

## **Rules and Regulations, SOP 115**

### **MEDIA RELATIONS**

1. Statements to the media, news releases, and media campaigns must be approved by the fire chief prior to their release, except as provided below. Any written statements are through the fire chief and Village Board.
2. An incident commander is authorized to provide the media with general details concerning an incident. This information shall be limited to the dates, times, and locations of incidents.
3. Information pertaining to the cause and origin of an incident shall be released only by the fire chief or the fire chief's designated representative.
4. Only the fire chief through the Village Board shall release non-confidential information relating to personnel matters, fire department policy, fire department litigation, or other sensitive matters.

## **Rules and Regulations, SOP 120**

### **MEMBERS' RULES & REGULATIONS**

1. A member is requested to provide at least two weeks notice of intent to resign from the fire department, to allow ample time to process the notice. The fire chief may waive the notice requirement and allow the resignation to become effective immediately upon receipt of a member's intention to resign.
2. Notice of resignation shall be in writing and shall be delivered to the fire chief. The fire chief shall provide a copy to the Village Clerk.
3. A resigning member shall turn in all uniforms, pagers, keys, and other property issued by the fire department. A member may be assessed a replacement cost for any item that is not returned or is returned damaged.
4. Members of the fire department shall familiarize themselves with the workings of all fire equipment and actively take part in any training to be prepared to assume any duty assigned by the fire chief or senior officer.
5. All members shall miss no more than three scheduled drills/meetings in one year unless excused by the fire chief.

6. Members of this fire department having consumed any alcoholic beverage in the past twelve hours prior to the time of the incident shall not drive or operate any emergency vehicle.
7. No fire department equipment shall be used for any purpose except for calls in our coverage areas or mutual aid, or in training exercises unless prior approval is granted by the fire chief or his designee.
8. No member of the fire department shall divulge information regarding cause, loss or other conditions surrounding a fire or accident to any person outside the fire department except by permission of the fire chief or the acting or superior officer.
9. All fire department members will follow the chain of command and comply with a command order given by the officer in command, or acting or superior officer.
10. All fire department members will be above reproach and will be upstanding members of the community in which it serves.
11. All fire department members shall live within eight (8) miles of the fire station.
12. All new firefighters shall be probationary members for a period of 12 months. After the 12-month probation period, the assistant fire chief shall review the probationary firefighter and make recommendations to the fire chief to be placed on regular firefighter status.
13. Funeral or wake attendance for an active/retired fireman or his/her immediate family is mandatory unless excused by the fire chief.
14. Attendance for a memorial parade is mandatory unless excused by the fire chief.
15. Wash/wax day is mandatory unless excused by the fire chief, and will be posted by the fire chief.

### **Rules and Regulations, SOP 125**

#### **FIREFIGHTER INJURY/ACCIDENT ON DUTY**

1. It shall be the responsibility of each member of the fire department to immediately report to his/her supervisor any accident, injury or illness that occurs while on duty. The appropriate report shall be filed in writing immediately following the event with the original report being provided to the Village Clerk to forward to the insurance carrier for worker's compensation and/or property damage.

- A. If a member of the fire department is injured while on duty, the fire chief shall be notified immediately.
  - B. If a member of the fire department is injured while on duty, the officer in charge shall complete the appropriate reports:
    - (1) complete narrative; and
    - (2) worker's compensation report of injury.
  - C. If a member was exposed to a hazardous material or contagious disease, he shall file a hazardous material or significant exposure form as required by the LSFHD Hazardous Materials Exposure form. (See Attachment 4.)
  - D. If the member is treated by a physician, a copy of the ER report, discharge information and permission to return to duty report shall be on file with the fire department before returning to duty.
2. The fire department's safety officer shall review all accident/injury reports and shall ensure that the event is reviewed by the safety committee for its recommendation.
  3. All reports shall be complete, accurate, and filed within two weeks after the accident/injury.

### **Rules and Regulations, SOP 130**

#### **FIRE CHIEF-JOB DESCRIPTION**

1. The fire chief is the executive head of the fire department and is directly responsible for the proper and efficient operation of the fire department.
2. The fire chief shall be appointed by the Village Board.
3. The fire chief shall be responsible for the following:
  - A. Perform the administrative functions of planning, directing, coordinating and controlling the operations of the fire department and the personnel under the jurisdiction of the fire chief. This position involves the utilization of manpower, development and training of personnel, equipment maintenance utilization, budget preparation, the enforcement of codes and ordinances of the Village of Lyndon Station, Town of Lyndon, Town of Kildare and Wisconsin State Statutes, Wisconsin Administrative Code, and Juneau County, as well as the policies and procedures of the fire department.

- B. At the direction of the Village Board, perform such duties and activities as may be required by the codes and ordinances of the Village of Lyndon Station, Wisconsin State Statutes, and policies and procedures of the fire department.
- C. Responsible for all fire prevention, public education, rescue and fire suppression activities of the fire department.
- D. Respond to fires and other emergencies, determining what apparatus and equipment is needed, making decisions as to the best methods of controlling and extinguishing fires, and directing the work of the firefighters.
- E. Supervise the investigation of fires and analyze findings to determine causes of fires.
- F. Administration of the fire department by budget preparation, developing and maintaining an effective system of reports and records of personnel actions, alarm responses, fire and casualty reports, fire inspections and investigations, personnel training, fire station, apparatus, equipment maintenance and testing.
- G. Reprimanding, instituting written charges, and suspending or dismissing members when conditions so warrant.
- H. Monitoring the expenditure of funds allocated to the fire department.
- I. Participate in local, regional, state and national conferences and seminars on fire administration, prevention, public education and suppression, as approved by the Village Board, in order to maintain continuing level of professional and technical competence.

**Rules and Regulations, SOP 135**

**ASSISTANT FIRE CHIEF-JOB DESCRIPTION**

1. The assistant fire chiefs shall be appointed by the fire chief and approved by the Village Board.
2. The assistant fire chiefs shall be responsible for supporting the fire chief in the day-to-day operations of the fire department.

3. The assistant fire chiefs shall make departmental reports and refer official matters to the fire chief.
4. The assistant fire chiefs shall act in the capacity of fire chief when so instructed or as necessary.
5. Perform other duties as assigned by the fire chief.
6. Assistant fire chiefs shall have at a minimum, the qualifications of an Entry Level 1&2 and have previously served at least five years on the fire department.
7. When going out of jurisdictional area for more than (1) day, contact the fire chief.

**Rules and Regulations, SOP 140**

**CAPTAIN/LIEUTENANTS - JOB DESCRIPTION**

1. Captains/Lieutenants shall be appointed by the fire chief and approved by the Village Board.
2. Captain is the position immediately below that of second assistant fire chief.
3. Lieutenant is the position immediately below that of a Captain.
4. Captains and Lieutenants shall have at a minimum, the qualifications of an Entry Level 1&2 and have previously served at least three years on the fire department. Also see SOP-101 Definitions.
5. Captains and Lieutenants shall be responsible for the following:
  - A. Commanding an engine, rescue or truck company. This includes being responsible for the care, maintenance, and usage of all equipment and items pertaining thereto.
  - B. Preparing reports and maintaining records as required.
  - C. Conducting and supervising training for station personnel.
  - D. Obeying, supporting, and enforcing the fire department's rules, regulations, policies, and procedures and requiring the same of subordinates.
  - E. Setting a good example for subordinates and requiring subordinates meet all required standards of conduct and performance.

- F. Promptly reporting in writing any violation of the fire department's rules, regulations, policies and procedures, and referring all official matters to the fire chief through the established chain of command.
- G. Supervising and assisting subordinates in the performance of maintenance, training, company inspections, public education programs, and emergency response activities.
- H. When going out of the jurisdictional area for more than (1) day, contact the fire chief.
- I. Performing other such duties as may be required, and as listed in SOP 101 - Definitions.

### **Rules and Regulation, SOP 145**

#### **CODE OF CONDUCT**

- 1. As a basic condition of membership, all members have an obligation to conduct their official duties in a manner that serves the public interest, upholds the public trust, and protects the fire department's resources. To this end, all members have the responsibility to:
  - A. perform their duties to the very best of their abilities and in a manner that is efficient, cost-effective, and meets the needs of the public.
  - B. demonstrate integrity, honesty, and ethical behavior in the conduct of all fire department business.
  - C. ensure that personal interests do not come in conflict with official duties and avoid both actual conflicts of interest and the appearance of conflicts of interest when dealing with vendors, customers, and other individuals doing business or seeking to do business with the fire department.
  - D. ensure that all fire department resources, including funds, equipment, vehicles, and other property, are used in strict compliance with fire department policies and solely for the benefit of the fire department.
  - E. conduct all dealings with the public, government employees, and other organizations in a manner that presents a courteous, professional, and service-oriented image of the fire department.
  - F. treat the public and other employees fairly and equitably, without regard to age, color, disability, ethnicity, national origin, political affiliation, race,

religion, gender, sexual orientation, or any other factor unrelated to the fire department's business.

- G. avoid any behavior that could fall under the definition of misconduct in the standard operating guidelines and procedures.
2. Fire department officers and supervisors shall set an example for other fire department members and have a responsibility to ensure that their activities and decisions pertaining to community services, personnel actions, and the management of public funds are consistent with the fire department's policies and practices.

### **Rules and Regulations, SOP 150**

#### **OBEDIENCE TO ORDERS**

1. Members shall read and become familiar with the fire department's standard operating procedures and guidelines, rules, regulations, policies, and procedures. A plea of ignorance of the rules and/or regulations will not be accepted as an excuse for any violation.
2. Members shall promptly and willingly respond to a direct order of a superior and/or acting officer. Refusal to obey a direct order shall constitute insubordination. Obvious disrespect for or disruption of a supervisor's order likewise shall be deemed insubordination. See SOP 105 - Disciplinary Actions.
3. Members shall abide by federal, state and county law, local ordinances and rules, and the fire department's standard operating procedures and guidelines, general orders and rules of conduct. Members shall not be required to obey orders that are illegal or in conflict with the fire department's rules and regulations.
4. Members shall not publicly criticize or comment derogatorily to anyone about instructions or orders received from a superior and/or acting officer.
5. Supervisors and acting supervisors shall refrain from exceeding their authority in giving orders. The wrongful or injurious exercise of authority is prohibited.
6. Every officer, on and off duty, will be held responsible for enforcing the fire department's rules. If a violation comes to an officer's attention, that officer shall immediately notify the member of the violation and take corrective action. Should an officer fail to report a violation of an order of the fire department's rules, that officer shall be equally responsible for the violation.

7. Should a member receive an order that conflicts with a previous order, the member shall notify the officer who issued the conflicting order and shall be governed by the officer's subsequent instructions.
8. Any member who is given an order he believes to be unjust, improper, or contrary to a general order or rule of the fire department or a federal, state, or county policy should respectfully decline to obey the order and shall state the reason for doing so. The member shall request that the supervisor of the person issuing the order be contacted for instructions if the person issuing the order does not rescind or alter the original order.
9. A member may appeal for relief from orders or instructions that the member believes to be illegal, unjust, or improper. See SOP 110 – Grievance Procedure.

### **Rules and Regulations, SOP 155**

#### **PROFESSIONAL RELATIONS**

1. Fire department members shall exhibit courtesy and respect to all officers and acting officers.
2. Supervisors shall exhibit courtesy and respect to their subordinates and shall treat all members in a fair and impartial manner.
3. Members shall treat one another with due courtesy and shall not engage in horseplay or disrespectful conduct while on duty.
4. Members are required to speak the truth at all times, whether or not under oath, in giving testimony, in connection with official orders, and in connection with official duties.
5. Members shall not make false reports concerning any fire department business or the personal character or conduct of any member.
6. Members shall exhibit courtesy and respect to members of the public and other government employees.
7. Members are required to give their name and rank whenever requested by a member of the public.
8. Should a member have a complaint against a member of the public, he shall forward the complaint in writing to the fire chief.

### **Rules and Regulations, SOP 160**

## VEHICLES AND EQUIPMENT

1. General requirements.
  - A. Vehicles and equipment shall be maintained in a constant state of readiness and availability for complete and immediate use.
  - B. Members shall be responsible for the use and care of vehicles and equipment assigned to them or entrusted to their care.
  - C. Members shall immediately report any loss, damage, or malfunction of apparatus or equipment to the member's supervisor. Damage, destruction, or loss due to the member's negligence may result in his being required to make restitution. Disciplinary action also may be taken as appropriate. See SOP 105 – Disciplinary Actions.
  - D. Members shall return vehicles and equipment issued to them or entrusted to their care immediately on separation from service.
  - E. A member required to drive a vehicle owned or operated by the fire department shall possess an appropriate and valid Wisconsin driver's license.
  - F. Members shall drive in a safe and prudent manner and with due regard, and shall obey all applicable federal, state, and local traffic regulations when driving or operating a vehicle owned or operated by the fire department.
  - G. Members shall properly wear safety restraint devices whenever driving or riding in a vehicle owned or operated by the fire department.
2. Use of fire department vehicles.
  - A. Vehicles owned or operated by the fire department shall be used for fire department business only. Fire department business means any authorized work or activity performed by a member on behalf of the fire department.
  - B. An officer may authorize a brief stop at a convenience store or other similar establishment for a break while his company is within its district performing an authorized activity. The company must maintain radio contact and remain available for calls.

- C. Fire department vehicles may be used to procure meals or groceries for fire station meals. When obtaining groceries, a company must do the following:
  - (1) Maintain radio contact and remain available for calls.
  - (2) Send only one crew member (with a portable radio) into the store to get the supplies.
  - (3) Make only one trip per shift.
- 3. Taking vehicles home.
  - A. No members are authorized to take a vehicle home.
  - B. When circumstances warrant, the fire chief may authorize a member to take a vehicle home in the event of an emergency or repair.
- 4. Injuries and property damage.

Any accident or collision involving damage to any vehicle or property, or injury to any person shall be reported immediately to the appropriate law enforcement agency and to the fire chief, who will notify the Village Clerk.

### **Rules and Regulations, SOP 165**

#### **VISITORS AT STATIONS**

- 1. Members are permitted to have visitors at station.
- 2. When escorting visitors in an apparatus bay, members shall not allow children to play on, around, or with emergency apparatus or equipment unless carefully and closely supervised by an adult.
- 3. Visitors are expected to abide by fire department rules and regulations while at fire stations or other work sites.
- 4. Minors shall at all times remain under the supervision and control of a parent, guardian and fire personnel.

### **Rules and Regulations, SOP 170**

#### **CONTROLLED SUBSTANCES**

The use of alcoholic beverages, debilitating drugs, or any substances that impair physical or mental capabilities while on duty is strictly prohibited.

\*\*\*Prescription drugs???\* We were going to insert something – need language.

### **Rules and Regulations, SOP 175**

#### **INAPPROPRIATE BEHAVIOR**

The following activities are prohibited by members on duty:

1. Unlawful behavior, gambling, noisy or quarrelsome conduct, and lewd or indecent activity.
2. Possession of a firearm or other deadly weapon.
3. Threats or acts of physical violence against members of the public, coworkers, or other fire department members or government employees.
4. Sexual activity to include the possession or use of printed or audiovisual material that is sexually offensive.
5. Abusive behavior, hazing, or harassment of coworkers or members of the public. Horseplay, practical jokes, and other disruptive behavior are also prohibited.
6. Use of fire department supplies, tools, and materials without the permission of the fire chief.
7. Alteration or modification of vehicles, apparatus, buildings, computers, or items of equipment owned or operated by the fire department without the fire chief's authorization.
8. Campaigning for or against any elected official.
9. Publicly criticizing the official actions or orders of a superior officer. Nor may a member publicly speak disrespectfully of the fire department or its members.
10. Making a false statement in any official communication or in conversation with another member or citizen.
11. Performing any act or making any statement, oral or written, about one's immediate superior, intending to destroy discipline and good order.

12. Performing any act or making any statement, oral or written, about one's co-workers, intending to destroy morale, good order, or working relationships with coworkers.
13. Displaying insolence or indifference or evading duty during an emergency incident. Any member guilty of this offense will be relieved of duty at the emergency incident immediately.
14. Making personal phone calls with Village or fire department telecommunication equipment that last longer than five minutes.

**Rules and Regulations, SOP 180**

**SEXUAL HARASSMENT**

1. Unwanted or unsolicited verbal or physical harassment of members by supervisors or coworkers will not be tolerated. Supervisors shall promptly correct such behavior should it occur.
2. If a member informs a supervisor or coworker that his language or behavior is offensive and such conduct continues, the member immediately should report the situation to his supervisor or the supervisor's supervisor.
3. Appropriate disciplinary action shall be taken against a member found guilty of harassing a fellow member. See SOP 105 – Disciplinary Actions.

**Rules and Regulations, SOP 185**

**USE OF TOBACCO PRODUCTS**

While tobacco products may be used in the fire bay area of the building smoking areas designated by the fire chief, members shall properly dispose of cigarette butts and other waste products.

**General Administration, SOP 190**

**COMPLAINTS AGAINST EMPLOYEES**

1. Scope. This standard establishes guidelines for the receipt, investigation, and resolution of complaints received by the fire department concerning the professional or personal conduct, behavior, action, or inaction of one or more members and those complaints that concern the fire department as a whole. It is promulgated to ensure that a thorough investigation be conducted for every complaint received by the fire department; that the innocent are exonerated and the guilty are disciplined.

2. General.

- A. Complaints that arise from the daily conduct of business fall into one of two major categories:
  - (1) Complaints against the fire department as a whole; and
  - (2) Complaints against one or more individual members.
- B. Complaints generally allege a violation of a departmental rule, policy, procedure, or general order. A complaint may also allege that there has been a violation of a federal, state, or local statute or ordinance.
- C. The fire chief will initially hear all complaints against its members that have been initiated by any person who is found to have standing for such a complaint. Persons other than those who are actually affected by the actions of a member shall have no standing for a complaint, with the exception of cases that involve juveniles. In such cases, the parent or legal guardian shall be required to file the written complaint.

3. Complaint Procedure.

- A. Complaints must be made in writing and shall be signed by the persons making the complaint. The complaint need not be in affidavit form but should be filed on a Complaint Form. (See Attachment 5.)
- B. Any Chief Officer may accept complaints. The officer who receives the complaint shall notify the fire chief, who will designate an investigating officer to obtain as much information as possible and then forward the complaint and findings of the investigation directly to the fire chief within two weeks.
- C. A signed letter of complaint may be accepted in lieu of the Complaint Form if the supervisor has verified that the letter is not fictitious and is able to verify the name of the complainant.
- D. If the complainant does not want to file a written complaint or does not wish to sign the Complaint Form, he may still voice his complaint to a Chief Officer. The Chief Officer shall record the information and forward an account of the complaint or the unsigned form to the fire chief.

- E. On receipt and review of an oral or written complaint, the fire chief shall assign the investigation of the complaint to a designated investigator.
- F. An investigator may also be sent to a complainant's home or place of business, if necessary or so requested, to accept a formal written complaint or to obtain additional information.
- G. Where there are mitigating circumstances, a complaint may be initiated by telephone. A tape recording of the initial complaint shall be made, if possible, and should be retained by the supervisor. Complainant must be advised of taping. The complaining party should be asked to submit his complaint in written form as soon as possible.
- H. A copy of the written complaint shall be given to the accused member at the time that the member is requested to make a written reply to the allegations. The reply will be given to the fire chief within two weeks from receipt of the written complaint.
- I. When the act described in the complaint is a crime, the fire chief will immediately notify the Village of Lyndon Station Police Department.

4. Resolution of the Complaint.

- A. On conclusion of an investigation, the complaint shall be classified as one of the following:
  - (1) Unfounded: The allegation has been proven false or there is a lack of factual evidence to support it.
  - (2) Exonerated: The incidents cited did occur, but the actions were lawful or followed proper procedures.
  - (3) Not sustained: There is insufficient evidence either to prove or disprove the allegations.
  - (4) Sustained: The allegations are supported by sufficient evidence and the complaint will be upheld.
- B. Resulting Action:
  - (1) When an investigation results in a determination of unfounded, exonerated, or not sustained, the fire chief will notify the accused member that no further action will be taken against him. The

member shall return to duty. If he had been placed on unpaid leave, he shall be fully compensated for all lost wages.

- (2) When an investigation results in a determination that an allegation is supported by sufficient evidence, the appropriate action will be taken in accordance with the fire department's disciplinary policy. See SOP 105 – Disciplinary Actions.

5. Format.

- A. The investigator assigned to investigate the original complaint shall make his report complete for submission to the fire chief.
- B. All investigators shall use the following format for conducting their investigations:
  - (1) Record the facts surrounding the incident. What took place when and where, and who was involved? Be brief.
  - (2) State the allegation in detail. What does the complaint allege and against whom?
  - (3) Record the process used to investigate the complaint. What did you do as the investigator? What did you learn from talking to all the parties and witnesses? List them.
  - (4) Record all findings and the conclusion reached. What did your investigation reveal based on the facts extracted from the evidence?
  - (5) Include the written recommendation to the fire chief.

6. Exceptions.

- A. A complaint should be referred to the fire chief or other senior staff member in those cases where the complainant prefers to speak only to those entities.
- B. Investigations may also be conducted concerning a member's conduct whenever the fire chief has reason to believe doing so is warranted.
- C. The procedure in Complaint Procedure 3. above may be waived if the fire chief determines that the complaint is found to be groundless and warrants such a waiver.

- D. The fire chief shall have absolute and final authority in determining whether a disciplinary action should be taken after meeting with the Village Board.

**Rules and Regulations. S.O.P. 195**

**UNIFORMS**

- 1. General Requirements.
  - A. All members shall be issued a complete class A uniform, duty uniform and hardware by LSF.D.
  - B. The appropriate uniform shall be worn on duty, meetings, drills, training and functions.
  - C. Only uniforms approved by the fire chief shall illustrate Lyndon Station Fire Department.
  - D. Uniforms shall be kept clean, neat, and in proper state of repair. Faded, frayed, and worn-out items shall not be worn but shall be turned in to the uniform officer and replaced.
- 2. Uniform Types.
  - A. Class A, full dress uniform. Class A uniforms shall be worn at fire department functions only. Examples are; funerals (for active or retired firemen, and immediate family), honor guard, award ceremonies, parades and other events as ordered by the fire chief.
  - B. The uniform shall consist of:
    - (1) one navy blue, double-breasted coat, matching trousers and all fire department hardware;
    - (2) one white/blue dress shirt with all fire department hardware;
    - (3) one black tie with tie clip;
    - (4) one dress hat with badge;
    - (5) one pair of white gloves;

- (6) one badge cover;
  - (7) black shoes/boots (provided by firefighter).
- C. Class B, duty uniform. Class B uniform shall be the standard attire unless otherwise directed by the fire chief. The uniform shall consist of:
- (1) one navy blue duty shirt with one duty badge;
  - (2) navy blue trousers;
  - (3) black shoes/boots (provided by firefighter).
- D. Class C, duty uniform. Class C uniform shall be the standard attire unless otherwise directed by the fire chief. The uniform shall consist of:
- (1) one T-shirt;
  - (2) one polo shirt.
- E. Fire department badges, nameplates, and patches:
- (1) fire department badges shall be worn on the left chest of all uniforms;
  - (2) nameplates shall be worn on the right chest of all uniforms;
  - (3) collar pins shall be worn on the lower, front corners of the collars;  
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  - (4) fire department patch shall be worn on the left shoulder of all uniforms;
  - (5) no other patches may be worn on fire department uniforms.