

CUYAHOGA HEIGHTS FIRE DEPARTMENT

SOG: 002
EFFECTIVE DATE: 11/1/99
REVISED: 09/19/2019
APPROVED: CHIEF SUHY
PAGE: 1 OF 2

0830 - Daily Vehicle Check and Housework

Monday

- Clean toilets and sinks upstairs, apparatus floor, and garage
- Clean kitchen table and countertops
- Clean Chief/Assistant Chief's Room
- Clean TV Room
- Sweep, mop tile on apparatus floor
- Vacuum all carpet downstairs

Tuesday

- Clean toilets and sinks upstairs, apparatus floor, and garage
- Clean kitchen table and countertops
- Sweep and mop tile upstairs including stairs
- Vacuum and clean all carpet upstairs
- First Tuesday of month check Generator

Extra Vehicle - Check and wash Pick-Up (2855)

Wednesday

- Clean toilets and sinks upstairs, apparatus floor, and garage
- Clean kitchen table and countertops
- Sweep and mop bathroom in garage, tool room, workout room, and locker room
- Polish Brass Pole by Hose Tower

Extra Vehicle - Check and wash car (2851)

Thursday

- Clean toilets and sinks upstairs, apparatus floor, and garage
- Clean TV Room
- Clean kitchen table and countertops

Extra Vehicles – Drive and wash 25

- Check and wash SUV (2852)

Friday

- Clean toilets and sinks upstairs, apparatus floor, and garage
- Clean kitchen table and countertops
- Sweep, mop tile on apparatus floor
- Sweep and mop tile upstairs including stairs
- Vacuum and clean all carpet upstairs

Saturday

- Clean toilets and sinks upstairs, apparatus floor, and garage

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- Clean kitchen table and countertops
- Sweep and mop bathroom in garage, tool room, workout room, and locker room
- Hose down garage floor, clean garage sewers

CUYAHOGA HEIGHTS FIRE DEPARTMENT

Standard Operating Guidelines

Subject: PERSONAL PROTECTIVE EQUIPMENT

Operational 3.00

Date Drafted: 2009

Date Effective: 2009

Revised: October 2010

Approved: Chief Cash

Total Pages: One

Purpose:

To establish a guideline to indicate the proper use of firefighter protective clothing in order to ensure the safety of the fire department personnel.

Procedures:

1. PPE includes FF bunker pants w/boots, coat, helmet w/face shield, hood, gloves, scba w/working motion alarm. Scba's will be worn whenever the atmosphere is considered immediately dangerous to life or health.
2. All ff's should check their PPE at the start of the shift. Any problems need to be brought immediately to the attention of the shift officer.
3. The appropriate level of PPE will be worn for all emergency responses.
4. Before getting into the emergency vehicle all firefighters will put on bunkers pants and turnout coat with the exception of the driver. All ff's must wear seatbelts when vehicle is in motion.
5. As soon as possible ff's will don a scba harness and prepare for entry into the fire scene.
6. Drivers as soon as possible will get into a minimum of bunker pants, coat and helmet. If not needed for vehicle operations they will also don a scba and prepare for entry into fire scene.
7. All ff's should be ready to go on air when the order is given for entry.
8. For all street and highway operations a safety vest or approved coat must be worn.
9. Proper level of PPE including SCBA's if needed will be worn until the Incident Commander gives the order to stand down.
10. After each incident the equipment needs to be checked and cleaned if needed based on department guidelines.

CUYAHOGA HEIGHTS FIRE DEPARTMENT

Standard Operating Guidelines

Subject: ROUTINE AND ADVANCE CLEANING OF TURN OUT GEAR

Operational 4.00

Date Drafted: New

Date Effective: October 2010

Revised: N/A

Approved: Chief Cash

Total Pages: One

Purpose:

To establish a guideline to for the proper cleaning and maintenance of FF's turnout gear. After every incident all of your PPE will need to be checked and cleaned if needed. At least once a year all turnout gear will be cleaned by trained personnel or specialized company.

Procedures:

1. Cleaning, Routine. The light cleaning of ensembles or elements performed by the end user without taking the elements out of service. Examples include brushing off dry debris, rinsing off debris with a water hose, and spot cleaning.
2. Cleaning, Advanced. The thorough cleaning of ensembles or elements by washing with cleaning agents. Advanced cleaning usually requires elements to be temporarily taken out of service. Examples include hand washing, machine washing, and contract cleaning
3. Cleaning, Specialized. Cleaning to remove hazardous materials or biological agents. This level of cleaning involved specific procedures and specialized cleaning agents and processes. This will involve cleaning by commercial cleaning companies that specialize in this area.
4. At least the following records shall be kept for each ensemble element:

Person to whom element is issued

Date and condition when issue

Manufacturer and model name or design

Manufacturer s ID number, lot number, or serial number

Month and year of manufacture

Date(s) of and findings of advanced inspection(s) by organization

Date(s) of advanced cleaning or decontamination by organization

Reason for advanced cleaning or decontamination by organization

Date(s) of repair(s), who performed repair(s), and brief description of any repair(s)

Date of retirement

Date and method of disposal

5. Cleaning shall be done within the manufacturer's recommendations if information is available.

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Standard Operating Guidelines

Subject: Emergency Evacuation and May-Day Communications

Operational 5.00

Date Drafted: New

Date Effective: October 2010

Revised: June 2019

Approved: Chief Suhy

Total Pages: Two

Purpose

To provide a guideline for the rescue of lost or trapped firefighters and emergency evacuation from hazardous environments.

General

This guideline provides the incident commander and firefighters operating at the scene of an emergency with some basic guidelines to follow when a building or area needs to be evacuated for the safety of fire personnel working at the scene. It also provides some basic guidelines to follow when a firefighter becomes lost or trapped while working inside of a structure.

Emergency Evacuation of Fire Department Personnel

If the incident commander should decide that there is a need to evacuate all operating companies from a hazardous work area then he should do the following:

- Sound the air horns intermittently on the closest apparatus for 15 seconds.
- The incident commander should broadcast over the fire ground channel “Emergency traffic, evacuate the building” repeated three times.
- A PAR shall be taken as companies exit the hazard area.
- If a firefighter cannot be located through a PAR than the incident commander should announce a “May-Day”

May-Day Use

The radio message “May-Day, May-Day, May-Day” will be used by any firefighter to report their status as being lost, trapped or needing rescue.

Any member may use “May-Day” to report a lost firefighter.

The term “May-Day” will be reserved only to report a lost, trapped, or injured firefighter(s).

The term “Emergency Traffic” shall be used to report all other emergencies.

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Upon receipt of a “May-Day” call all radio traffic shall stop in order to provide a clear channel for the “May-Day” communications. This channel will now be for the “May-Day” traffic only. All personnel are to stay on the same radio channel and the Incident Commander will notify all personnel on scene to switch to another fire ground channel.

The person transmitting the “May-Day” should give a status report if possible. The information needed include the W’s:

- Location.
- Immediate problem (trapped, lost, etc.)
- Number of people in distress.
- Needs (air, hose-line, ladders, etc.)
- Who - your identity - Unit, unity riding position, or entire name
- What - caused the condition(s) of the mayday
- Where - Identify your current location/surroundings or last known location
- NEEDS - the needs that will help resolve the mayday

Commit the RIT team (SOG 35), place an officer in charge of the rescue and request at least one additional alarm including a medical unit.

Continue suppression activities to prevent fire spread and ensure an area of entry for RIT crews.

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SOG: 005
EFFECTIVE DATE: 11/01/99
REVISED: 09/01/2010
APPROVED: CHIEF CASH
PAGE: 1 OF 1

SUBJECT: ABSENCE FROM FIRE STATION

Any shift member leaving the station must get permission from his shift officer and shall be logged in the daily journal with the vehicle they are using and the business they are on. No one is allowed to travel outside of the village boundaries except for official business and emergencies. Any one without proper permission to be absent will be considered absent without leave and could face disciplinary action.

CUYAHOGA HEIGHTS FIRE DEPARTMENT

Standard Operating Guidelines

Subject: Two-In/Two Out
Operational 6.00
Date Drafted: New
Date Effective: September 2010
Revised: N/A
Approved: Chief Cash
Total Pages: One

Purpose:

The purpose of this policy is to comply with NFPA and OSHA respiratory protection program providing a work safety practice and to assure the safety and well being of our members.

- This procedure shall be used on all interior attack fires where the atmosphere is considered immediately dangerous to life or health (IDLH) and the use of SCBA is required. (IDLH = an atmospheric concentration of any toxic, corrosive, or asphyxiate substance.)
- When operating in an IDLH atmosphere, the "buddy system" will be used. The minimum number of firefighters operating in the team shall be two.
- The members operating within the IDLH atmosphere shall be in direct visual, direct voice or tethered contact with each other while in the IDLH atmosphere. The use of radios shall not be substitution for direct visual or voice contact.
- It shall be the policy of the Cuyahoga Heights Fire Department that at least **four members** be assembled BEFORE initiating *interior* firefighting operations at a working structure fire. Defensive or exterior firefighting may begin with less than four members as long as no member shall enter an IDLH atmosphere. All four must be approved to participate in interior firefighting.
- There shall be a minimum of two firefighters stationed outside during interior structural firefighting and they shall be trained, equipped and prepared to enter if necessary to rescue the firefighter inside.
 - 1) The two "out" firefighters shall be in place **BEFORE** entry occurs.
 - 2) One of the two "out" firefighters must actively monitor the status of the two "in" firefighters and **may not** be assigned additional duties.
 - 3) One of the two "out" firefighters may be assigned other non-critical duties.
- Life-saving activities in interior structure firefighting are not restricted by this procedure. If there is imminent danger to life and immediate action may prevent the loss of life or reduce serious injury, such action shall be permitted with less than **four** members on the scene.

CUYAHOGA HEIGHTS FIRE DEPARTMENT

Standard Operating Guidelines

Subject: Accountability System
Operational 7.00
Date Drafted: New
Date Effective: 11/01/2010
Revised: N/A
Approved: Chief Cash
Total Pages: One

Purpose

The purpose of the accountability system is to ensure the safety of the firefighters on the fire scene by keeping track of all officers and firefighters who respond to the incident. It is a system to monitor the location and functions of all firefighters on the scene and an important tool to account for firefighters in an evacuation or rescue situation. The number, location and type of personnel on the scene is also an important element for the OIC to know in making decisions on fire fighting during the incident.

The accountability system will work as follows:

Each responding apparatus of the Cuyahoga Heights Fire Department will have an accountability tag board in the cab or driver area. Upon arrival on the fire scene and or staging area the officer and firefighters will be responsible for giving the responding tags to the staging or accountability officer. If no such officer has yet to be established the tags will go to the initial command vehicle, which will often be Engine #26, or in the case of mutual aid the other departments command vehicle. When the incident is finished and personnel released from the scene the tags must be retrieved from the accountability officer and returned to the tag board from the vehicle it came from. Any tags still left with the accountability officer must be reported to the OIC and a follow up must be done immediately.

No firefighter on scene shall free lance in anyway. All actions the firefighter takes must be from command unless there is an **immediate** safety or rescue issue in his area. The firefighter will notify command of the situation as soon as possible

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SOG: 007
EFFECTIVE DATE: 11/01/99
REVISED: 05/01/2010
APPROVED: CHIEF CASH
PAGE: 1 OF 1

SUBJECT: STARTING TIME

Shift Officers and Firefighters will be at work and ready to respond to an emergency with full turnout gear by 0730 on their scheduled workday. If for any reason they cannot be on time they must notify the Officer on duty as soon as possible. It is the Shift Officer's responsibility to make sure the shift has the proper personnel and readiness at 0730 and to make any log entries concerning tardiness.

CUYAHOGA HEIGHTS FIRE DEPARTMENT

Standard Operating Guidelines

Subject: Seat Belt Usage and General Vehicle Safety
Operational 8.00
Date Drafted: 1999
Date Effective: 1999
Revised: 05/01/2010
Approved: Chief Cash
Total Pages: One

PURPOSE:

To establish a procedure to comply with the State of Ohio motor vehicle laws and to provide for the safety of firefighters and passengers on Fire Department Vehicles.

PROCEDURES:

All persons riding on emergency or non-emergency vehicles shall wear seat belts any time the vehicle is in motion. This includes all fire department personnel and any non-department persons being transported for any reason. Riding on a tailboard, running board, or other exposed positions is strictly prohibited. Some exceptions are allowed such as delivering emergency care in the back of the squads. At those times firefighters must secure themselves as much as possible and the drivers must maintain a speed that allows proper safety and care to be delivered. At no time shall anyone dismount a vehicle while it is still in motion.

Anytime an emergency fire or squad vehicle is backing up a firefighter shall be located behind the vehicle where the driver can see him in the mirror to assist that driver in backing up safely.

All department vehicles will follow the State of Ohio driving laws and regulations regarding emergency and non-emergency driving. It will be the driver's responsibility to use proper care and judgment when using any department vehicle.

All emergency vehicles shall stop at intersections when the light is red and proceed slowly though when it is deemed safe to proceed.

The shift officers shall be accountable for making sure the shift members follow safe driving practices at all times and immediately correct any violations that are observed.

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SOG: 008
EFFECTIVE DATE: 02/01/2000
REVISED: 06/19/2019
APPROVED: CHIEF SUHY
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SUBJECT: OFF DUTY RULES – TRADING OF TIME OR DAYS

Trading of time or days is permitted. Submit all trades through the Aladtec System. This should be done a minimum of 1 tour of duty prior to the requested off time. The shift officer has discretion on off duty approvals but is held responsible for proper manning.

Approval of trades shall take into consideration the need of having at least 2 paramedics, an officer or approved acting officer on duty.

No firefighter, full or part time, shall be permitted to work more than 48 consecutive hours unless there is an emergency or special circumstance that is approved by the Fire Chief.

All trading of time will be reciprocated with a 12 month period from the time of the trade.

CUYAHOGA HEIGHTS FIRE DEPARTMENT

Standard Operating Guidelines

Subject: Road and Highway Safety Vests

Operational 10.00

Date Drafted: 11/24/2008

Date Effective: 11/24/2008

Revised: 05/01/2010

Approved: Chief Cash

Total Pages: One

PURPOSE:

To improve the visibility of our firefighters on all roadways and to meet federal regulations on our interstate highway during emergency and non-emergency incidents.

PROCEDURES:

All officers and firefighters will wear an approved high-visibility garment on all roadway or highway calls. This guideline is for emergency and non-emergency service calls that occur in our response district or on mutual aid calls.

CUYAHOGA HEIGHTS FIRE DEPARTMENT

Standard Operating Guidelines

Subject: Riding Assignments
Operational 13.00
Date Drafted: New
Date Effective: February 2012
Revised: June 2019
Approved: Chief Suhy
Total Pages: Two

PURPOSE:

To establish an initial assignment for firefighters according to the seat they occupy on the Fire Apparatus. This will apply for both Engines with a 4 firefighter response, Squad with 3 firefighter response and 2 firefighter response.

ENGINE SEAT NUMBERING:

1. Seat 1: – Company Officer – Front Right Seat
2. Seat 2: - Driver/Pump Operator – Front Left Seat
3. Seat 3: - Firefighter – rear seat immediately behind the driver/operator
4. Seat 4: - Firefighter – rear seat immediately behind the Officer

ENGINE RIDING ASSIGNMENTS:

Seat # 1 – Size-Up and arriving radio report to dispatch, mobile command, determine type of attack (Offensive or Defensive), determine first hose line placement, accountability tags, help with first line if entering for interior attack and using mobile command. On all incidents a minimum of bunker pants and helmet are to be worn unless the incident commander determines that lesser level of personal protective equipment is indicated (MVA see SOG 39).

Seat # 2 – Apparatus placement, secure water supply, monitor pump panel, accountability officer, lights and generators. Can be used as outside command post if Officer enters structure with hose team. On all incidents a minimum of bunker pants and helmet are to be worn unless the incident commander determines that lesser level of personal protective equipment is indicated (MVA see SOG 39).

Seat # 3 – first off the truck to grab hose line, nozzle man, assists operator with water supply, helps operator back up vehicle if needed. On all incidents firefighter should wear full turnout gear, helmet, and SCBA unless the incident commander determines that lesser level of personal protective equipment is indicated.

Seat # 4 – Brings an entry tool and assists seat #3 with hose lay and driver with securing water supply. On all incidents firefighter should wear full turnout gear, helmet, and SCBA unless the incident commander determines that lesser level of personal protective equipment is indicated.

Seat 3 and 4 will be the initial entry team.

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If a mutual aid response the 4 man team may be used for Truck Operations.

Seat #1 – Thermal imager, accountability tags

Seat #2 – Entry Tool

Seat #3 – Entry Tool

Seat #4 – Entry Tool

When the squad responds with 1 firefighter that firefighter will position the squad so it is not blocked and will assist the engine driver.

SQUAD SEAT NUMBERING:

1. Seat 1: – Lead Medic – Front Right Seat
2. Seat 2: - Driver– Front Left Seat
3. Seat 3: - Firefighter – Rear of Squad

SQUAD RIDING ASSIGNMENTS:

Seat # 1 – Size-Up and arriving radio report to dispatch, make contact with patient, gather all pertinent information, direct personnel of medical treatment, contact med control, and complete EMS Chart.

Seat # 2 – Apparatus placement, assist with equipment needed and cot, assist with medical treatment, and drive to hospital.

Seat # 3 – Assist with equipment and cot and assist with medical treatment.

If we are responding “2 and 2” with the Engine and Squad the firefighters arriving in the Engine will assist with equipment and cot and assist with medical treatment.

CUYAHOGA HEIGHTS FIRE DEPARTMENT

SOG: 014
EFFECTIVE DATE: 11/01/99
REVISED: 03/01/2011
APPROVED: CHIEF CASH
PAGE: 1 OF 1

SUBJECT: DEPARTMENT TELEPHONES/PERSONAL CELL PHONES

All telephones shall be answered promptly and politely. They shall be answered with "Cuyahoga Heights Fire Department" followed by your last name. Calls should be limited to 5 minutes if possible. Long distance calls for department business must be approved by the Chief. Department cell phones are to be used on emergency calls only and not for personal use.

Personal cell phones can be used at the station but are not to be used on any department vehicles unless needed for department business only. Cell phones must be silenced on emergency runs or official department business. For using cell phones for photo taking refer to SOG 22 and SOG 23.

CUYAHOGA HEIGHTS FIRE DEPARTMENT

SOG: 015
EFFECTIVE DATE: 11/01/99
REVISED: 05/01/2010
APPROVED: CHIEF CASH
PAGE: 1 OF 1

SUBJECT: USE OF STATION GARAGE:

Department members may park their personal cars, motorcycles, bicycles etc. after 1600 hours Monday through Friday, Saturday after vehicle check and housework, and on Sunday after vehicle checks. All members who use the privilege of parking in the garage must leave their keys in the ignition at all times in case they need to be moved. At no time will a repair or cleaning job on a personal car be allowed to block complete access into or through the garage. Complete clean up of any repair or cleaning job must be done immediately after completion of the job. **At no time will a department vehicle will be left outside overnight without the Chief's permission.**

CUYAHOGA HEIGHTS FIRE DEPARTMENT

Standard Operating Guidelines

Subject: Drug Box Checks
Operational 16.00
Date Drafted: New
Date Effective: 12/25/2011
Revised: 2/21/2019
Approved: Chief Suhy
Total Pages: One

PURPOSE:

To establish a system to lock the Squads drug boxes, the Squads drug box compartments, document drug usage and check drug expiration dates. This is a monthly opportunity to review the contents of the drug box for training.

PROCEDURES:

The daily and monthly checking of Squad #24 and squad #25 drug boxes is as follows:

1. There is an area to check the Drug Box on each Squads daily check off sheet on Aladtec. This will be checked off when you complete the drug box compartment check off.
2. Do a daily check on the drug box compartment including the drug box being locked and lock number documented on Aladtec.
3. If the drug box is opened for use on a run or a monthly check, fill out the Drug Box Used Form on Aladtec and the Shift Officer must sign off that it was done.
4. On the last weekday of the month the drug box will be opened and checked completely for contents and expiration dates. Each squad's drug box check and inventory needs to be documented individually on Aladtec. Any drugs found expired need to be documented on the Marymount Hospital Drug Replacement Form and submitted for replacement.
 - a. If a drug cannot be replaced that day notify the OIC and he will notify the Paramedic Coordinator, Assistant Chief, and Chief. Also document it on the white board on the apparatus floor. Until the drugs are replaced the drug box that is fully stocked needs to be on the front line squad. When the drug is available and picked up or dropped off it needs to be put in service and documented (in Aladtec, on white board, and email to Paramedic Coordinator, Assistant Chief, and Chief) immediately.
5. The drug boxes and the drug box compartments must be locked at all times when they are not in use. Squad #25 also has a key for the compartment on the main key chain in the ignition. Squad #24 has a combination lock (2-4, 3).
6. There will be copies of the Marymount Hospital Drug Replacement Forms in the public share folder and at the main desk in the drawer with the forms.

CUYAHOGA HEIGHTS FIRE DEPARTMENT

Standard Operating Guidelines

Subject: Emergency Incident Response and Response Time

Operational 17.00

Date Drafted: February 2012

Date Effective: March 2012

Revised: January 2021

Approved: Chief Suhy/Asst. Chief Selig

Total Pages: Two

PURPOSE:

To establish an initial vehicle response with a minimum of 4 or 5 Firefighters/Officers to all reported working fires, fire alarms, EMS incidents, and reports of smoke showing or smoke in the area, and a minimum of two firefighters for squad responses. **All incidents will be reviewed by Chief and/or Assistant Chief. EMS/MVA incidents where more than 2 medics transport will need to be explained by OIC.**

PROCEDURES:

4 Firefighters/Officers

1. Fire Call in Cuyahoga Heights or MABAS – 4 Firefighters/Officers in 1 Fire Apparatus (Engine or Ladder).
2. EMS Call/MVA – 2 Firefighters/Officers in the Engine and 2 medics in the Squad. **2 medics will transport to hospital.** Squad medics can determine if extra medic(s) are needed for EMS transport.
3. Mutual Aid
 - a. MABAS for a Squad for a fire (Garfield Heights)
 - i. 3 Firefighters/Officers (minimum 1 Officer or Acting Officer). Once on scene report back to CHFD or Dispatch if recall is needed.
 - b. Mutual Aid – EMS/MVA
 - i. **Squad with 2 Medics.** OIC has the discretion to change the number of medics or units responding based on information received from dispatch. For an MVA, if a blocker is needed along with the Squad; 2 Firefighters/Officers in the Engine and 2 medics in the Squad. If a blocker is there from host city, we will send 2 medics in a Squad.

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Standard Operating Guidelines

5 Firefighters/Officers

1. Residential Fire Call - Engine and Squad with 5th firefighter as driver.
2. Commercial Fire Call – Engine with 3 firefighters and Aerial with 2 firefighters. The firefighter in the officer seat of the aerial must be in full turnout gear and SCBA upon arrival to scene.
3. Mutual Aid Fire Call – Fire apparatus and squad with 5th firefighter as driver.
4. EMS Call – 3 Firefighters/Officers in the Squad
5. MVA – 2 Firefighters/Officers in the Engine and 3 Firefighters/Officers in the Squad.

All Incidents

1. For all reports of working fires or smoke showing, you will activate the MABAS system before leaving the station or notify dispatch to activate it during your initial responding radio call out. This will provide necessary apparatus not taken on initial response.
2. Squad will always have a minimum of two firefighters (Minimum of 1 Cuyahoga Heights Full-time Firefighter).
3. If less than two firefighters remain at the station due to a previous emergency response; after initiated a mutual aid response the firefighter will respond with 2852 or 2854 to the scene as a first responder.
4. The OIC has the discretion to change the apparatus taken based on information received in the initial alarm.

Emergency Alarm Response Time - NFPA 1710 4.1.2.1

1. Turnout Time – Begins when the emergency responders are notified by dispatch and ends when appropriate emergency apparatus leaves the station en route to the location of the emergency. This should be accomplished within 80 seconds for Fire and 60 seconds for EMS.
2. Travel (Drive) Time - 240 seconds or less travel time for first arriving Engine Company at a fire suppression incident and 480 seconds or less travel time for the deployment of an initial full alarm assignment (MABAS) at a fire suppression incident. EMS – 240 seconds or less travel time for the arrival of a unit with first responders with (AED) or higher-level capability at an emergency medical incident.

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SOG: 017
EFFECTIVE DATE: 8/6/99
REVISED: 05/01/2010
APPROVED: CHIEF CASH
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SUBJECT: EMT – PARAMEDIC LICENSE

All EMT/Paramedics and EMTs shall conform to the current recertification regulations of the State of Ohio. The State of Ohio requirements can be found on Ohio Department of Public Safety website. They will also conform to the current guidelines and requirements set by the Medical Director of Marymount Hospital. It is the individual EMT/Paramedic or EMT responsibility to see they keep their state license active and meet the proper renewal requirements. Whenever an EMT/Paramedic or EMT renews their license a copy of the license should be put into the training records and given to the Chief.

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SOG: 018
EFFECTIVE DATE: 01/24/2008
REVISED: 05/01/2010
APPROVED: CHIEF CASH
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SUBJECT: FIREFIGHTERS LICENSE REQUIRMENTS

As of January 24th 2008 all firefighters have one year to register with the State of Ohio to receive their Firefighters license. New requirements for continuing education have been enacted and it is up to the individual firefighter to maintain their license. A copy of the license should be put into the training record files and turned into the Chief's office. The State of Ohio requirements can be found on Ohio Department of Public Safety website.

Failure to maintain the state requirements for a firefighter license could result in disciplinary action or termination of employment.

CUYAHOGA HEIGHTS FIRE DEPARTMENT

SOG: 019
EFFECTIVE DATE: 06/11/2001
REVISED: 05/31/2013
APPROVED: CHIEF CASH
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SUBJECT: COMPUTER USE/INTERNET/ELECTRONIC MAIL

Computer Internet use should be confined to official business during normal business hours. During the evening hours the Internet can be used for limited personal use but will be monitored for improper web sites. The following list contains some of the inappropriate usage that is forbidden but is not a complete list and common sense in the use of the department's computers should be used at all times.

- (1) Any internet/E-mail use that could cause congestion, delay or disruption of service to the Cuyahoga Heights Fire Department.
- (2) Any internet/E-mail activities that are illegal, inappropriate, or offensive to fellow employees such as materials that deride others on the basis of race, creed, religion, color, sex, disability, national origin, or sexual orientation.
- (3) Creating, downloading, viewing, storing, copying, or transmitting sexually explicit or sexually oriented materials.
- (4) Creating, downloading, viewing, storing, copying, or transmitting materials related to illegal gambling, illegal weapons, and any other illegal activities otherwise prohibited.
- (5) The unauthorized acquisition, use, reproduction, transmission, and distribution of computer software or other materials protected by national or international copyright laws etc.
- (6) Any type of personal solicitation
- (7) Downloading of software or games to department computers without permission.
- (8) Games, photos or software of any kind brought into the station shall not be loaded onto any department computers without permission.
- (9) Any use of the internet/E-mail that would violate any federal, state, or local laws.

All employees are hereby put on notice that all Internet Browsers leave a trail to trace all web sites visited and could be monitored by the system administrator or city officials.

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SOG: 021
EFFECTIVE DATE: 04/04/2006
REVISED: 1/11/2016
APPROVED: CHIEF SUHY
PAGE: 1 OF 1

SUBJECT: SMOKING POLICY

220.06 SMOKING IS PROHIBITED IN VILLAGE BUILDINGS AND PARKS .

No Smoking shall be permitted in the Village Hall, the Police Station (except in the jail facility for prisoners), the Fire Station, the Service Department building or any other building owned or leased by the Village, any Village park, or any Village swimming pool area. Smoking shall be permitted outside of such buildings only in designated smoking areas, or, if no areas around the building are designated as smoking areas, smoking is prohibited within 20 feet from any entrance, window, or ventilation system. Smoking shall be permitted in Village parks only in designated smoking areas.

(Ord. 1993-144. Passed 12-8-93; Ord. 2009-99. Passed 7-8-09.)

Fire Department Policy:

In addition to the above Village Ordinance, smoking is also prohibited in all department vehicles.

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SOG: 022
EFFECTIVE DATE: 02/18/2011
REVISED:
APPROVED: CHIEF CASH
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SUBJECT: PHOTOS AND DIGITAL IMAGERY

Department Policy:

1. At no time are fire department personnel to use personal cell phones to take photos or videos at emergency incidents or during any other department business activities or at the fire house.
2. When photos or videos are needed to be taken only department photo equipment is to be used.
3. All photos or videos that are taken need to be recorded at the station and maintained for possible use as evidence in the future. A record of the photos shall be created and maintained with the following information: when photo was taken, by whom, what is it a photo of and what is done with the photo image.
4. All photos and videos become the ownership of the Cuyahoga Heights Fire Department and are not to be used without permission of the Fire Chief.
5. Use of photos for training purposes and other reasons can be obtained through the Chief's office.

CUYAHOGA HEIGHTS FIRE DEPARTMENT

SOG: 023
EFFECTIVE DATE: 03/01/2011
REVISED: 04/20/2017
APPROVED: CHIEF SUHY
PAGE: 1 OF 3

The Village Fire Department understands that social media is now a central part of American life. However, use of social media also presents certain risks and carries with it certain responsibilities. The Department has established these guidelines to assist Department members in making responsible decisions about the use of social media.

This policy applies to all members of the Department and as to conduct on all social networking or affinity web sites or messaging services (including, without limitation, Facebook, Twitter, Tumblr, Instagram, LinkedIn, Snapchat, Whatsapp, gchat, ychat, and kik),

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

a. Department personnel are free to express themselves as private citizens on social media to the extent that their speech does not impair working relationships in the Department for which confidentiality is important; does not impede the performance of duties or Departmental operations; does not impair discipline and harmony among co-workers; or does not negatively affect public perception of the Department.

b. As public employees, Department personnel are cautioned that speech, both on- or off-duty, made pursuant to their official duties or that relates to the employee's professional duties and responsibilities, is not protected speech under the First Amendment and may form the basis for discipline, up to and including termination, if deemed detrimental to the Department. Department personnel should assume that their speech and related activity on social media sites will reflect upon their work in a position of public trust and this Department.

c. Department personnel shall not post, transmit, or otherwise disseminate any information, including photos, documents, etc., to which they have access as a result of their employment without written permission from the Chief or his designee.

d. Department personnel are cautioned not to disclose their employment with the Department on social media nor post information pertaining to any other member of the Department without first obtaining his/her permission in writing.

e. Personnel are not to engage in social media *at all* while on-duty during working time and encouraged to do so sparingly during non-working time.

Given all of the above, Department personnel are cautioned not to do the following on social media:

- 1) Display Department logos, insignia, badges, uniforms, or similar identifying items;

- 2) Post Department-owned digital images, text, audio, and video, including, without limitation, as to operations;
- 3) Post personal digital images, text, audio, or video that may cause them or others to be identified as a member of this Department, including, without limitation, references to title and rank.
- 4) Make any representation that the member officially represents the Village or the Department.
- 5) Make any disclosure of confidential operational or patient information, including any incidental related information.
- 6) Engage in any other activity detrimental to the Village, the Department, or their respective operations, goals, and purpose.

Please keep in mind that these prohibitions apply regardless of whether the social media activity is done with the author's identifying personal information, under a pseudonym, or anonymously. Likewise, intentional or reckless actions by personnel resulting in third party social media activity that would have been violative of these guidelines if the author were a member of this Department are similarly subject to this policy.

f. When using social media, Department personnel should be mindful that their speech becomes part of the worldwide electronic domain, even in the event that the author attempts to delete content after the fact. Therefore, Department personnel should be mindful of, and are subject to discipline based upon, the standards imposed by applicable codes of conduct when engaging in any social media which could be construed as reflecting poorly on Department personnel or the Department.

In particular, Department personnel should be aware of the standards created by applicable codes of conduct with regards to the following:

- 1) Speech containing obscene or sexually explicit language, images, or acts and statements or other forms of speech that ridicule, malign, disparage, or otherwise express bias against any race, gender, any religion, or any protected class of individuals; and
- 2) Speech involving themselves or other Department personnel reflecting behavior that would reasonably be considered reckless or irresponsible.

g. Department personnel may not divulge information gained by reason of their authority; make any statements, speeches, appearances, and endorsements that could be construed as representing the official views or positions of the Department; or publish materials that could reasonably be considered to represent the views or positions of this Department without approval.

h. Department personnel should be further aware that they may be subject to civil litigation for:

- 1) Publishing or posting false information that harms the reputation of another person, group, or organization (defamation);
- 2) Publishing or posting private facts and personal information about someone without their permission that has not been previously revealed to the public, is not of legitimate public concern, and would be offensive to a reasonable person;
- 3) Using someone else's name, likeness, or other personal attributes without that person's permission for an exploitative purpose; or

4) Publishing the creative work of another, trademarks, or certain confidential business information without the permission of the owner.

i. Department personnel should be aware that privacy settings and terms of usage at social media sites are constantly in flux, and they should never assume that personal information posted on such sites is protected or private. Personnel should not use Village-provided e-mail addresses to register with any site or online service.

j. Department personnel should expect that any information created, transmitted, downloaded, exchanged, or discussed in a public online forum may be accessed by the Department at any time without prior notice.

k. Departmental personnel should also have no expectation of privacy as to social media activity conducted on Departmental electronic devices, including, without limitation, Village-provided smart phones, any Village-provided computers, or any Village-affiliated website.

CUYAHOGA HEIGHTS FIRE DEPARTMENT

SOG: 024
EFFECTIVE DATE: 02/25/2011
REVISED:
APPROVED: CHIEF CASH
PAGE: 1 OF 1

SUBJECT: VILLAGE EMAILS

All department members are provided a Village of Cuyahoga Heights email address. You are to check your email each work day at least once. The Village Hall and the Fire Chief will be using these emails to pass on official business to you. The Village email is to be used for official business only.

CUYAHOGA HEIGHTS FIRE DEPARTMENT

Standard Operating Guidelines

Subject: Needle Disposal
Operational 28.00
Date Drafted: New
Date Effective: January 2014
Revised: N/A
Approved: Chief Cash/Asst. Chief Suhy
Total Pages: One

GENERAL:

Used needles and syringes from self-injections may be accepted if the following precautions are followed.

POLICY:

Only accept needles and syringes in a rigid plastic container with a sealable lid such as a Sharps Container or a plastic laundry detergent bottle with a screw on top. If the container is a plastic laundry detergent bottle, seal the top with tape. If you are uncertain of the container type you can contact the Cuyahoga County Solid Waste Management District at 216.443.3707 or www.cuyahogaswd.org.

CUYAHOGA HEIGHTS FIRE DEPARTMENT

SOG: 28
EFFECTIVE DATE 01/10/2013
REVISED: 4/30/2018
APPROVED: CHIEF SUHY
PAGE: 1 OF 1

SUBJECT: CHAIN OF COMMAND

Fire Chief – In charge of all issues regarding the operations of the Fire, EMS and Fire Prevention Divisions of the Fire Department

Assistant Chief – Assists the Chief in all daily department operations. Runs the daily operations of the Fire Prevention Office and fills in for the Chief when he is absent.

Captains – Shift OIC and runs daily operations of a shift.

Lieutenant – Assists the Captain with daily operations of the shift and fills in as shift OIC when the Captain is absent.

Acting Officer – Fills in as OIC when both Shift Captain and Lieutenant are off-duty. Seniority of Acting Officers is determined by the date of appointment as an Acting Officer.

Cuyahoga Heights Fire Department is a paramilitary organization. This type of organization gives every member a rank, and arranges these ranks in a hierarchical order. This is especially important on the Fire Ground.

Cuyahoga Heights Fire Department

Fire Chief

Assistant Fire Chief

Captain
Lieutenant
Fire Fighter
Fire Fighter
Fire Fighter

Captain
Lieutenant
Fire Fighter
Fire Fighter
Fire Fighter

Captain
Lieutenant
Fire Fighter
Fire Fighter
Fire Fighter

Part Time Fire Fighter

CUYAHOGA HEIGHTS FIRE DEPARTMENT

SOG: 29

EFFECTIVE DATE 01/10/2013

REVISED:

APPROVED: CHIEF CASH

PAGE: 1 OF 1

SUBJECT: CONDUCT OF MEMBERS:

As a basic condition of membership, all members have an obligation to conduct their official duties in a manner that the public interest, upholds the public trust, and protects the department's resources. To this end, all members have the following responsibilities:

- All conduct and communications about fire department business must follow the established chain of command (See SOG 28).
- Wearing and/or displaying all or a portion of a Cuyahoga Heights Fire Department uniform, or identifying him/herself as a member of the Cuyahoga Heights Fire Department, shall be subject to the rules and regulations of this department (See SOG 025).
- Actions of members while off duty which reflect on or involve Cuyahoga Heights Fire Department in any manner shall be subject to disciplinary action.
- No member shall join any organization, association, or society, as a representative of the Cuyahoga Heights Fire Department, which will, in any manner, divide their loyalty to the Village of Cuyahoga Heights, the State of Ohio, or the United States of America.
- No member shall impart any information on department affairs to the news media without approval of the Fire Chief.
- No member shall represent them self as a spokesperson for any group in the department, or the department as a whole without approval of the Fire Chief.
- Treat the public as well as department members with due courtesy and respect at all times.
- Conduct all dealings with Village employees, and other organizations in a manner that presents a courteous, professional and service-oriented image of the department.

CUYAHOGA HEIGHTS FIRE DEPARTMENT

Standard Operating Guidelines

Subject: Safe Positioning While Operating In Or Near Moving Traffic

Operational 30.00

Date Drafted: New

Date Effective: February 2014

Revised: N/A

Approved: Chief Cash/Asst. Chief Suhy

Total Pages: 2

PURPOSE:

To establish safe parking practices for apparatus and vehicles that will provide maximum protection and safety for personnel operating in or near moving vehicle traffic.

POLICY:

It shall be the policy of the Village of Cuyahoga Heights Fire Department to initially position apparatus and other emergency vehicles at an incident on any street, road, highway or expressway in a manner that best protects the incident scene while at the same time providing for traffic movement past the incident scene as much as reasonably possible. Such positioning shall afford protection to fire department personnel, law enforcement officers, tow service operators, other emergency personnel while working in or near moving traffic.

PROCEDURE:

1. Position first-arriving apparatus to protect the scene, patients, and emergency personnel.
 - a. Initial apparatus placement should create an initial incident area protected from traffic approaching in at least one direction. Intersections or where the incident may be near the middle lanes of a multi-lane roadway require two or more sides of the incident to be protected.
 - b. Angle apparatus on the roadway with a “block to the left” or a “block to the right” to create a physical barrier between the crash scene and approaching traffic. Block at least one additional traffic lane more than that already obstructed by the crashed vehicle(s); obstructed Lane + 1 strategy. Shoulder of the highway can be counted as a lane.
 - c. The front wheels of blocking vehicles should be turned away from the downstream work area
 - d. For first arriving fire department units where a charged hose line may be needed, block so that the pump panel is downstream, on the opposite side of on-coming traffic. This will protect the pump operator.
 - e. When practical, position apparatus in such a manner to protect the pump operator position from being exposed to approaching traffic.

CUYAHOGA HEIGHTS FIRE DEPARTMENT

Standard Operating Guidelines

2. Positioning of large apparatus must create a safe parking area for EMS units and other fire vehicles. Operating personnel, equipment and patients should be kept within the “shadow” created by the blocking apparatus at all times.
3. When blocking with apparatus to protect the emergency scene, establish a sufficient size work zone that includes all damaged vehicles, roadway debris, the patient triage and treatment area, the extrication work area, personnel and tool staging area and the ambulance loading zone.
4. Ambulance should be positioned within the protected work area with their rear patient loading door area angled away from the nearest lanes of moving traffic
5. Traffic cones shall be deployed from the rear of the blocking apparatus toward approaching traffic to increase the advance warning provided for approaching motorists. Cones identify and only suggest the transition and tapering actions that are required of the approaching motorist.
6. Always wear Class III high visibility reflective vests when operating in or near moving traffic.

CUYAHOGA HEIGHTS FIRE DEPARTMENT

SOG: 031
EFFECTIVE DATE: 5/13/16
REVISED: 6/19/2019
APPROVED: CHIEF SUHY
PAGE: 1 OF 1

SUBJECT: MAIL AND DELIVERIES TO THE FIRE DEPARTMENT

All mail delivered to the Cuyahoga Heights Fire Station (5480 Grant Avenue) will be placed in the locked mailbox in the Lobby. The Chief and Assistant Chief will have with keys for the mailbox.

Registered/Certifies Mail and deliveries will only be signed by the shift OIC. After signing for letters they will be dropped into the locked mailbox. Packages will be place on the cabinet or floor (if large) by the Chief's Offices.

Anytime mail or packages are signed for, the OIC will enter a corresponding log entry into Emergency Reporting.

If the OIC is out of the building, a firefighter can sign for mail or deliveries and follow the same procedures as the OIC. Immediately notify the OIC of your actions upon his return to the station.

The Chief's will distribute any mail addressed to department individuals or organizations where applicable.

CUYAHOGA HEIGHTS FIRE DEPARTMENT

SOG: 033
EFFECTIVE DATE: 11/5/14
REVISED: 2/21/2019
APPROVED: CHIEF CASH
PAGE: 1 OF 3

SUBJECT: RX Drug Drop Off

We will not take any RX drugs at the Fire Department. All RX drugs can be taken to surrounding police stations (Cuyahoga Heights, Valley View, Brooklyn Heights, Newburgh Heights, and Independence). There is a form about the Drug Drop Program and addresses for these locations.

RX Drug Drop Program

Locations and Phone Numbers

Cuyahoga Heights Police Department

5480 Grant Avenue
Cuyahoga Heights, Ohio 44125
216.883.6800

Brooklyn Heights Police Department

345 Tuxedo Avenue
Brooklyn Heights, Ohio 44131
216.741.2700

Independence Police Department

6800 Brecksville Road
Independence, Ohio 44131
216.524.1234

Newburgh Heights Police Department

4071 East 49th Street
Newburgh Heights, Ohio 44125
216.641.2438

Valley View Police Department

6899 Hathaway Road
Valley View, Ohio 44125
216.524.9687

Rx DRUG DROP PROGRAM

IN 2012 IN OHIO, MORE THAN 1,500 PEOPLE DIED FROM ACCIDENTAL PRESCRIPTION DRUG OVERDOSES. HELP PROTECT YOUR HOME AND LOVED ONES FROM POTENTIALLY DANGEROUS AND ADDICTIVE MEDICATIONS

The RX Drug Drop Box Program is an opportunity for residents to deposit unused, unwanted, or expired prescription drugs at drop boxes located at participating local law enforcement agencies across the County.

To find a drop off location, visit one of the following sites or call 2-1-1.

www.sheriff.cuyahogacounty.us/rx
www.rxdrugdropbox.org

Needles and liquids cannot be accepted.



United Way of
Greater Cleveland

DRUG COURT



CUYAHOGA HEIGHTS FIRE DEPARTMENT

SOG: 035
EFFECTIVE DATE: 3/21/2016
REVISED:
APPROVED: CHIEF SUHY
PAGE: 1 OF 1

SUBJECT: Compensatory Time Procedure

Purpose

To provide an equitable policy for submitting, validating and requesting compensatory time earned by full-time members of the Cuyahoga Heights Fire Department.

Procedure

- Requests to use compensatory time will be approved by the Chief or Assistant Chief.
- The employee requesting compensatory time will do so in Aladtec Fire Manger.
- A Comp-Time request will not be submitted prior to thirty (30) days before the date requested. Requests submitted between 0730 and 1200 of day thirty will be approved by rank then seniority. Requests received after 1200 will be on a first come, first serve basis.
- Comp-Time requests that take the staffing below our minimum will need to be filled by a part-time firefighter. The employee requesting the Comp-Time will find the part-time firefighter to fill their time.
- As per Article 8.06 in the current working agreement between the Village of Cuyahoga Heights and Cuyahoga Heights Fire Local 702, the Comp-Time must be scheduled so it will not cost the Village overtime for the services of other employees in the Fire Department.

CUYAHOGA HEIGHTS FIRE DEPARTMENT

Standard Operating Guidelines

Subject: Employee Exposure Guidelines
Operational 36.00
Date Drafted: New
Date Effective: March 2016
Revised: N/A
Approved: Chief Suhy
Total Pages: One

Purpose

Provide a guideline to firefighters who get an exposure on an EMS or Fire call.

Procedures

1. Notify the officer in charge.
2. Report the exposure to the hospital where the patient has been transported.
3. Follow the instructions given by the receiving hospital.
4. Upon return to the fire station complete the Village of Cuyahoga Heights "Employee Statement of Injury/Illness Form" and turn it in to the Fire Chief as soon as possible.
5. Have the Officer in charge complete the "Supervisor's Report of Injury/Illness to Person Form" and turn it in to the Fire Chief as soon as possible.
6. Have and witnesses fill out the "Witness Form" and turn it in to the Fire Chief as soon as possible.
7. Complete BWC forms and turn them in to the Fire Chief.

CUYAHOGA HEIGHTS FIRE DEPARTMENT

SOG: 036
EFFECTIVE DATE: 7/20/2017
REVISED:
APPROVED: CHIEF SUHY
PAGE: 1 OF 1

SUBJECT: On Duty Injury

Purpose

This directive is to establish a procedure to notify the proper departments and personnel when an on duty injury occurs.

Procedure

1. OIC will notify Chief/Assistant Chief
2. Department Heads/Shift Supervisors need to notify the Human Resource department i.e. ***Amanda Domzalski and/or Angel Meriwether.***
 - a. The HR department needs to be made aware of the injury and receive a copy of the completed First Report of Injury (FROI) form so we can then fill out the Employer Portion and contact 1-888-ohiocomp with the necessary information.
3. Get the Workers Comp Claim packet provided by our MCO
4. OIC out the Supervisor Report; then have the employee fill out the Anatomy Form and the First Report of Injury (FROI) form.
 - a. The employee needs to present the 1-888-ohiocomp card, which was included in the packet provided, to all medical providers treating their injury.
5. Have a witness fill out the Witness Statement Form.



CUYAHOGA HEIGHTS FIRE DEPARTMENT

Standard Operating Guidelines

Subject: Motor Vehicle Accidents (MVA) Rescue/Extrication

Operational 39.00

Date Drafted: June 2018

Date Effective: June 2018

Revised:

Approved: Chief Suhy

Total Pages: 3

PURPOSE:

To establish guidelines for operations at vehicle accidents.

POLICY:

1. It will be the policy of the department to safely and efficiently remove and care for all patients involved in vehicle accidents.
2. The incident commander shall set up the incident command system, determine the need for additional resources and work closely with police supervisor to ensure traffic and crowd control. Additional resources can include but are not limited to:
 - a) A fire department Recall, based on need for additional personnel.
 - b) Additional EMS units, based on number of injuries.
 - c) Air Care, based on severity of injuries.
 - d) If significant entrapment/entanglement is present, an additional hydraulic rescue tool should be requested.
3. All victims of a vehicle accident should be evaluated/treated in accordance with department SOP, Cleveland Clinic guidelines and acceptable pre-hospital care practices.
4. Incident commander should insure that vehicle scene is safe prior to leaving scene. Although this may not be the direct responsibility of fire department the OIC should coordinate with the police to protect the public safety.

SAFETY:

1. Full turnout gear, complete with eye protection and gloves should be utilized at scenes of motor vehicle accidents, unless the incident commander determines that lesser level of personal protective equipment is indicated.
2. A charged hose line should be placed in service.
3. Battery cable should be cut on all vehicles involved in extrication operations. Both the negative and the positive cables should be cut with negative cable cut first. The positive cable should be cut twice with an approximate 2 inch section removed to ensure that power is not restored by accidental touching of wires.
4. Air Bags:
 - a) Identify vehicle(s) for deployed and loaded airbags-front, sides, rear and roofline. Notify all personnel of airbags involvement and the deployed or loaded status of each.
 - b) Remove power from vehicle ASAP. Even after power is removed airbags may deploy due to capacitors. Capacitors store energy for one second up to 20 or more minutes with the average stored energy time about 90 seconds.

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- c) Personnel should be aware and stay away from the inflation zones of loaded airbags.
- d) Doors with side airbags require the following variations from normal:
 - i. Forcible entry should be done from the hinge side.
 - ii. Remove all interior molding to visualize any cylinders for airbags.
- 5. A clear working area should be maintained around vehicle. Any material removed by FD personnel should be placed in area so as not to present a trip hazard.

PROCEDURE:

- 1. Assess the scene
 - a) Proper placement of responding vehicles is 100-150 feet uphill and upwind of accident when possible. Fire department vehicles may be used as a barricade to close the road for additional safety.
 - b) In order to properly assess the scene the first arriving personnel should walk a 360 degree circle around the incident and set up work zones: hot, warm and cold zones. Although not always practical a 50 foot hot zone should be established around the vehicle(s) with only essential and properly equipped personnel in zone. An evaluation of possible hazards such as electrical wires, airbags, bystanders, fuel leaks, fires, smoke, hazardous cargo, environmental conditions, unstable vehicles should be noted and steps taken to alleviate hazards. Stay focused on the big picture of the entire incident. Scene should be made safe prior to personnel entering area. Remember that assessment is an ongoing process.
- 2. Tactical priorities of vehicle rescue
 - a) Stabilize vehicles- techniques include but are not limited to cribbing, chocking, rigging or jacks. Assume vehicle is unstable and take necessary steps to assure vehicle stability. Rescuers should not enter vehicle or remove victims until stability is insured.
 - b) Access vehicle/patient- Primary access is used to quickly gain access to patient and begin emergency care. Normal ingress methods are through open doors and windows. Try all doors and windows before breaking glass. Once entry into vehicle is secured, vehicle should be turned off, placed in park and brake set. Rescuer inside vehicle should provide protection to victim during extrication.
 - c) Secondary access- access that provides more complete access and removal of patient from vehicle. Secondary access can be gained with hand tools, power tools or hydraulic tools. This includes door and roof removal. Various methods can be employed to gain secondary access with multiple tools being used simultaneously. The OIC should decide which method is the optimum for given conditions:
 - i. Doors - displacement or removal can be opened from latch or hinge side, complete removal of both doors or make a third door. Suggested approach is to start from the latch side of the door.
 - ii. Roof removal- complete roof removal, forward displacement or rear displacement. Suggested approach for roof removal is complete removal of roof.
- 3. Disentanglement - actual entrapping of patient from vehicle. All unattached materials should be removed first. Disentanglement could include moving or

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removal of seats, displacement of dash, move or removal of steering column, removal or move pedals, removal or move steering wheel. If mechanically moving steering column care should be taken to protect patient due to moveable joints in the column.

4. Removal of patient - Proper patient packaging with c-spine considerations and minimal manipulation of patients with injuries. Remember the golden hour with trauma patients.
5. Securing of scene - Fire department will normally remain on scene during removal of vehicle by towing company if any possibility of a hazard exist. Roadway should be cleared of debris and liquid spills absorbed or flushed as needed. All equipment used should be checked and placed in response ready condition.

CUYAHOGA HEIGHTS FIRE DEPARTMENT

Standard Operating Guidelines

Subject: Vehicle Fires
Operational 39.1
Date Drafted: June 2018
Date Effective: June 2018
Revised:
Approved: Chief Suhy
Total Pages: 2

PURPOSE:

1. This procedure is intended to provide guidelines for the extinguishment of vehicle fires.
2. This procedure applies to automobiles, light duty trucks, medium trucks, tractor-trailers, campers, buses, trains, construction equipment, motorcycles and other on and off road vehicles.
3. This policy does not apply to vehicles involved in hazardous materials accidents or to vehicle fires inside of structures.

PROCEDURE:

1. OIC and firefighters in seats 3 and 4 shall don full PPE/SCBA.
2. Engine Driver shall place apparatus at a prudent and safe (approximately 75'-100' from the vehicle) distance, preferably uphill and upwind. If vehicle is fully involved, position apparatus so hydrant can be accessed easily if needed.
3. Engine Driver should remain at the pump panel and continually monitor gauges, fire scene, radio, and notify OIC when tank water gets to ¼ tank.
4. If tank is at ¼ tank, make hydrant connection and refill tank or mutual aid another engine.
5. OIC should try to make contact with the owner/occupant of the vehicle to find out the contents inside the vehicle as well as if it operates on alternative fuels or electricity (SOG 39.1).
6. If there is any visible sign of smoke or fire pull an attack line of at least 1 ¾" in diameter to extinguish the fire.
7. As soon as possible, the battery should be disconnected if it is still intact.

SAFETY:

1. With safety being paramount, listed below are a few basic fundamentals we should beware of:
 - a. Firefighters shall avoid the front and rear bumpers of vehicles, as they have been known to explode and travel great distances.
 - b. Firefighters should stay clear of wheel wells. (Hydraulic shock failure)
 - c. Firefighters should be aware of possible drive shaft explosions.
 - d. Hydraulic lines and reservoirs often explode when heated. Flaming hot oil may cause severe burns.
 - e. Hydraulic cylinders are now commonly used in vehicles. They are used for assisting and holding up tailgate and hood assemblies. These cylinders when heated can violently explode sending shrapnel great distances.

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Extreme caution should be used when the vehicle involved could potential have these cylinders installed.

- f. Vehicle batteries are also cause for concern. When heated, the caps may blow off. In some cases, the batteries may split open.
 - g. Vehicles equipped with airbags, air curtains, seat belt tensioners and other safety restraint system devices should be approached with caution.
 - h. Many new vehicle fuel tanks are constructed of plastic. They are susceptible to melting from the vehicle fire causing a further larger flash fire from the escaping fuel.
 - i. The hybrid and alternative fuel vehicles present a new challenge for firefighters. Identification of this type of vehicle is critical to safe fire ground operations. The high voltage batteries should be disconnected as soon as possible if they are accessible. (SOG 39.1)
 - j. Vehicles powered by natural gas or propane create problems from the compressed gases and their containers. Isolate these fuels when safe to do so
 - k. Evacuation of the area may be necessary if the fire cannot be controlled in a reasonable amount of time.
- 2. Adequate law enforcement personnel must be present to control traffic hazards.
 - 3. Firefighters present that are not critical to the operation shall stay out of the roadway in a safe location.
 - 4. Firefighter not in PPE/SCBA shall don reflective safety vests when operating or assisting near the roadways.
 - 5. After the fire is out, the OIC must inspect/check the vehicle for the following:
 - a. Inspect for fluid leaks
 - b. Check interior of vehicle and overhaul as needed.
 - c. Check trunk / rear hatch area and overhaul as needed.
 - 6. OIC must get the following information for the fire report:
 - a. Owner of Vehicle, & Driver of Vehicle
 - b. License Plate – State and Number. Note: Have police check plates and driver and/or owner.
 - c. Make and model of vehicle.
 - d. VIN Number of vehicle.

CUYAHOGA HEIGHTS FIRE DEPARTMENT

Standard Operating Guidelines

Subject: Motor Vehicle Accident Involving Hybrid/Electric Vehicles

Operational 39.1

Date Drafted: June 2018

Date Effective: June 2018

Revised:

Approved: Chief Suhy

Total Pages: 5

PURPOSE:

This procedure is to be adhered to by all department members responding to emergency incidents involving hybrid and electric vehicles. This SOP addresses standard vehicle disabling techniques as well as handling crashes, extrications, fires and submersions.

DEFINITIONS:

HEV – Hybrid electric vehicle

EV – Electric vehicle

xEV – Represents any vehicle which utilizes an electric drive system

EFG – Emergency Field Guide

ERG – Emergency Response Guide

Occupant Protection Systems – Consists of airbags, seatbelts, seatbelt pretensioners, rollover protection systems and other devices used to ensure occupant safety in the event of a crash

Regenerative Braking System – Allows xEVs to generate electricity to be placed in the high voltage battery during braking.

PROCEDURE:

Initial Response Actions - Use standard scene size-up techniques and then use the following steps. Be sure to consult the NFPA HEV and EV emergency field guide (EFG) or manufacturer specific guide for vehicle specific procedures and instructions.

Variations to this process may exist based on vehicles involved and specific scene conditions.

Identify -> Immobilize -> Disable

1. Identification

Hybrid and electric vehicles can usually be identified through a variety of badging or design features found on both the interior and exterior of the vehicle. Always assume that a vehicle operates on some type of alternative propulsion system until proven otherwise. Once identified, make sure all personnel on the scene are aware that the vehicle is a xEV.

Exterior indicators can include emblems containing the words hybrid, electric, EV, hybrid synergy drive, integrated motor assist (IMA) etc. Others may only indicate the vehicle's model name such as Volt or Leaf. Some models may have no exterior badging at all. In some instances a vent for the high voltage battery or

CUYAHOGA HEIGHTS FIRE DEPARTMENT

Standard Operating Guidelines

a charging port may be visible from the exterior of the vehicle. Always consider that exterior markings may have been hidden/damaged by a crash or fire. Interior indicators are usually found on the dashboard and will contain the same key words as the exterior badging. Also, gauges on HEVs and EVs will differ from a conventional vehicle and may indicate level of battery charge or mode of operation. A “ready” or “autostop” status indicates that the vehicle is “on” and will move if placed in gear. In some models high voltage battery vents can be found between the rear deck speakers. High voltage warning labels and orange wiring can be found under the hood, on the underside of the vehicle and in the high voltage battery storage area.

2. Immobilize

All vehicles need to be immobilized at an emergency scene. HEVs and EVs present an additional concern in that they can appear to be shut down while in fact they are on and ready to move. Use the following steps:

- a) Chock the front and rear of the most accessible tire.
- b) Set the vehicle’s parking or emergency brake.
- c) Ensure the vehicle is in park.

3. Disable

Shutting down the vehicle’s drive system renders it unable to move under power and contains high voltage current to the battery itself. Most vehicle shutdown procedures recommend one of the following methods, in the order given. However, always consult the NFPA EFG or manufacturer’s ERGs for vehicle specific instructions. In each method, BOTH steps must be accomplished to fully disable the vehicle and its occupant protection systems.

Method #1

- a) If vehicle is on remove key from ignition or use power button to shut it down. Maintain control of the key or power button until the 12v battery is disconnected to prevent accidental starting of the vehicle.
- b) Disconnect the 12V battery

Awareness Point

Several manufacturers whose vehicles are outfitted with proximity keys recommend removing the key from the vehicle at a distance of 16 feet to disable the system. This key may be in a difficult to access location and consideration must be given to the potential of more than one key being in the vehicle. The most operationally effective method of disabling the proximity key system is to disconnect the 12v battery once the vehicle is shut down.

Method #2

- a) Disconnect 12v battery
- b) Pull the high-voltage system control fuse typically found in the engine compartment fuse block. (Consult EFG or ERG for location)

Awareness Point

Dissipation times for the high voltage circuit can be up to 10 minutes after the shutdown is initiated. The high voltage battery always remains energized, even after the high voltage circuits are disabled.

CUYAHOGA HEIGHTS FIRE DEPARTMENT

Standard Operating Guidelines

Some manufacturers recommend removing the manual service disconnect located on the high voltage battery in the event these methods cannot be used or as an additional safety measure. Always consult the EFG or ERGs for the requirements for this procedure as well as required PPE as they are manufacturer specific.

Crash and/or Extrication Operations - Standard department SOPs regarding operations at vehicle crash/extrication are to remain in effect with the following considerations:

1. HV components/cabling is typically not found in typical “cut points” and generally will not pose an obstacle to standard extrication evolutions.
2. Orange high voltage cables and components must not be cut or disconnected.
3. As always, personnel must maintain situational awareness, especially with HV components.
4. Severe damage to the vehicle may have shifted wiring and components.
5. Standard stabilization methods are acceptable; crib at vehicle structural points and avoid high voltage components or fuel lines.
6. Certain specialized extrication techniques such as trunk tunneling and a through-the-floor entry may not be possible with some vehicles due to the location of their high voltage batteries.

Battery Breaches - Although a potentially rare occurrence, in the event that a high voltage battery is breached consider the following:

1. DO NOT touch or handle damaged HV Battery – Shock Hazard!
2. Batteries are dry cell; even if crushed electrolyte release should be minimal.
3. Electrolyte can be caustic or flammable.
4. Liquid cooled batteries may release their coolant if breached giving the appearance that a large amount of electrolyte has been released.
5. Watch for unusual odors or eye, nose, throat or skin irritation; if detected, don SCBA.
6. Monitor damaged high voltage battery for gurgling or bubbling noises, smoke, leaks or sparking. These are signs of potential overheating and create a risk of off-gassing and fire.
7. If damage to the HV battery is suspected, ventilate passenger and cargo areas

Vehicle Fires

Fires in xEVs will produce similar hazards and toxic substances to those found in conventional vehicle fires. NFPA approved firefighting ensembles including SCBA shall be used at all vehicle fires. No special equipment or extinguishing agent is required to extinguish xEV fires although tactics may need to be adjusted based on the nature and location of the fire within the vehicle. Utilize the Identify, Immobilize and Disable approach as soon as possible during firefighting operations.

CUYAHOGA HEIGHTS FIRE DEPARTMENT

Standard Operating Guidelines

Consider the following:

1. Water is an acceptable extinguishing agent.
2. Avoid coming into direct contact with high voltage components or wiring in order to prevent potential injury.
3. Do not blindly breach areas such as the hood or trunk areas as it may result in contact with high voltage components or wiring.

Awareness Point

Unlike in a structure, application of water to put out a xEV fire is an acceptable practice. Due to the fact that the high voltage system is isolated from the vehicle chassis and that the vehicle electrical system is not grounded, the electrical current does not travel down the hose stream.

xEV Fire with no High Voltage Battery Involvement

Fires in HEVs and EVs, when the high voltage battery is not involved are generally handled in a similar manner as a conventional vehicle fire, using the additional considerations noted above. These types of fires typically consist of the same types of materials being burned as in a conventional vehicle, with the exception of the lack of a hydrocarbon fuel in an EV. Upon extinguishment of the fire it will be necessary to determine if the high voltage battery was involved. This can be done through visual inspection of the area as well as through the use of a thermal camera if the battery case is visible. If you have reason to believe the battery is involved use the procedures listed below.

xEV Fire with High Voltage Battery Involvement

Once the high voltage battery is ignited, firefighting personnel should anticipate an increased extinguishment time and water volume required to fully extinguish the fire.

Consider the following:

1. Secure an adequate water supply from a hydrant, static water source or by requesting additional apparatus to the scene.

Awareness Point

Tests conducted on burning EV batteries indicate that upwards of 2,600 gallons of water may be required for extinguishment.

2. Volume of water required is dependent on the size of the battery, its level of fire involvement and its location within the vehicle.
3. If adequate water supply is not available, a defensive approach should be utilized to protect any potential exposures. Use of an offensive attack could result in running out of water prematurely and re-ignition of a fire without any water left over to protect potential exposures.
4. For quicker extinguishment of a high voltage battery fire, keep a continuous application of water on an area that is burning for a prolonged period of time before moving to another section of the battery. Also, continue to apply water even after flames are no longer visible in order to sufficiently cool the battery pack and reduce the risk of re-ignition.

CUYAHOGA HEIGHTS FIRE DEPARTMENT

Standard Operating Guidelines

5. Never pierce, cut, pry or dismantle any of the vehicle's structure, including the floor pan, to get water directly into the battery because you may come into contact with a high voltage component risking potential injury.

xEV Fire while Connected to a Charging Station

Treat as a standard energized electrical fire.

Use class C extinguishing agents if the charger is still energized.

Locate and shut down charging station power source (lock out/tag out) prior to using water as an extinguishing agent.

Once electrical power to the charging station is secured, use the methods outlined above to extinguish the fire.

Post Fire Considerations

1. Before removing a vehicle from the scene monitor the battery area for any hissing or popping noises and smoke.
2. The potential for re-ignition of the high voltage battery exists if it is not adequately cooled down.
3. If there is visual access to the high voltage battery use a thermal imaging camera to determine if the battery has cooled down or if it is getting hotter over time.

Awareness Point

The usefulness of thermal cameras is limited by your ability to visually access the battery case.

Do not perform overhaul operations in any areas where high voltage cables or components are present. Because of the possibility of re-ignition, NHTSA and National Fire Protection Guidelines currently recommend vehicles be kept at least 50 feet from any combustible materials when stored post fire or if there is any damage to a high voltage lithium ion battery. The goal is to protect any potential exposures should the battery reignite. xEVs should be transported via a flatbed to avoid potential overheating in the regenerative braking system.

Vehicle Submersion

Remove vehicle from water and use standard disabling techniques. The high-voltage system is isolated from the vehicle chassis so there is no risk of electric shock from touching the car's body or framework in or out of the water. Do not touch high-voltage components or cables directly. Do not remove the high voltage disconnect while vehicle is in the water. Consult the NFPA EFG or manufacturer's ERGs for additional information on handling submerged vehicles.

Subject: **Radio Operation and Dispatch Procedures**

Operational 42.00

Date Drafted: New

Date Effective: June 2019

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Approved: Chief Suhy

Total Pages: Eleven

PURPOSE:

- A. To provide standards for the dispatching at Chagrin Valley Dispatch (CVD) Center, and dispatching the following Fire Department Resources:
Cuyahoga Hts., Newburgh Hts., Valley View, Brooklyn Hts., Independence, Seven Hills, Broadview Hts., Brecksville, & Brooklyn.
- B. If there is ANY doubt as to the exact nature or the severity of a particular incident, the Dispatcher shall choose the higher level of response.
- C. Each Fire Department OIC has the authority to alter the response as necessary, if there is ANY doubt as to the exact nature or the severity of a particular incident
- D. All of the Fire Departments are committed to providing the highest level of fire protection and emergency medical service possible in as much of a courteous and compassionate manner as possible. Each and every contact with the public is an opportunity for us to fulfill that commitment.

POLICY:

This policy applies to all requests for fire department responses and it is to be the primary source of guidance in the dispatching of our resources for the Chagrin Valley Dispatch (CVD) Regional Communication Center.

DEFINITIONS:

A. UNIT DEFINITION:

- 1. **"Medic" ("Squad")** – A medic unit (with a minimum crew of 2) is being dispatched.
- 2. **"Engine"** – An engine (with a minimum crew of 3) is being dispatched.
- 3. **"Ladder"** – A Ladder (with a minimum crew of 3) is being dispatched.
- 4. **"Tender"** – Water Tender (with a minimum crew of 2) from Valley View, Brecksville or Richfield Fire Department is being dispatched
- 5. **"Tech Rescue 1"** – SERT Technical Rescue 1 (Crew of 2) from Brooklyn Fire Station is being requested and dispatched.
- 6. **"HazMat 16"** – SERT Hazmat Truck (Crew of 1 or 2) from Brooklyn Hts. Fire Station is being requested and dispatched.
- 7. **"Hazmat 1"** - SERT Hazmat Truck (Crew of 1 or 2) from Strongsville Fire Station is being requested and dispatched.

DEFINITIONS (Cont.):

B. KEY TERMS:

1. **“EMD”** – Emergency Medical Dispatching - refers to a system that enhances services provided by Public Safety Answering Point (municipal emergency services call takers). It does so by allowing the call taker to quickly narrow down the caller's type of medical or trauma situation, so as to better dispatch emergency services, and provide quality instruction to the caller before help arrives.
2. **“OIC”** – Officer in Charge / Shift Commander.
3. **“OOS”** – Out of Service
4. **“Working Fire”** – When Dispatch receives information that there is a fire within structure (multi-calls, smoke and or fire can be seen, etc...), or smoke/fire is reported by the first arriving apparatus.
5. **“Unconfirmed”** - When Dispatch receives information (fire alarm activation, water flow alarm, smoke detector activation, etc...) of a possible fire, but the information has not yet shown or proved to be that of a **“Working Fire”**.
6. **“Confirmed”** – When Dispatch receives solid or reliable evidence (multi-calls, smoke and or fire can be seen, etc...) that a **“Working Fire”** exists.
7. **“Jump Staffing”** – This means that the station has a Medic Unit, Engine, Ladder, or Rescue assigned to it. Depending on the type of call that is received, the crew assigned to that station "jumps" to the apparatus needed. Due to staffing, this allows the most flexibility to serve the area residents. The other Unit(s) remaining in station will be “OOS”.

Example: Newburgh Hts. is always “Jump Staffing” - A medical call is received so we would take Medic 5441 and “Engine 5411 is OOS”.

8. **“RIT”** – is known as a **Rapid Intervention Team**. This **“RIT”** is a team of two or more firefighters dedicated solely to the search and rescue of other firefighters in distress, and should not have any other operational assignment during an incident.
9. **“SERT”** – Southwest Emergency Response Team
10. **“FPB”** – Fire Prevention Bureau – FPB performs technical inspection and investigative work in enforcing compliance with laws, ordinances, and regulations pertaining to the prevention, control and investigation of fires.
11. **“FIU”** - is known as **“Fire Investigation Unit”**. After firefighters extinguish a fire, an investigation is launched to determine the origin and cause of the fire or explosion.
 - a. The OIC on scene of a fire will notify Dispatch Center when to call in **SERT FIU (Contact Southwest Dispatch at (440) 238-7333)**. If Dispatcher is asked “how many are needed” by Strongsville Dispatch the minimum number of FIU Investigators is (3).

DEFINITIONS (cont.):

B. KEY TERMS (cont.):

12. **“MA”** – is a Mutual Aid Fire Department not in the Valley Regional Dispatch System.
13. **“MVA”** – Motor Vehicle Accident
14. **“MABAS”** – stands for **“Mutual Aid Box Alarm Systems”**. **MABAS** is a regional system designed to streamline the requesting and providing of emergency and fire services resources across the Valley District for day to day mutual aid and for large scale events such as major fires, train derailments, tornadoes, active shooter, domestic or foreign terrorism and other events that may overwhelm an one department.
15. **“AUTOMATIC AID”** is assistance dispatched automatically by contractual agreement between two or more communities or fire districts to all first alarm structural fires. That differs from **mutual aid** or assistance arranged on a case by case bases.
16. **“PAGING / TONE OUT”** – means for the Dispatch Center to use Departmental Tones to “Page out a Call”
17. **“BACKFILL”** – means for the Dispatch Center to use Active911 to send out a text for Backfilling the station for additional manpower.

C. SINGLE UNIT / TWO UNIT RESPONSE:

1. A Single Unit Response - is one that requires a single unit from a Station.
2. A Two Unit Response - is one that requires the resources of a Medic Unit and Engine (or Ladder, or Rescue).

D. MULTI - UNIT RESPONSE:

1. **Multi - Unit Response** - is defined as any emergency that requires several fire apparatus to successfully handle a particular incident.

DEFINITIONS (cont.):

E. CVD Center CAD Run Card Types & Responses Card Summary

Fire Call Types

1. Fire Call – General
2. Fire Call - Fire Alarm
3. Fire Call - Fire Alarm – Alarm Upgrade
4. Fire Call - Structure Fire (Residential)
5. Fire Call - Structure Fire (Multi-Family Residential)
6. Fire Call - Structure Fire (Commercial)
7. Fire Call - Structure Fire (No-Hydrants – Water Main OOS - Tender Box)
8. Fire Call – Add Engine
9. Fire Call – Add Truck
10. Fire Call - Mutual Aid – Engine
11. Fire Call - Grass/Brush/Forest Fire
12. Fire Call - Veh Fire / Inside
13. Fire Call - Veh Fire / Outside
14. Fire Call - Elevator Rescue
15. Fire Call – HAZMAT
16. Fire Call - Odor Inv/Outside
17. Fire Call - Odor Inv/Inside
18. Fire Call - Carbon Monoxide
19. Fire Call - Carbon Monoxide w/ Illness
20. Fire Call – Utilities
21. Fire Call - Special Rescue -Trench, Confined Space, Person Trapped in a Machine
22. Fire Call - Special Resource Box – SERT

Squad Call Types

23. Squad Call – Medical
24. Squad Call - Stroke
25. Squad Call - Full Arrest
26. Squad Call - Lift Assist Over 300 lbs.
27. Squad Call - Mutual Aid Squad
28. Squad Call - MVA - City Streets
29. Squad Call - MVA - Interstate Highway
30. Squad Call – Add Squad
31. Squad Call - Mass. Casualty / Active Shooter

PROCEDURE: I. Call Taking, II. Radio Communications – General,
III. Radio Communications - Single Unit / Two Unit Response & Multi - Unit Response

- I. Call Taking** - Upon receiving a report of an emergency, the dispatcher shall obtain as much information about the situation as possible as quickly as possible, including but not limited to:
- A. The correct address, *City where the emergency is occurring* and a call back number.
 - B. The exact nature of the emergency.
 - C. A clear description of symptoms, if a medical emergency. **Follow “EMD SOP”**
 - D. A clear description of the type of structure if a structure is involved.
 - E. An accounting of any actions taken by civilians or others on scene.
 - F. If additional information is obtained

II. Radio Communications – General

A. Radio Communications on the radio to / from the Chagrin Valley Dispatch (CVD) Center

1. When any unit is calling Chagrin Valley Dispatch (CVD) Center on the radio, they will state **“Dispatch”** then followed by their **“Unit Identifier”**.

Example: CHFD Medic 2841: “Dispatch, from 2841”

2. Dispatch will respond with the full **“Unit Identifier”** followed by **“Go Ahead”**

Example: Dispatcher: “2841, Go Ahead”

3. Whenever any unit advises anything over the radio, dispatch should repeat the unit’s traffic followed by a time stamp. **Example:**

NHFD Medic 2841: “Dispatch from 2841”

Dispatcher: “2841, Go Ahead”

NHFD Medic 5441: “2841 is on scene and is requesting police assistance”.

Dispatcher: “Dispatch copies, 2841 on scene requesting police assistance at 1350 hrs.”

4. When Chagrin Valley Dispatch (CVD) Center has a run for a fire department, Dispatcher will state the following **Pre-Announcement Message** to the fire department:

Example:

Attention Cuyahoga Heights Fire Department (Agency Responding), stand-by for a squad run (EMS Call or Fire Call) on (or on) Grant Avenue. (Common Name or Street Name).

5. Dispatcher will click on the appropriate fire department pager icon on the radio that corresponds to the fire department responding. Dispatcher will wait for this tone to end, Dispatcher will state the following **Message to dispatch the fire department:**

Example:

Dispatch to Cuyahoga Heights Fire Department (Agency Responding), Squad 2841 (Fire Department or Rescue Squad) needed to respond to 5480 Grant Avenue (Location of Call), for 48 yr. old male difficulty breathing (Nature of Call). Dispatch clear at 1340 hrs. (Time).

Note: If the scene is not safe for the FD, Dispatcher re-advise responding units when they call enroute.

Note: If there is a Knox box and/or other key information in the CAD call, Dispatcher will advise responding units when they call enroute.

6. The CVD Notification Equipment has the Unication Pager as the ‘priority’ on the amplifier so you will hear the message in real time. CVD Center is taping the message and then you will hear the message again (going through the internet from the NOK) over the speakers.
7. Both messages in **“Item 4”** & **“Item 5”** above will be simulcast over the dispatch radio channel “CVR 1” and over the Chagrin Valley Dispatch (CVD) Center station notification equipment.

PROCEDURE (cont.):

II. Radio Communications – General (cont.)

A. Radio Communications on the radio to / from the Chagrin Valley Dispatch (CVD) Center (cont.)

8. Active 911 is an automated process. Once the dispatcher clicks the 'recommend' button and click save, it will fire off the Active 911 alert to those agencies that are assigned to the call.
9. If a Fire Department unit does not provide confirmation of an emergency notification within 1 minute during the day and 2 minutes at night, Dispatcher shall call the unit or Station to assure contact.
10. Once dispatch has stated "standby for..." message, NO radio traffic is to occur on dispatch channel from any FD until dispatcher states "Dispatch clear at ..."

B. Apparatus Numbers will included the following: City Code, Apparatus Type, Station Assigned or 1st, 2nd, or 3rd of the same unit out from that station.

1. City Code:

a. Chagrin Valley Dispatch (CVD) Center Depts.

<u>City</u>	<u>Fire</u>	<u>Police</u>
Brooklyn Heights	33	23
Cuyahoga Heights	28	29
Newburgh Heights	54	51
Valley View	27	73

<u>City</u>	<u>Fire</u>	<u>Police</u>
Brecksville	30	18
Broadview Heights	31	19
Independence	20	39
Seven Hills	77	66
Brooklyn	21	

C. Apparatus Type – Number assigned

1. Engine = 1
2. Ladder = 2
3. Tender = 3
4. Medic (Squad) = 4
5. Cars, Utility, & Pickup Trucks = 5
6. Air Truck = 6
7. Brush Truck = 7
8. ATV/Trailer = 8

D. Station Assigned or 1st, 2nd, or 3rd unit out from station

1. Station 1 – Odd Number
2. Station 2 – Even Number
3. 1st, 2nd, or 3rd of the same unit out from that station
 - a. Example: IFD - Medic 2041, Medic 2042, Medic 2043

<u>Station 1 – Odd Numbers</u>	<u>Vehicle No.</u>
Engine / Mini-Pumper / Brush	XX11
Ladder/Truck	XX21
Tender	XX31
Medic (Squad)	XX41
Air Truck	XX61
<u>Station 2 – Even Numbers</u>	<u>Vehicle No.</u>
Engine / Mini-Pumper / Brush	XX12
Ladder/Truck	XX22
Medic (Squad)	XX42
<u>Other Vehicles</u>	<u>Vehicle No.</u>
Chief	XX51
Asst. Chief	XX52
Command / Chase Car	XX53
Fire Prevention / Staff Car	XX54
Utility Truck	XX55

PROCEDURE (cont.):

II. Radio Communications – General (cont.)

E. How Apparatus Numbering will work for Chagrin Valley Dispatch (CVD) Center:

CHFD Engine **2811**

City Number

Apparatus Type

Engine = 1

Ladder = 2

Tender = 3

Squad/Medic = 4

Cars/Utility Trucks = 5

Air Truck = 6

Brush Truck = 7

ATV/Trailer = 8

Station Assigned

or

1st one out from station

2nd one out from station

3rd one out from station

33

<u>Brooklyn Heights Fire Department Apparatus</u>	
Chief	3301
Assistant Chief	3302
Engine	3311
Ladder	3321
Medic	3341
Medic	3342
Chief's Car	3351
A/Chief's Car	3352
Command Car	3353
Dept. Utility Van	3355
ATV 1	3381
Hazmat Truck	HAZMAT 16

54

<u>Newburgh Heights Fire Department Apparatus</u>	
Chief	5401
Assistant Chief	5402
Engine	5411
Medic	5441
Medic	5442
Chief's Car	5451
Dept. Staff Car	5454

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<u>Valley View Fire Department Apparatus</u>	
Chief	2701
Engine	2711
Engine	2712
Tender	2731
Medic	2741
Medic	2742
Air Truck	2761
Chief's Car	2751
Dept. Staff Car	2754
Pick-Up Truck	2755

28

<u>Cuyahoga Heights Fire Department Apparatus</u>	
Chief	2801
Assistant Chief	2802
Engine	2811
Ladder	2821
Medic	2841
Medic	2842
Chief's Car	2851
A/Chief's Car	2852
Pick-Up Truck	2855

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<u>Seven Hills Fire Department Apparatus</u>	
Chief	7701
Assistant Chief	7702
Engine	7711
Engine	7712
Medic	7741
Medic	7742
Dept. Staff Car	7754
Pick-Up Truck	7755

PROCEDURE (cont.):

II. Radio Communications – General (cont.)

E. How Apparatus Numbering will work for Chagrin Valley Dispatch (CVD) Center (cont.):

20

IFD Engine **2011**

City Number

Apparatus Type

Engine = 1

Ladder = 2

Tender = 3

Squad/Medic = 4

Cars/Utility Trucks = 5

Air Truck = 6

Brush Truck = 7

ATV/Trailer = 8

Station Assigned

or

1st one out from station

2nd one out from station

3rd one out from station

<u>Independence Fire Department Apparatus</u>	
Chief	2001
Assistant Chief	2002
Engine	2011
Engine	2012
Ladder	2021
Medic	2041
Medic	2042
Medic	2043
Chief's Car	2051
Asst. Chief's Car	2052
Command Car	2053
Fire Prevention Car	2054
Dept. Utility Truck	2055
Mini Pumper	2071

21

<u>Brooklyn Fire Department Apparatus</u>	
Chief	2101
Engine	2111
Engine	2112
Ladder	2121
Medic	2141
Medic	2142
Medic	2143
Chief's Car	2151
A/Chief's Car	2152
Tech Rescue 1	Tech Rescue 1

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<u>Brecksville Fire Department Apparatus</u>	
Chief	3001
Engine	3011
Engine	3012
Tower	3021
Tender	3031
Medic	3041
Medic	3042
Medic	3043
Rescue	3044
Chief's Car	3051
Dept. Staff Car	3054
Pick-Up Truck	3055
Pick-Up Truck	3056

31

<u>Broadview Heights Fire Department Apparatus</u>	
Chief	3101
Assistant Chief	3102
Engine	3111
Engine	3112
Engine	3113
Ladder	3121
Medic	3141
Medic	3142
Medic	3143
Chief's Car	3151
A/Chief's Car	3152
Station 1 Pick-Up Truck	3153
Station 1 Staff Car	3154
Station 2 Staff Car	3155
ATV 2	3181

PROCEDURE (cont.):

II. Radio Communications - General (cont.)

F. Notifying Chagrin Valley Dispatch (CVD) Center on Dispatch Radio Channel “CVR 1” when responding to and during an emergency run:

1. Radio contact to Dispatch Center is to be confirmed prior to communicating a radio message. Failure for the Dispatch Center to respond to unit radio traffic within 20 seconds, units shall require repeated attempt. If dispatch doesn't answer after two attempts the unit shall transmit their message.

Note: Exception to this rule is during a **multi-unit responses when units are calling “enroute”**.

2. When we are responding to an EMS Run, the following radio procedure will be used:

CHFD Medic 2841: “Dispatch from 2841”

Dispatcher: “2841, Go Ahead”

CHFD Medic 2441: “2841 is enroute to 5480 Grant Avenue”

Dispatcher: “Dispatch copies, 2841 is enroute to 5480 Grant Avenue”

Note: On our Roll Call Information Sheet when we have 4 FF's the backup squad will be shown O.O.S. This way we do not have to mention this to CVD Center on the radio when responding to calls

3. When we are responding to a Fire Run, the following radio procedure will be used:

CHFD 2811: “Dispatch from 2811”

Dispatcher: “2811, Go Ahead”

CHFD 2811: “2811 is enroute to 5480 Grant Avenue”

Dispatcher: “Dispatch copies, 2811 enroute to 5480 Grant Avenue”

Note: On our Roll Call Information Sheet when we have 4 the backup squad will be shown as O.O.S. This way we do not have to mention this to CVD Center on the radio when responding to calls

4. When multiple units are responding from the station to an Emergency Run, Only (1) unit will notify CVD Center and let them know what units are responding. The following radio procedure will be used:

CHFD 2811: “Dispatch from 2811”

Dispatcher: “2811, Go Ahead”

CHFD 2811: “2811 and 2841 is enroute to 5480 Grant Avenue”

Dispatcher: “Dispatch copies, 2811 and 2841 enroute to 5480 Grant Avenue”

5. When returning from any hospital, do not call “In-Service” until you are close enough to respond to another call. CVD Center will enter you in the CAD system as available when you call in service.
6. You must radio CVD center when you return to the station and let them know what “Unit(s)” are back in service. This will close out the CAD file for that emergency run. If you do not do this, CVD Center will contact you on the radio asking your status.
7. When you are returning from an emergency run, If you are going to remain ‘on the air’ and not go back to the station, you are to radio Dispatch with the following information so they can close out the CAD file for that run:

CHFD Medic 2841: “Dispatch from 2841”

Dispatcher: “2841, Go Ahead”

CHFD Medic 2841: “Dispatch, you can close out this call, we will be remaining ‘on the air’ for “a work detail”

Dispatcher: “Dispatch copies, 2841 is in the Village on a work detail.”

PROCEDURE (cont.):

8. CVD Center shall initiate status checks on the radio asking your status every 20 minutes on Fire & EMS calls.

II. Radio Communications - General (cont.)

G. Fire Department Unit needs an immediate police response.

1. If a FD unit requires an immediate police response and there is no danger of worsening the current situation by stating their request over the radio then the unit shall call Dispatch on the radio and simply request a police response. The dispatcher shall be given a brief description of the situation and needs.

H. Emergency Pin Activation (on the trunked radio system) - To standardize the use of the **Emergency Pin** on the radios in an effort to promote safety through a rapid and organized response. This procedure and the use of the **Emergency Pin** on the radio system is to be utilized by any member that finds themselves in a situation requiring the immediate reaction and response of other responders (FD members or Units and/or PD Units) to prevent injury or harm.

1. At the sounding of an Emergency Pin all other radio traffic shall cease.
2. **Activation of the Emergency PIN** **due to a "May Day"** (lost FF, low air, entrapment) situation will be handled by FD's SOP's covering an **Emergency Pin Operation Procedures: "May Day"**.
3. **Activation of the Emergency PIN** **"not accompanied by a May Day message"** will be acknowledged by Dispatch.
4. In the event an Emergency Pin is activated and no response is obtained from the member/unit:
 - a. Dispatch will identify the Emergency Pin activated unit and advise OIC on scene.
5. **Activation of the Emergency Pin for an immediate police response.**
 - a. If a FD unit requires an immediate police response and there is no danger of worsening the current situation by stating their request over the radio then the unit shall call Dispatch on the radio and simply request a police response. The dispatcher shall be given a brief description of the situation and needs.
 - b. If a unit requires an immediate police response and they cannot make their request known to people in their area or in the area of other FD radios, the member shall activate their Emergency Pin.
 - c. Dispatch will call the specific unit upon receiving the Emergency PIN and request a **"Status Check"**.
 - d. The unit in need of a police response will respond with their status as OK and add a time (it should not have to be the exact time).
 - e. Dispatch will then respond back with a confirmation and the time given. Time given should be different then the exact time. It is recommend to give a time not close to the exact time. Dispatch will then send the police in an emergency response.

Example: Medic 2841 was dispatched to a call at 0300 hrs. and arrived on scene. They are in needed of police assistance and cannot tell dispatch why do to the situation. A member on scene activate their emergency pin. The following is an example of the radio traffic:

Dispatch: "2841 from Dispatch for a status check".

Medic 2841: "2841 is OK at 1530 hours".

Dispatch: "Dispatch copies, 5441 OK at 1530 hours".

- f. Dispatch will then send the police in an emergency response.
6. If a unit has accidentally activated the Emergency Pin they shall respond with a status report as being "OK" and letting Dispatch know they are resetting their pin with no mention of time.

Example:

Dispatch: "2841 from Dispatch for a status check".

Medic 5441: "2841 is OK at Resetting the Emergency Pin"

PROCEDURE (cont.):

II. Radio Communications - General (cont.)

- I. When a station needs to contact a unit on the radio.** They will identify themselves using their department name (and station):

Example:

Cuyahoga Hts. Station: "2841 from Cuyahoga Hts. Station"

Medic 2841: "Cuyahoga Hts. Station, Go Ahead"

Cuyahoga Hts. Station: "2841 landline the station"

Medic 2841: "2841 copies"

J. Radio malfunctions or difficulties will be promptly reported.

1. All Fire Departments – report it to the OIC and they shall be forwarded to the Assistant Chief or Chief and the CVD Center.
2. Contact CVD Center Help Desk – (440) 703-3555, or email helpdesk@cvddispatch.com to report issues with notification equipment

K. Fire units dispatched while “on the air” from CVD Center.

1. Dispatcher will complete the “Pre-Announcement Message” & “Message to dispatch the fire department.”
2. Fire units will respond and include their location in their acknowledgement.

Example:

CHFD Medic 2841: "Dispatch from 2841"

Dispatcher: "2841, Go Ahead"

CHFD Medic 2841: "2841 is enroute to 4863 East 71st Street, from 4820 East 71st Street"

Dispatcher: "Dispatch copies, 2841 is enroute to 4863 East 71st Street, from 4820 East 71st Street"

III. Radio Communications - Single Unit /Two Unit & Multi-Unit Responses

A. Notification for a Single Unit /Two Unit Response

1. Dispatcher to follow CVD SOP's and each Fire Department Fire & EMS CAD Call types for dispatching "Single Unit /Two Unit Response"

B. Approaching Main Intersections on Multi-Unit Responses –

1. On Multi-Unit responses we will have several emergency vehicles responding.
2. Remember, two emergency vehicles cannot occupy the same intersection simultaneously.
3. Always be watchful for other emergency vehicles at intersections.
4. If you are approaching an intersection and you believe there may be another emergency vehicle approaching the intersection from another direction, use your radio to announce your approach to the intersection.

RESPONSIBILITY:

- A. All members of the Fire Department will follow radio procedures as described in this SOP.
- B. All Dispatchers will follow dispatching procedure, radio procedures as described in the CVD Center SOP's.

CUYAHOGA HEIGHTS FIRE DEPARTMENT

SOG: 043
EFFECTIVE DATE: 7/23/2019
REVISED:
APPROVED: CHIEF SUHY
PAGE: 1 OF 3

SUBJECT: Personal Protective Equipment Inspection, Decontaminating Personal Protective Equipment/Level B Uniform/Equipment and Placing Items Out of Service

Purpose

To ensure all PPE, gear, and equipment is properly handled, decontaminated, and kept out of the living areas of the fire station.

Personal Protective Gear Inspection

1. Members shall conduct an inspection of their entire personal protective equipment (PPE) ensemble for physical, thermal or UV light damage or contamination of garment each January and prior to placing back in service after post-incident decontamination. PPE to be inspected includes but is not limited to:
 - Turnout coat outer shell and moisture barrier
 - Bunker pant outer shell and moisture barrier
 - Bunker pant suspenders
 - Helmet
 - Hood
 - Gloves
 - Boots

Personal Protective Gear Decontamination

1. CHFD personal shall conduct PPE decontamination after completion of each annual PPE inspection and after any potential exposure to contaminants.
2. Contaminated PPE shall be initially decontaminated on scene with a hand line operating at a low pressure to remove all large contaminants if weather/situation permits.
3. Contaminated PPE shall be placed in isolation bags on scene and stored in an area separate to the cab prior to personnel entering the apparatus cab. Transport contaminated PPE in the bed of 2855.

4. Contaminated PPE shall be handled in the back garage with disposable gloves once removed from isolation bag for decontamination. If initial decontamination was not done prior to leaving the scene, gear should be rinsed with a low-pressure hand line or station hose to remove all large debris prior to placing in gear extractor. Heavily soiled areas should be pretreated with an approved mild detergent, light brush agitation and thoroughly rinsed prior to placing in extractor.
5. Members shall remove boots, all items attached to gear, all items from pockets and drag rescue device (DRD). Members shall then separate bunker coat and pant outer shell from the liner and fasten all closures (zippers, D locks and Velcro) present on PPE prior to being placed in extractor. PPE liners and hoods are to be washed separately and before outer shells and gloves.
6. A maximum of two (2) sets of inner liners and hoods can be decontaminated at any one time on the appropriate manufacturer program setting for the contaminate. The inner liner must be turned inside out to ensure vapor barrier is on the inside and protected. Items shall be inspected and rewashed if needed. Once the decontamination cycle is complete, the inner liners can be placed on a clean surface and out of direct sunlight to air dry.
7. A maximum of two (2) sets of outer shells can be decontaminated at any one time on the appropriate manufacturer program setting for the contaminate. Gloves, suspenders and DRD shall be placed in the garment bag and washed with the outer shells. Items shall be inspected and rewashed if needed. Once the decontamination cycle is completed, outer shells, suspenders and DRD shall be placed on a clean surface and out of direct sunlight to air dry.
8. Once all contaminated PPE has been completely decontaminated, the extractor shall be ran through the appropriate manufacturer program setting while empty to decontaminate the extractor prior to washing any contaminated Class B uniforms.
9. Helmets shall be cleaned with an approved detergent and light manual brushing.
10. Boots shall be cleaned with an approved detergent and light manual brushing.

Equipment Decontamination

1. CHFD personal shall conduct equipment decontamination inspection after any potential exposure to contaminants.
2. Contaminated equipment shall be initially decontaminated on scene with a hand line operating at a low pressure to remove all large contaminants if weather/situation permits.
3. Contaminated equipment (hand lines, hand tools, SCBAs, etc..) shall be placed in the bed of 2855 to be transported back to the station.
4. Contaminated PPE shall be handled in the back garage with disposable gloves once removed from 2855 for decontamination.

5. Contaminated equipment shall be decontaminated with approved cleaner/brush/garden hose/etc...

Placing Personal Protective Gear and Equipment Out of Service

1. Any PPE or equipment failing inspection shall be removed from service, placed in isolation bag if contaminants remain after decontamination efforts or excess contamination rendering PPE or Equipment Out of Service (OOS) immediately.
2. Notification to shift OIC and Chief and/or Assistant Chief shall be made immediately by verbal means and followed up by departmental email. Shift OIC will ensure member has full complement of PPE from member's spare PPE or departmental spare PPE inventory.

Class B Uniform Extractor Usage

1. CHFD personnel shall decontaminate up to four (4) Class B uniform compliments exposed to contaminants or bodily fluids at one time. Items shall be decontaminated on the manufacturers recommended program setting for the contaminate. Items can be dried to the member's preference.
2. Once all contaminated Class B has been completely decontaminated, the extractor shall be ran through the appropriate manufacturer program setting while empty to decontaminate the extractor.
3. Extractor usage shall only be for contaminated PPE or Class B uniforms. No personal items are to be used in the extractor.

There will be no contaminated gear or equipment allowed inside the living areas of the fire station (Apparatus Floor, Kitchen, TV Room, Upstairs).