the following DPS teams and programs. These teams and programs include:

- Public Safety Information Team
- Safety Officers (for training programs at the Cumberland County Emergency Services Training Academy)
- Technical Rescue Operations Team
- Search and Rescue Team
- Mass Casualty Incident Response Team
- County Animal Response Team
- Special Police Emergency Response Team

- Volunteer Support to the DPS
- Special Hazards Operations Team
- Cumberland County Volunteer Firefighters Association (CCVFA) Officers, Board of Trustees and Committee Members.

The coverage provided by the DPS program is designed to be secondary to any applicable workers compensation or health insurance coverage you may have. If you are participating in one of the above listed volunteer programs in an official capacity and with permission of your fire company, then any injury sustained while volunteering will be covered by your fire company's workers compensation insurance. If you are not volunteering in an official capacity and without permission from your fire company, or do not belong to a fire company, then your health insurance (if applicable) will cover your medical bills. If you are not covered by workers compensation or applicable health insurance then the DPS program will cover your injuries and loss of wages in accordance with policy limits.

The DPS volunteer insurance program provides the following benefits:

LOSS OF LIFE BENEFITS

Benefit	Description	Amount of Insurance
Accidental Death Benefit	Provides life insurance if you are killed during the course of your DPS volunteer efforts.	\$250,000
Seat Belt Benefit Amount	Additional amount paid if you are killed in an auto accident and are wearing your seat belt.	\$62,500
Illness Loss of Life	Provides life insurance if you die from an illness you obtained during the course of your DPS volunteer efforts.	\$250,000
Dependent Benefit Amount	Amount paid to each dependent child if you are killed during the course of your DPS volunteer efforts.	\$10,000
Spousal Support Benefit	Amount paid to your surviving legal spouse in the event of your death during the course of your DPS volunteer efforts.	\$5,000
Memorial Benefit	Amount paid towards your funeral service if you are killed during the course of your DPS volunteer efforts.	\$2,000

LUMP SUM LIVING BENEFITS

Accidental Dismemberment	Provides a lump sum payment if you loose a limb in the course of your DPS volunteer efforts.	\$250,000
Vision Impairment	Provides a lump sum payment if you loose the vision in your eye(s) in the course of your DPS volunteer efforts.	\$250,000
Permanent Physical Impairment	Provides a lump sum payment if you are permanently physically impaired due to an injury in the course of your DPS volunteer efforts.	\$250,000
Cosmetic Disfigurement Resulting from Burns	Provides a lump sum payment if you are disfigured due to a burn in the course of your DPS volunteer efforts.	\$250,000
HIV Positive Benefit	Provides a lump sum payment if you acquire and test positive for HIV in the course of your DPS volunteer efforts.	\$250,000

WEEKLY INCOME BENEFITS

Total Disability Maximum Weekly Income Benefit	Amount paid to you each week for your loss wages if you are injured in the course of your DPS volunteer efforts and are unable to work.	\$450/week
Total Disability Minimum Weekly Income Benefit	Minimum amount paid to you each week for your loss wages if you are injured in the course of your DPS volunteer efforts and are unable to work.	\$113/week
Partial Disability Maximum Weekly Income Benefit	Amount paid to you each week for your partial loss wages if you are injured in the course of your DPS volunteer efforts and are only able to work limited hours at your job.	\$225/week
Partial Disability Minimum Weekly Income Benefit	Minimum amount paid to you each week for your partial loss wages if you are injured in the course of your DPS volunteer efforts and are only able to work limited hours at your job.	\$57/week

OCCUPATIONAL RETRAINING BENEFIT

Occupational Retraining Benefit Maximum	If you are injured in the course of your DPS volunteer efforts and are permanently totally disabled, you may be eligible to receive training in order to begin a new career.	\$20,000
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MEDICAL EXPENSE BENEFITS

Medical Expense Maximum	If you are injured in the course of your DPS volunteer efforts your medical bills will be covered up to the listed maximum.	\$100,000
Cosmetic/Plastic Surgery Maximum	If you are injured in the course of your DPS volunteer efforts and need cosmetic/plastic surgery, the bills will be covered up to the listed maximum.	\$10,000
Post Traumatic Stress Disorder Maximum	If you are injured in the course of your DPS volunteer efforts and require post traumatic stress counseling, these bills will be covered up to the listed maximum	\$10,000

D. PEIRS/PennFIRS Reporting

1. PEIRS

1.1 Purpose

The Pennsylvania Emergency Incident Reporting System (PEIRS) establishes standard criteria for reporting incidents to the Pennsylvania Emergency Management Agency (PEMA) that affect the safety, health and welfare of the citizens of the Commonwealth.

In Cumberland County, the 9-1-1 Communications Center is responsible for filling out all necessary paperwork and submitting it to PEMA. However, as the OIC at an incident, it is your responsibility to inform the 9-1-1 Communications Center if your incident is a possible PEIRS incident.

1.2 Reporting Incidents

1.2.1 Provide your name, organization, and a call back telephone number.

1.2.2 Describe the incident:

1. What occurred?
2. Why did it occur (cause if known)?
3. When did it occur?
4. Where did it occur? (address, county, city, borough/township)
5. Who and/or what was affected? (people, roads, streams, etc.)
6. What is the current situation? (who is on scene, who is en route, who has been notified, what actions have been taken)
7. What future actions are planned?
8. What assistance is needed?

Do not delay reporting an incident to gather all the details!

1.3 PEIRS Reportable Incidents

1.3.1 HAZMAT

Report any spilling, releasing or disposal of hazardous materials into the environment. This includes the illegal dumping of any container used to store or transport such substances. The following is a list of reportable HAZMAT incidents:

1. Chemical releases or spills
2. Bio-hazardous waste
3. Corrosive materials
4. Explosions
5. Flammable liquid and solids

6. Natural Gas releases
7. Mine drainage/discharges
8. Mine blowouts
9. Pesticide releases
10. Chemical pipeline break or leak
11. Chemical tank leaks or spills
12. Toxic/infectious substances
13. Hazardous waste materials

Note: for fuel or oil spills see Petroleum Products and for Radioactive releases see Nuclear/Radiological categories

1.3.2 Petroleum Products

Report any quantity of discharge (release or spill) of the substances listed below. The only exception is petroleum product spills of less than 55 gallons that DOES NOT impact the environment such as waterways or soil.

1. Diesel fuel
2. Gasoline
3. Heating oil
4. Kerosene
5. Motor or hydraulic oil
6. Crude oil
7. Gas well release or spill
8. Non-hazardous wastes
9. Oil sheen or slick
10. Pipeline break or leak
11. Storage tank leak or spill

1.3.3 Fire

1.3.3.1 Structure Fires-

Report all fires or explosions that cause, or have the potential to cause, hazardous materials spills or releases and major property damage. Major damage should be interpreted to mean, damage to any combination of 25 or more homes, apartments, or businesses. Major damage also includes fires that involve at least five businesses within a single or multiple building that have been destroyed.

1.3.3.2 Religious Organizations-

Report all fires involving threats of arson or bombs affecting property owned, leased, or rented by religious organizations.

1.3.3.3 Smoke Condition-

Report heavy or dense smoke conditions that cause fatal accidents or road closures. Also report smoke conditions that result in evacuations of nursing homes, prisons, schools, hospitals and any other public or commercial building.

1.3.3.4 Firefighter Deaths-

All deaths of firefighters or fire police, suffered in the line of duty, must be reported.

1.3.3.5 Other Reportable Fire Incidents

1. Gas well/oil well fires
2. Mine fires
3. Refinery fires
4. School fires
5. Tire fires
6. Tunnel fires
7. Wild and forest fires

1.3.4 Adverse Weather

1.3.4.1 Floods/Flash Floods-

Report all flooding that causes:

1. Evacuation of 25 or more homes and/or businesses
2. Property loss to homes, businesses, industry, state, county, or local government
3. Loss of life
4. Primary and secondary road closures that last in excess of one hour
5. Loss of transportation systems such as airports, rail networks, and navigable waterways
6. Destruction of five or more businesses
7. Failure of water and/or wastewater treatment plants

1.3.4.2 Heavy Snow/Blizzards/Ice Storms-

Report snow storms that close major roadways or cause major power outages or other utility or fuel disruptions.

1.3.4.3 High Winds/Hurricanes-

Report sustained winds of more than 40 mph and wind gusts of more than 73 mph.

1.3.4.5 Ice Jams-

Report ice jams that have the potential for causing damage or flooding to bridges and structures.

1.3.4.6 Severe Thunderstorms-

Report thunderstorms that cause loss of life and/or moderate and major property damage.

1.3.4.7 Tornados-

Report tornado funnel clouds and actual tornado touchdowns.

1.3.5 Geological Emergency

Report land movement that causes loss of life and/or extensive property damage or road/railway closures or affects a community water supply. The following is a list of reportable Geological Emergency incidents:

1. Earthquake
2. Ground subsidence
3. Landslide or mudslide
4. Mine subsidence
5. Rock slide
6. Sinkhole

1.3.6 Nuclear/Radiological

All Events of Potential Public Interest (EPPI) that may trigger media inquiries about the investigation and enforcement of safety regulations at a nuclear power plant will be reported to the state EOC by the plant. Also, all events that may trigger citizen calls to the extent that 911 or dispatch center phone lines may become overloaded should be reported.

Any incident at a nuclear power plant for which Pennsylvania is within the plume (10-mile) pathway emergency planning zone that results in the declaration of an emergency classification level by the plant will be reported by the plant to the SEOC and affected risk counties (Note: The Borough of New Cumberland and Lower Allen Township are the only County Municipalities that are within the 10-mile zone for Three Mile Island). The state EOC will also receive notifications from nuclear power plants located in states where Pennsylvania is within the ingestion (50-mile) pathway emergency planning zone. The federally recognized classification levels are: Unusual Event, Alert, Site Area Emergency and General Emergency.

Other reportable nuclear/radiological incidents:

1. Radiological transportation accident
2. Radiological waste spill
3. Receipt of radiological transport notices
4. Theft or loss of any state or federally-licensed radiological source
5. Fire at a Nuclear Regulatory Commission or State licensed radiological materials facility.

1.3.7 Utility Emergency

1.3.7.1 Injury or Death-

Report any incident involving death or injury resulting from public utility operations

1.3.7.2 Unusual Event-

Report any unusual event or incident surrounding electric, gas, steam heat, telephone, water, and wastewater treatment plants that will impact on the continuous service of the utility.

1.3.7.3 Power Outages-

Report electrical outages that exceed six hours and affect the health and safety of 25 percent of the community.

1.3.7.4 Telephone Outages-

Report telephone outages that last longer than 1 hour and affect 5 percent of the community.

1.3.7.5 Energy Shortages-

Report all energy shortages or excessive energy demands regardless of the cause. (Examples include: coal, gas, electrical, kerosene, oil, and propane)

1.3.7.6 Additional Reportable Utility Emergency Incidents-

- 1.3.7.6.1 Dam failure
- 1.3.7.6.2 Water main break
- 1.3.7.6.3 Well contamination
- 1.3.7.6.4 Water supply contamination
- 1.3.7.6.5 Nuclear plant, unplanned outage
- 1.3.7.6.6 Damage to underground utility lines

1.3.8 Transportation Emergency

1.3.8.1 HAZMAT-

Report all vehicle accidents involving spills or releases of hazardous materials

1.3.8.2 Buses-

Report all commercial passenger or school bus accidents involving serious injuries or fatalities.

1.3.8.3 Construction Zones-

Report all accidents that occur in a construction or maintenance zone that involve injuries or fatalities.

1.3.8.4 Public Safety Personnel-

Report all accidents involving public safety personnel (i.e. police, firefighters, EMS, federal, state or local employees) that occur in the line of duty.

1.3.8.5 Major Road Closures-

Report all incidents that close pre-designated evacuation routes or interstate highways (including the Turnpike) that last longer than one hour.

1.8.3.6 Aircraft Accidents-

Report all commercial or private aircraft accidents that occur during landing, takeoff or from a mid-air collision or explosion that cause injuries, fatalities and/or property damage. Searches for missing aircraft and incidents that close public airports should be reported.

1.8.3.7 Other Reportable Transportation Emergency Incidents-

1.8.3.7.1 Railroad Crossing Accidents

1.8.3.7.2 Ship/Barge Accidents

1.8.3.7.3 Train Derailments

1.8.3.7.4 Train vs. Pedestrian Accidents

1.3.9 Civil Disorder

Report all incidents where the imminent threat or existence of civil disorder requires the mobilization of the state police and/or National Guard, state supporting agencies or federal assistance.

1.3.9.1 Riots-

Report any spontaneous uprising (riots) that threatens the lives of citizens; reduces the availability of emergency services; has the potential to require the use of state services and/or equipment; or could cause the implementation of a “resource center” as defined by the prison safety appendix of the Law Enforcement Annex of the County Emergency Operations Plan.

1.3.9.2 Protests and Demonstrations-

Report protests and demonstrations involving government facilities that could result in violence or the blocking of traffic to and from the facility.

1.3.9.3 Prisons/Jail Disturbances and Escapes-

Report all prison/jail disturbances and escapes involving juvenile detention centers and county, state, and federal prisons/jails.

1.3.10 Terrorism

“The Unlawful use of force or violence committed by a group or individual against persons or property to Intimidate or Coerce a government, the civilian population or any segment thereof, in furtherance of Political or Social objectives”

1.3.10.1 Bomb Threats-

Report any bomb threat that causes the evacuation of public facilities that are licensed, permitted or state-inspected such as schools, hospitals, daycare centers, nursing home, government buildings and religious institutions.

1.3.10.2 Hostage Situations-

Report hostage situations that threaten the public or require additional resources beyond the capabilities of local authorities.

1.3.10.3 Bombs/Homemade Devices Found-

Report the finding or actual detonation of bombs or homemade devices.

1.3.10.4 Other Reportable Terrorist Activity Incidents-

1.3.10.4.1 Chemical/biological/radiological materials threats

1.3.10.4.2 Computer system/cyber attacks

1.3.10.4.3 Sabotage

1.3.10.4.4 Suspected terrorist activity.

1.3.11 Search and Rescue

Report the following search and rescue activities. Early reporting will expedite timely fulfilling of any unmet needs.

1. Cave, well and confined space rescues
2. Collapsed building and Urban SAR
3. Missing aircraft searches
4. Missing persons searches, wilderness SAR
5. Water rescues
6. Trench rescues

Requests for PA Task Force 1 should go through the county to the State Emergency Operations Center

1.3.12 Explosive

Report the loss, theft, or discovery of any of the following:

1. Blasting caps
2. Commercial explosives
3. Dynamite
4. Military Ordnance

Report all responses by an Explosive Ordnance Disposal (EOD) Unit

1.3.13 Medical Service Emergency

Report any emergency that significantly interrupts or alters services or threatens the health and safety of patients at hospitals, nursing homes or ambulatory surgical facilities. (This includes evacuations of any critical care facility.)

1.3.13.1 Disease and Epidemic Outbreak-

Report any suspected or confirmed outbreak of unusual diseases, or any group of persons believed to be suffering from the same illness such as food poisoning.

1.3.13.2 Public Safety Personnel and Equipment-

Report any incident involving the loss of emergency medical service (EMS) personnel or equipment (e.g. Aeromedical crash or ambulance crash)

1.3.13.3 Mass Casualty Incidents

1.3.13.4 Strike of Health Care Personnel

Report any emergency situation that may require a facility or service to be inspected by a state agency prior to reentry.

1.3.14 Other Events and Special Procedures

Examples of events or incidents that could fall under this category include:

1. All large public gatherings or incidents that threaten or exceed local security and support capabilities.
2. Any planned activity or event that will place 10,000 or more actual or estimated participants in a defined area. The sponsor of the planned activity may have to prepare an Emergency Medical Services Plan for approval by PEMA prior to the event.
3. Rallies, protests and marches where the lives or property of the citizens are endangered (i.e. group meetings, free-speech activities, activist causes, etc.)
4. VIP related events and pre-event planning.
5. Unidentified flying object (UFO) sightings
6. Implementation of a mutual aid request by one county to another that exceeds the mutual aid agreements.
7. Requests for the implementation/allocation of National Guard personnel or resources.
8. Major media attention- a public safety emergency that captures major media attention.

1.3.15 Resource Requests

If a resource is needed to support an on-going incident is neither available locally nor available within the county the request should be directed through the DPS to the State EOC. The State EOC can expedite locating the requested resource if the following information is included:

1. Name/Organization/Call-Back Number of Person Making Request
2. Description of Resource Requested
3. Point of Contact Name/Number (e.g. cell phone, pager, radio at the Scene)
4. Directions to the Scene

Examples of Resource Requests

1. 24-hour State/Federal Agency Contacts/Resources
2. Airspace Restrictions
3. Bomb Squads/EOD Teams/Bomb Dogs
4. Civil Air Patrol (Aircraft/Ground Search/Crash Site Security)
5. Critical Incident Stress Teams
6. Disaster Mortuary Operational Response (D-MORT) Teams
7. National Guard Resources
8. Pa. Dental Identification (PADIT) Teams
9. Pumps/Generators
10. Sandbag Suppliers
11. Search and Rescue Resources/Dive Teams/Search Dogs
12. State Police Helicopters
13. Water Trailers

1.3.16 Public Safety Officer Death Report

The following information is needed when reporting the death of a public safety officer:

1. Name and age of deceased
2. Time and date of incident
3. Location of incident
4. Description of incident
5. Deceased's involvement in the incident
6. Name and municipality of the department they represented
7. Contact person for department or person (name, position, telephone number)

The County should make notification to the state EOC, within the same workday, of all firefighter line-of-duty deaths.

2. Pennsylvania Fire Information Reporting System (PennFIRS)

2.1 Purpose

For the past several years the PennFIRS Task Force, an extremely capable and knowledgeable group, has been assisting the Office of The State Fire Commissioner (OSFC) with development of this statewide fire information reporting system. The Task Force worked very hard to make sure that the PennFIRS system would provide everyone, beginning with local fire departments, with the information the departments needed to operate safer and smarter.

The wait has been worth it. For the first time ever “NEW NFIRS”:

- Provides a standard for the collection and exchange of information on the full range of fire department activity
- Allows users to quickly and easily access the information. they need to better manage their operations
- Holds the potential of providing real-time information exchange among all users

We are looking forward to working with each fire company in Cumberland County to establish data collection networks and be a center to facilitate the flow of information.

While there is no requirement for Cumberland County DPS to get involved in the PennFIRS program we have agreed to be the data collection site for Cumberland County. We believe the data available through PennFIRS will be beneficial and become an important resource for all agencies and organizations that participate in the system. This will hopefully make the information collection system work smoothly, efficiently and reliably as possible.

With a minimal amount of time and effort, we believe the PennFIRS data will:

- Provide valuable information to the County’s Fire Departments
- Position Cumberland County DPS to assist County Fire Departments to see the entire spectrum in which they operate as they plan for improving services in the future
- Also to assist the OSFC in providing meaningful assistance to the state’s fire service organizations and information to the citizens of the Commonwealth about fire safety and community fire protection.

2.2 Submitting your Export to CCDPS

2.2.1 Via E-Mail

CCDPS has setup a specific E-Mail address for you to submit reports. The E-Mail address – pennfirs@ccpa.net is for report submission only. Any other E-Mails sent to this address will not be answered.

Using your E-Mail client (Outlook, Outlook Express, AOL, etc), compose a new E-Mail to pennfirs@ccpa.net

2.2.1.1 Department Information File

When sending your Department Information, make the subject of your message “Department Information”.

Attach your PA<FDID>.DEP file to the E-Mail. Remember, this will be located in the C:\PennFIRS\PennFIRS Sent folder.

2.2.1.2 Incident Transaction File

When sending your Incident Transaction file, make the subject of your message “PennFIRS Reports”.

Attach your INC file to the E-Mail. Remember this will be located in the C:\PennFIRS\PennFIRS sent folder

****Please note: If you do not include the required specific subjects of **Department Information or PennFIRS Reports**, your department information and reports may not be processed.*

If we encounter any problems with your Department Information or Incident Transactions, we will contact you.

2.2.2 Via Postal Mail or Hand Delivery

If you do not have access to E-Mail or CCDPS identifies problems with your submissions via E-Mail, you may submit your exports via postal mail or hand delivery

We will accept your exports on CD or floppy disk.

Copy the necessary export files from C:\PennFIRS\PennFIRS Sent to a CD or floppy disk, label the disk “PennFIRS Reports”, your department FDID number and which quarter of reports your are submitting.

For example – If Lower Allen Fire Company were to submit their first quarter 2008 reports on CD, they would label it like this:

PennFIRS Reports
21012
Quarter 1- 2008

If you will be mailing your exports to CCDPS, be sure to package the disk well enough to make it through the US Postal Service system.

CCDPS shall not be held responsible for damage that occurred prior to receipt at CCDPS.

If your disk is deemed damaged and unreadable, CCDPS will contact you to request another disk.

Mail or Hand Deliver the disk to:

*PennFIRS Reports
Cumberland County DPS
1 Public Safety Drive
Carlisle PA 17013-7300*

2.2.3 Lookup Tables

Lookup codes are stored in tables within Firehouse Software. CCDPS initially provided lookup tables to supplement information you may have needed but did not have the time for data entry.

CCDPS will continue to provide lookup tables to supplement your FHS installation. We will provide the lookup tables twice a year: January and July.

The lookup tables provided by CCDPS may include, but are not limited to, any of the following:

1. Incident Report Codes
 - a. 911 Used Codes
 - b. Aid Given or Received
 - c. Alarm Types
 - d. Departments and Investigating Agencies
 - e. Incident Authorization Types
 - f. Response Codes

2. Staff Activity and Training Codes
 - a. Staff Activity Positions
 - b. Staff Activity Types

3. System-Wide Codes
 - a. Counties
 - b. Districts
 - c. FDID Numbers
 - d. Stations
 - e. Townships
 - f. Zones
 - g. Cities, States and ZIP Codes
 - h. Street Names
 - i. Street Prefix or Street Suffix
 - j. Street type

2.2.4 Pseudo Incident Numbering

A ccCAD incident number is comprised of nine digits. The first two digits being the current year the incident was created. The rest of the digits are accumulated per incident. For the New Year the first incident number would be 080000001, and next increased by one and so on. Just as a note anything put into CAD gets an incident number assigned, that doesn't mean all incident numbers were actually dispatched over Police, Fire or EMS. Administrative calls also get an incident number assigned.

In conjunction with using PennFIRS the field users will take the CAD report that is generated and faxed to them and use the County incident number that was applied. In the event that the Communications Center does not dispatch a call by phone or dispatch a call by radio there will not be an incident number created. In these cases we have developed what we call "pseudo incident numbers" that will comply with the formats being used in Firehouse Software. The pseudo incident number is a nine digit number and has the following break down...

08(year) - *(FD Number) – 00001 – 99999(range of numbers available to be applied)

Example of an incident for Company 10 – 08-1000001. This would be the first incident they would use for a non County dispatched incident.

These numbers will be unique to each department and will in no way ever be duplicated in our CAD system unless we get that busy to have 1 million incidents. Each individual department will be responsible for keeping track of which pseudo numbers they have used previously in that respective year.

In the event a company is sent to an out of county transfer, it will be up to that department to immediately call by phone or radio to Cumberland County 9-1-1 to let them know of their response to an incident other than the one that caused them to transfer. If they go to the incident that caused them to transfer that is considered the same incident. Otherwise those companies will have to use the pseudo numbering format.

County-wide non CAD Incident Numbering System

10 – 08-1000001	33 – 08-3300001
12 – 08-1200001	36 – 08-3600001
13 – 08-1300001	37 – 08-3700001
14 – 08-1400001	38 – 08-3800001
16 – 08-1600001	39 – 08-3900001
17 – 08-1700001	41 – 08-4100001
20 – 08-2000001	45 – 08-4500001
21 – 08-2100001	46 – 08-4600001
22 – 08-2200001	47 – 08-4700001
23 – 08-2300001	48 – 08-4800001
24 – 08-2400001	49 – 08-4900001
25 – 08-2500001	50 – 08-5000001
27 – 08-2700001	51 – 08-5100001
28 – 08-2800001	52 – 08-5200001
30 – 08-3000001	53 – 08-5300001
31 – 08-3100001	100 – 08-9900001*

*Co.100 has to be this way since 08-0000001 is a valid CAD incident number.

E. Internal Operations & Policies

1. Mission Statement

All companies should have a mission statement outlining the roles, responsibilities, and duties of the company.

2. Rules of Engagement for Structural Firefighting

All structural firefighting operations involve an inherent level of risk to firefighters. All feasible measures shall be taken to limit or avoid these risks through risk assessment, constant vigilance and the conscientious application of safety policies and procedures.

3. Insurance

Insurance should be provided for all company personnel, equipment, apparatus, and facilities. In addition, Workman's Compensation should be provided by the authority having jurisdiction over the company. It is the company's responsibility to document when a member can file a workman's compensation claim and how to properly do so.

4. Infection Control Program

All companies should have a policy in place with regards as to how to handle, clean, or dispose of infected and contaminated personnel or equipment. Training and guidance should be provided by the authority having jurisdiction.

5. Sexual Harassment & Discrimination

All companies **MUST** have a policy in place for Sexual Harassment and Discrimination. This policy must include proper ways to report harassment and discrimination along with means of discipline for those who violate the policy. Sexual Harassment and Discrimination are illegal.

6. Junior Firefighter Program

Companies with a Junior Firefighter Program must comply with all laws regarding child labor and all regulations set forth by the Office of the State Fire Commissioner. Companies must provide all juniors with a copy of the applicable child labor laws.

7. Mentor Program

Although not required, it is advisable that all companies provide all new members a mentor. This mentor will help to familiarize a new member to the SOGs and rules associated with the company along with helping them grow into a better firefighter through sharing their knowledge.

8. Personal Protective Equipment Policy

All gear issued MUST be compliant with the current NFPA 1971 standard. Proper care for the gear should be taken, including frequent inspections and proper washing. It is the responsibility of each company to determine when and how often inspections of gear should take place as well as when gear must be worn. It is also up to the individual companies to establish a facial hair policy.

9. Disciplinary Policy

All companies must create their own policies along with appropriate forms of discipline in an attempt to create accountability for members actions, both within the company and when dealing with the public

10. Accountability Policy

In order to ensure member's safety, all companies must devise a method to create an accountability system for dealings at emergency incidents and make sure that the method(s) are used and enforced

11. Alcohol & Drug Policy

By no means shall Cumberland County tolerate the usage of illicit drugs by members of the county's emergency services, whether it is Fire, Police, or EMS. These drugs are illegal, and it is expected that companies will ensure that drugs are not used by any of its members. Individuals who choose to consume alcoholic beverages should not be allowed to respond to a call within eight hours of the last drink, however, it remains the responsibility of the individual companies to create a policy with regards to alcohol.

12. Firefighter Qualifications

Firefighters should not be allowed to perform any duty that is beyond their abilities according to their training. The individual companies are responsible for ensuring that no firefighter is tasked with a duty that they are not qualified to do. It also remains their responsibility to make sure that firefighters get the training necessary and follow up on their certifications.

13. Driver/Operator Qualifications

Driver qualifications will vary for each company. It is each company's responsibility to document the training and qualifications for a member to become certified as a driver. The training, qualifications and certifications should be documented in the members personnel file. All qualified drivers who do not hold a CDL license for the weight class vehicle should carry a "Certificate Of Authorization to operate Fire Department Vehicles"

14. Press and News Release

If an incident warrants, a PIO from Team 900 will be dispatched to handle all questions and concerns from the media. Department members should refrain from providing news releases and interviews unless authorized by the department. If the chief of the department having jurisdiction feels the need to release additional information then it will be his/her responsibility to do so.

15. P.O.V. Policy

It is each company's responsibility to devise a policy regarding members who choose to arrive at an incident in a personally owned vehicle. If a member does arrive by POV they must park their vehicle clear of the incident, clear of apparatus, and so that it is not blocking any lanes of travel.

16. Red and Blue Light Policy

If a company or municipality allows the use of blue and/or red lights on POVs, it is the chief's responsibility to record the use and report the individual's name and vehicle to the local PSP Fire Marshall annually. All vehicles that utilize blue or red lights must adhere to the regulations set forth in the Commonwealth of Pennsylvania Motor Vehicle Code.

17. Standard Operation Guidelines

All companies must create a written set of SOGs that each individual member must adhere to when applicable.

18. Uniform Policy

Departments should create a dress and station uniform policy so all members are aware of the proper attire for various events. The various classes of uniform should be defined in this policy.

19. L.O.D.D. Policy

Departments should develop a guideline for use in the event of a Line Of Duty Death. For a sample policy and more information go to:

http://www.nvfc.org/pdf/funeral_procedures.pdf *and/or*

http://www.portal.state.pa.us/portal/server.pt/community/line_of_duty_death/5995

F. Cumberland County's Incident Management Plan

EXECUTIVE SUMMARY

This Incident Management Plan (IMP) will accomplish four important objectives. It:

- I. Provides an Incident Management System (IMS) which is applicable to all municipalities and emergency services in the County;
- II. Allows for efficient utilization of resources for every incident regardless of its nature, size or complexity;
- III. Provides guidelines, which comply with applicable Federal and Commonwealth laws and procedures;
- IV. Provides a framework for which emergency response agencies can develop individual NIMS Standard Operating Guidelines.

SITUATION

The incident management system can provide a uniform, consistent management structure to emergency situations ranging from single jurisdictional/single agency response to those multi-jurisdictional/multi-agency events that will tax any management program.

Organizational management structure must be adaptable to any emergency and be expandable to maintain a concept of mobility. This flexibility insures the effective and efficient management of resources to a given situation, regardless of size complexity or involvement.

For an effective management program to be workable and functional, it must be utilized routinely in actual situations, it must be part of the standard operations of emergency services responses and it must be an integral part of the training program of the personnel responsible to perform and implement incident management.

GLOSSARY OF TERMS

Action Plan - A written document or a prescribed course of action, depending on the size and magnitude of the incident that identifies the incident priorities, the strategic goals and the tactical objectives of the incident. This plan is formulated by the IC or is delegated to the operations chief.

Branch – The organizational level having functional or geographical responsibility for major aspects of incident operations. A branch is organizationally situated between the section and the division or group in an Operations Section and between the section and units in the Logistics Section. Branches are identified by the use of Roman numerals or by functional area.

Chief- NIMS title for individuals responsible for Section. Chiefs report to Command

Command - A radio designation assigned to the incident command or its radio command post. Command shall be assumed when a unit has been designated as such by an IC. The designation will incorporate either the first due company number or municipal chief designation number. When more than one incident is occurring within a given municipality or box area, command will be designated with the same designation number with an additional alpha-letter to differentiate the commands.

Command Staff – The Command staff consists of Commander, the Information Officer, Safety Officer, and Liaison Officer, who report directly to the Incident Commander.

Command Post (CP) - The designated location, facility or vehicle that provides a central, stationary location to assist the IC in incident command and control. It should be isolated from incident noise and confusion but accessible. It needs status boards, supplies (i.e. maps, plans, technical material), must have effective integrated communications capability and its location announced to all appropriate personnel. The CP will normally be staffed with the commander, his command staff and liaison personnel. It usually will be physically identified by a flashing green light. In some instances, a forward operational command post may be utilized.

Director – NIMS title for individuals responsible for a Branch. Directors report to Section Chiefs

Division – That organization level having responsibility for operations within a defined geographic area or with functional responsibility. The division level is organizationally between the single resource and branch.

Emergency Operations Center (EOC) - The facility at which elected officials, emergency management staff and agency representatives can meet and make decisions based on the information received. The executive head of government, emergency service representatives and contact for the news media are the main work force of the EOC. This centralizes information about emergency conditions, coordinates disaster control activities and communicates necessary public information. It does not conflict with field command activity. It augments the strategic level of incident management.

Evacuation -The planned or spontaneous relocation of citizens from a predetermined area of risk. This action should be considered as a last resort for public protection when the IC is formulating the incident action plan; An alternate defensive tactic to remove all personnel from a threatened area such as a fire building or endangered area. The standard evacuation signal is the sounding of audible warning systems from apparatus, as well as a specified announcement on the appropriate radio talk groups assigned to the incident.

First Due - The term used to identify the company that has the initial response within a municipality or designated box area.

First Responder - Any emergency service agency that could arrive on the scene of an incident that would, by happenstance, be obligated to initiate the incident management system.

General Staff – The group of incident management personnel comprised of the Incident Commander, Operations Section Chief, Planning Section Chief, Logistics Section Chief and Finance/Administrative Section Chief

Goals - Any objective which we can state so specifically, so concretely, and so unambiguously that virtually anyone will be able to know when it is achieved. Goals in the NIMS context will be of a strategic nature. Strategic goals are the overall plans that will be used to control an incident. Strategic goals are broad in nature and are achieved by the completion of tactical objectives.

Group - That organization level having responsibility for operations with a defined functional responsibility. The division level is organizationally between the single resource and branch.

Incident Command System - A management system that utilizes the application of the benefits of common terminology, modular organization, integrated communications, unified command structure, consolidated action plans, manageable span of control, designated incident facilities and comprehensive resource management.

Incident Commander (IC) - The individual who has the responsibility for the overall management of the incident. It is the responsibility of the IC to assess the incident priorities, determine the strategic goals and tactical objectives, develop an action plan, develop a command structure, allocate resources, and coordinate all incident activities.

Incident Conditions: A brief radio report of the initial observations of the first unit arriving on-the-scene of an incident. Listed is the standard terminology commonly used.

On-the-Scene (Investigating) - A report of on-the-scene with nothing clearly evident at arrival. All responding units should stage at Level I.

Fire Showing - A report indicating that fire is evident. Incoming units should prepare to implement their standard operating procedures for operations. Command should be established.

On-the-Scene (with Entrapment) - A report indicating that persons are trapped either in an auto, industrial or building incident. SOP's should be implemented. Additional resources may be required. Command should be established.

Leader - NIMS title for individuals responsible for assigned activities of individuals and their mission. Leaders report to Division/Group Supervisors

Liaison - The active role of cooperating agencies or services that will have direct responsibility to provide assistance to the incident commander or the management system.

Objectives - Any kind of desired end condition, however vaguely or specifically we can state it. We can designate an objective from a broadly stated want to a very specific measurable performance target. Objectives in the IMS context will be of a tactical nature. Tactical objectives are the specific operations that must be accomplished to achieve strategic goals. These objectives must be both specific and measurable.

Officer - An individual who holds rank within the emergency response agency.

Priority - A radio designation identifying a message for highest consideration. Use of the **PRIORITY** category will be restricted to the type of emergency where life or personal injury is at stake or critical situations requiring immediate additional assistance.

Rescue - The tactical objective to physically remove a victim from a hazardous situation.

Resources - All personnel and major items of equipment available, or potentially available, for assignment to incident tasks on which status is maintained.

Allocated Resource - Personnel or equipment that is allocated to an incident but has not been assigned a task.

Assigned Resource - Personnel or equipment that has been assigned from the allocated resources and reported as committed to the incident commander.

Single Resource – An individual Company, Crew or a specific piece of equipment

Search - The tactical objective to initiate the task of locating victims who are lost or otherwise not accounted for.

Primary - The term associated with an initial tactical action of attempting to locate victims who may be in immediate danger.

Secondary - The term associated with a second more orderly process of locating victims who may be in danger but not necessarily immediately threatened.

Search Mission - An assigned task to a group or specialized team to organize and develop a specific management plan or the implementation of standard operating procedures for specialized search and rescue teams.

Senior Official - NIMS title to the individual who is the most senior, in terms of responsibility, for incident command and the success of the incident management system.

Span of Control - The number of subordinates' one supervisor can manage effectively. Guidelines for the desirable range from three to seven persons; the optimum number is five subordinates to one supervisor.

Staging - The establishment of a designated area so that all allocated resources committed to an incident can be accounted for and assigned in an orderly fashion.

Staging Area - A resource marshalling area where equipment and personnel report while waiting for a specific assignment. This designated area provides safety and accountability for available resources by organizing incoming resources. It prevents the premature deployment and free-lancing of resources by providing an organized deployment and reporting system to the CP.

Strike Team – Five (5) of the same kind and type of resources with common communications and a leader.

Supervisor - NIMS title for individuals responsible for Divisions/Groups. Supervisors report to Branch Directors or Command.

Task Force – A group of any type and kind of resources with common communications and a leader, temporarily assembled for a specific mission (not to exceed 5 resources)

Unified Command - A command concept that all involved agencies contribute to the command process. Overall goals, planning tactical objectives, conducting integrated operations and maximizing resources are decided jointly.

INCIDENT MANAGEMENT
STANDARD OPERATING GUIDELINES

I. ASSUMPTION OF COMMAND

- A. Command shall be established at all incidents.
- B. The individual responsible for the first arriving response agency shall assume command. When multiple resources will be committed to the incident, command shall be formally established by transmitting a brief report containing the following information to the Communications Center:
 - 1. Identity of agency or senior official assuming command and the specific location at the incident.
 - 2. Actual location of the incident.
 - 3. Brief description of the incident and report conditions.
 - 4. Designation of the individual assuming command.
 - 5. Request the Communications Center assign an operational talk group for the duration of the incident and broadcast that information to all allocated resources when responding.
- C. The established **CHAIN OF COMMAND** is as follows:
 - 1. Municipal Chief, Assistants or designated Duty Chief.
 - 2. First due Engine Company Chief, Assistant Chief or designated Duty Chief.
 - 3. Second or subsequently due Engine Company Chief or Assistant Chief.
 - 4. Truck or Squad Company Chiefs or Assistant Chiefs.
 - 5. First due Company response (excluding traffic units).

II. COMMUNICATIONS

- A. All communications procedures will be in accordance with the **CUMBERLAND COUNTY COMMUNICATIONS SYSTEMS OPERATIONS MANUALS.**
- B. All radio communications shall be in clear text, brief and concise to the incident.
- C. All incident operations should be conducted on assigned or authorized talk groups
- D. All communications will be coordinated through the Incident Command or OIC until "Command" is established or assumed when an individual or unit has been designated.

III. SELECTION OF COMMAND MODE

- A. The incident commander must determine if initial command activity will be conducted from a fixed position or if it will be conducted simultaneously with the tactical operations of the first arriving company. Command from a fixed position is preferred, particularly when an incident is complex or rapidly escalating.
- B. The initial incident commander must answer the following two questions:
 - 1. Will the initial operations of the first arriving company have a significant impact on the eventual outcome of the incident?
 - 2. Will the personal efforts of the first responders in the performance of their tactical activity have significant impact of the ability of the company to achieve their assigned tactical objective(s)?

If the answer to these two questions is "NO," command from a fixed position should be established.

- C. If there is a need for immediate tactical activity and company staffing necessitates that the company commander be an integral part of the tactical operations, command in the offensive mode should be initiated.
- D. Command in the offensive mode should only be performed until command can be transferred.

IV. RESPONSIBILITIES OF INCIDENT COMMANDER

A. The incident commander of any incident shall be responsible for the following:

1. **CONDUCT ASSESSMENT** of the incident priorities.

Incident priorities provide a framework for command decision making. Tactical activity may address more than one incident priority simultaneously.

LIFE SAFETY (first)

INCIDENT STABILIZATION (second)

ENVIRONMENTAL AND PROPERTY CONSERVATION (third)

2. **PERFORM SIZE-UP**

The incident commander must perform an initial assessment of the situation, incident potential and resource status. The assessment must address the following three questions:

- a. What do I have?
- b. Where is it going?
- c. What do I need to control it?

Size-Up is an ongoing process and must be continued throughout the duration of the incident.

3. **SELECT THE STRATEGIC MODE**

A critical decision having an impact on the safety of personnel and the effectiveness of tactical operations is the selection of strategic mode. Operations may be conducted in either an *OFFENSIVE*, *DEFENSIVE* or *NO INTERVENTION MODE*. This decision is based on the answers to the following two questions:

- a. Is it safe to conduct offensive operations?
- b. Is resource capability (present or projected) adequate for offensive operations to control the incident?

4. DEFINE STRATEGIC GOALS

Strategic goals define the overall plan that will be used to control the incident. Strategic goals are broad in nature and are achieved by the completion of tactical objectives. Strategic goals are generally focused in the following areas:

- a. Protection or removal of exposed persons.
- b. Confinement and control of the hazards.
- c. Minimize loss to involved or exposed property.

5. ESTABLISH TACTICAL OBJECTIVES

Tactical objectives are the specific operations that must be accomplished to achieve strategic goals. Tactical objectives must be both specific and measurable defining:

- a. Assignment of resources.
- b. Establish and staff divisions/groups as required.
- c. Nature of the tactical activity.
- d. Location in which the tactical activity must be performed.
- e. If the tactical action must be performed in sequence or coordinated with any other tactical action.

6. IMPLEMENT THE ACTION PLAN

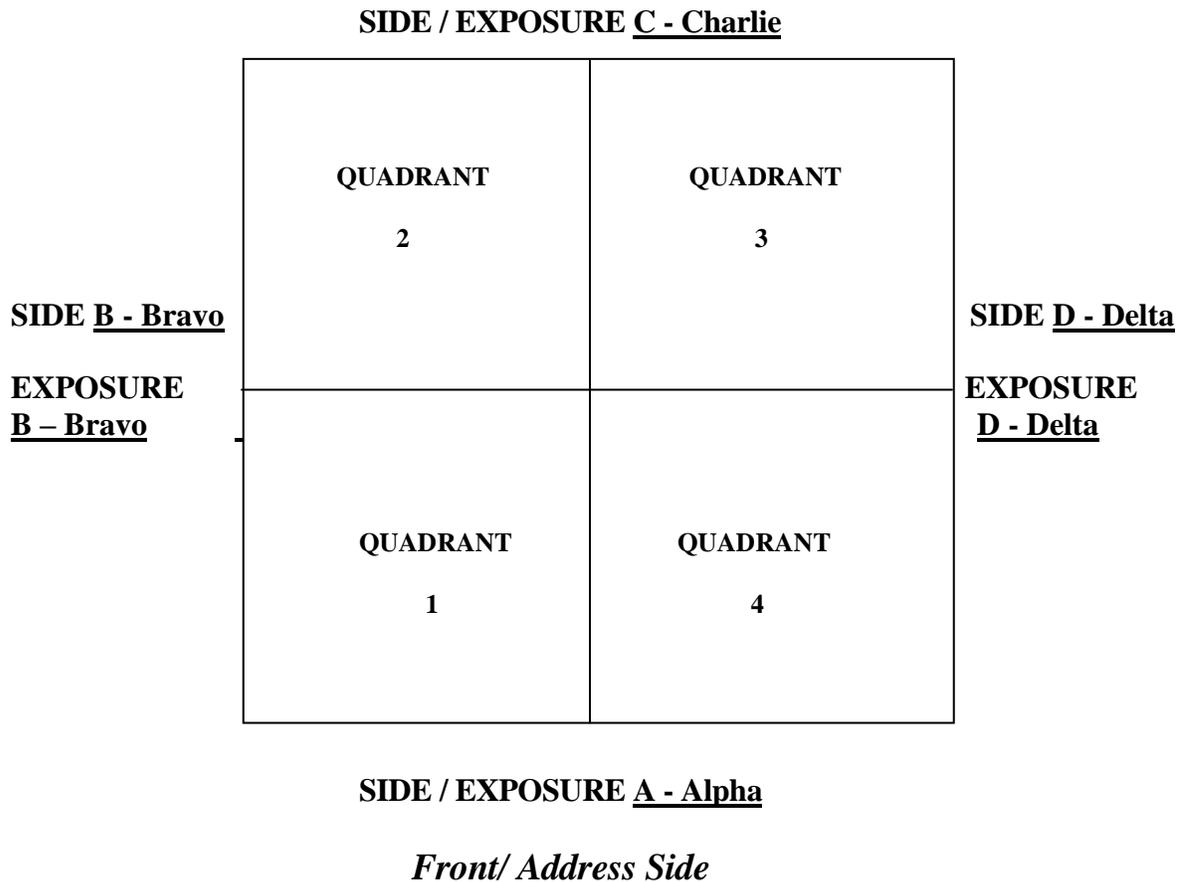
Implementation of the incident action plan requires that the incident commander establish an appropriate organization structure to manage the required resources and communicate the tactical objectives. The incident action plan may be communicated by standard operating procedure, assigning tactical objectives or by assigning task activity.

Tactical standard operating procedures may define common components of the incident action plan such as water supply, standard apparatus placement and the methods used for basic tactical evolutions. Such procedures are encouraged to be utilized routinely.

Orders from the incident commander may specify tactical objectives assigned to subordinate positions within the incident management structure or to a specific resource.

V. STANDARD GEOGRAPHIC DESIGNATION SYSTEM

- A. Each exterior side of a structure shall be given a Letter/Phonetic designation. The side of the structure facing the street (typically the address side) shall be designated Side A (Alpha). The remaining sides shall be designated B (Bravo), C (Charlie) and D (Delta) in a clockwise manner. Exposures shall be designated in a like manner as shown below.
- B. The interior quads are designated Quadrants 1-2-3-4. Floor levels are designated as Division 1-2-3-4 etc.



VI. NIMS ORGANIZATIONAL STRUCTURE FOR INITIAL OPERATIONS

- A. The Incident Management System, IMS, shall be used to maintain an effective span of control and work load for all supervisory personnel.
- B. The staff designation can be labeled, as the incident commander deems appropriate to the incident. It is critical that all personnel involved are advised of the designations used and the radio identification procedures that will be utilized throughout the incident. This maintains common terminology and provides coordination and control of each specific tactical operation

VII. STAGING

- A. When command has not defined the assignment for on-scene or responding resources, staging shall be established at *Level 1*.
- B. When an incident is escalating or has not yet been stabilized, sufficient resources to meet potential incident development should be available in staging until the incident has been stabilized.
- C. Command shall establish staging by defining its location and communicating this information to the Communications Center. The Communications Center shall inform all responding resources of the location of staging.
- D. If responsibility is specifically assigned, the commander of the first agency to arrive in staging shall assume the function of Staging Area Manager.
- E. Resources in staging shall retain integrity (remain with their agency) and be available for immediate assignment and deployment.
- F. The Staging Area Manager shall keep command advised of resource availability in staging whenever resource status changes.
- G. Command shall request on-scene resources through the Staging Area Manager and shall specify where and to whom those resources shall report.
- H. Radio communications with Staging Area Manager shall use the radio designation "*staging*."

- I. Staging levels have been established as follows:

LEVEL I - First arriving engine and truck or squad type service unit will proceed to the scene depending upon local municipal procedures. Additional responding apparatus will stage at a suitable location near the scene awaiting assignment.

LEVEL II - (used normally with second alarm response) All apparatus and manpower will report to a staging area designated by incident command and await further assignment.

LEVEL III - Staging of units and manpower at a fire station or other building convenient to the fire scene as designated by incident command.

VIII. NIMS ORGANIZATION FOR LARGER INCIDENTS

- A. IMS organizational structure should be based on the management needs of the incident and should be developed on a pro-active basis. Incident resource and management needs must be projected adequately ahead for the reflex time of responding resources.
- B. The incident commander and other supervisory personnel should anticipate span of control problems. Subordinate management positions should be staffed to maintain an acceptable span of control and workload. This may necessitate requesting additional command officers to fill these functional positions.
- C. Whenever the planning, logistical or financial functional responsibilities become a significant workload for the incident commander, the appropriate divisions should be staffed. This will prevent over-extension of the incident span of control

IX. NIMS ORGANIZATION OF SPECIALIZED INCIDENTS

Specialized incidents (i.e. Mass Casualty, Hazardous Materials incidents and other similar incidents) require customized and/or modified staffing patterns and organizational charts. These charts have been included as an integral part of this plan to insure consistency and continuity of the Incident Management System

X. TRANSFER OF COMMAND

- A. Command may be transferred from the initial incident commander (often a company officer) to a later arriving or senior officer. Transfer of command shall take place on a face-to-face basis whenever possible to facilitate effective communications and feedback. If face-to-face communication is not possible, transfer of command by radio may be conducted.
- B. If command has been established by a first responder, command shall be transferred to the first arriving officer. Command shall be transferred to the first arriving senior officer at that officer's discretion (the senior officer may choose to allow the company's officer to continue as incident commander). Transfer of command to higher-ranking senior officers is also discretionary. When a senior officer decides a lower ranking officer is to retain command, this does not remove the responsibility of the incident from the higher-ranking individual.
- C. Transfer of command shall include a briefing providing verbal or written communication of the following:
 - 1. The status of the current situation.
 - 2. Resources committed to the incident and responding, as well as the present incident organizational structure.
 - 3. Assessment of the current effect of tactical operations.
 - 4. General radio broadcast announcement of individual vested with command authority.
- D. Following transfer of command, the incident commander may return the previous incident commander to his company (if a company officer) or specify assignment to a subordinate management position within the IMS organizational structure.

A. Other

1. Legislation

1.1 Municipalities shall be responsible for ensuring that fire and emergency medical services are provided within the municipality by the means and to the extent determined by the municipality, including the appropriate financial and administrative assistance for these services.

The municipality shall consult with fire and emergency medical services providers to discuss the emergency services needs of the municipality.

The municipality shall require any emergency services organizations receiving municipal funds to provide to the municipality an annual itemized listing of all expenditures of these funds before the municipality may consider budgeting additional funding to the organization.

1.2 The above legislation is the result of HB 1131, 1133 & 1134 being enacted with an effective date of April 5, 2008.

2. Wildfire Strike Teams

2.1 Currently two (2) organized Wildfire Strike Teams are available in the County. The teams can be requested through County Communications for deployment to wildfire incidents that may require resources beyond the initial wildfire response.

2.2 Below is a list of the current teams and the fire companies associated with each team.

Piney Mountain Strike Team

Companies – 25 – 36 – 41 – 47 – 49 – 50

Central Michaux Strike Team

Companies – 49 – 50 – 52 – 53 – 54