



**City of Osceola**  
**Fire Department**  
**Policy and Procedures**

Chief Peter Hill

April 1, 2021

## **LETTER OF WELCOME**

The Osceola Fire Department is committed to serving the citizens of Osceola by safeguarding lives and serving as community role models. While the philosophy is not unique to our department, it is one that we whole heartedly embrace.

We welcome individuals into our department and into the fire service. Your commitment and willingness to serve the public will aid you in your future endeavors and will only help continue the proud tradition of the Osceola Fire Department.

It is the policy of the Osceola Fire Department to create and maintain an atmosphere of cooperation, trust and mutual safety. We will not discriminate in any manner toward any employee of the department with regard to any human resource actions including hiring, promotion, demotion, transfers, benefits, wage increase and the like.

All Osceola Fire Department personnel are considered City employees and to this end are subject to adherence of the City's Personnel Policy and Procedures as stated in the City's Personnel Handbook. Additionally, it is required that all Osceola Fire Department personnel adhere to the Policies and Procedures stated in the Osceola Fire Department's Manual.

A strict compliance with the rules and regulations and careful consideration and attendance to the orders of the officers will tend to retain the respect and good opinion of the public which the department now enjoys.

Questions regarding any policy should be addressed with the Fire Chief and/or the Human Resources Director.

Again, we welcome you to the department.

## **PURPOSE OF THE OFD MANUAL**

This manual is written and periodically updated by the Fire Chief with direct input from the Mayor and City Council. The purpose is as follows:

- a. To standardize the operation of the department.
- b. To establish written standards to which employees of the department will be held accountable.
- c. To improve the professionalism and competency of departmental employees and functions.
- d. To aid in increasing job efficiency and job knowledge.
- e. To create a better understanding of department policies and procedures.
- f. To provide a permanent continuing record of all policies and procedures used by the Osceola Fire Department on a daily, weekly, monthly, and yearly basis.

The policies contained herein are intended for the general guidance of the employees of the Fire Department and not to cover every specific act of duty.

## **PREFIX**

The Standard Operating Policies and Procedures as well as the Rules and Regulations are intended for the general guidance of the officers and members of the Osceola Fire Department, and not intended to cover every specific act of duty. Much must be left to the zeal and discretion of the individual. However, in areas of this document, where shall and will are used it is the intent of this document, that said subject is policy and not left to the discretion of the individual or officer. Efficiency rating as well as the punishments will depend upon the manner in which the officer and members conduct themselves in the performance of their duties. Strict compliance with the Standard Operating Policies and Guidelines and the Rules and Regulations and careful attention to the order of the officers will tend to retain the respect and good will of the public which the Department now enjoys.

## **REVOKING PREVIOUS RULES**

From the adaptation of the Standard Operating Policies and Procedures, and Rules and Regulations, all Operating Policies, Guidelines, Rules and Regulations or orders issued or promulgated heretofore, in any manner conflicting with the Policies and Rules and Regulations herein contained, are hereby revoked, repealed and rendered inoperative and of no force.

Violations of any of the Policies, Rules and Regulations, or neglect of any of the duties prescribed herein are considered offenses. Any member found guilty shall, at the discretion of the Fire Chief and/or Mayor and the City Council, be subject to reprimand, suspension, demotion or dismissal from the service or such penalties as may be determined.

Policies, Rules and Regulations governing every case cannot be made in advance, and from time to time, necessary general and special orders will be issued.

All general or special orders that may be issued hereafter relating to the discipline or duties of the members shall be recognized and considered as part of these Rules and Regulations.

## **Liaison with Community**

It is the policy of the Osceola Fire Department for all employees to establish and maintain a positive working relationship with the citizens of Osceola. This relationship is developed through community training, and community interaction while on duty.

At no time, may an employee of the Osceola Fire Department take advantage of their professional working relationship with any citizen nor use their professional position to obtain confidential Departmental information for citizens. Members of the Department are prohibited from accepting tips or favors for acts performed while on or off duty pertaining to some official responsibility of the Department.

## **ORGANIZATIONAL STRUCTURE**

The Mayor of the City of Osceola shall be the executive head of the Fire Department.

The staff of officers shall be composed of the Fire chief, Assistant Chief, 1 (one) Captain and 1 (one) Lieutenant for each active company, that staff may be modified from time to time, to meet the requirements of the rating organization having jurisdiction.

Fire Chief-It shall be the duty of the Fire Chief to administer the policies set out for the proper function and operation of the Fire Department and to collaborate with the Mayor in establishing future policies; and it shall be the further duty of the Fire Chief to enforce all laws, ordinances, and regulations pertaining to Fire defense and improvements and developments of modern fire administration and firefighting techniques. The Fire Chief shall perform whatever other duties that may be attached to his/her office pertaining to generally recognized Fire Department matters. The Fire Chief shall have full and absolute control and authority of all operations of the Fire Department from the time an alarm is received until the emergency has ended. Whenever a conflagration threatens or any other grave emergency arises, and such emergency is of a nature generally recognized as being a Fire Department matter all facilities of the city deems necessary to cope with the situation.

Assistant Fire Chief- It shall be the duty of the Assistant Chief to assist the Fire Chief in all administrative and operational matters of the Fire Department and to perform whatever duties that may be assigned to him/her by the Fire Chief. In the absence of the Fire Chief, the Assistant Chief shall have the same authority herein delegated to the Fire Chief.

Captain- It shall always be the duties of the Captain to direct the operations of their respective companies in an efficient manner. Each Captain will keep themselves well informed as to policies governing the Fire Department and shall consult regularly with the OFD employees under their supervision, and shall satisfy themselves that all employees under them have a complete understanding of the basic fundamentals of firemanship. The Captain shall encourage every employee under his/her supervision to take advantage of all the training helps that are or may be made available to firefighters. The Captain shall promote a program of friendly competition between the employees under his/her supervision and other companies. The Captain shall be responsible for maintaining a state of readiness for quick response of his company to all alarms. They shall have the power to suspend any employee under their jurisdiction for misconduct or neglect of duty. It shall be the duty of each Captain to carry out any order given them by the Fire Chief or Assistant Fire Chief.

Lieutenant- The rank of Lieutenant is next below that of Captain. In the absence of their Captain, when so designated by the Fire Chief, they shall have full authority of their company

and shall be held responsible as commanding officer of such company. They shall make no changes during the absence of the Captain without his/her permission or unless ordered by a superior officer. When a firefighter is detailed as a Lieutenant acting, he/she shall be allowed all the privileges of said officer, and his/her orders must be obeyed as properly as though issued by an officially appointed officer. They shall perform such other duties as may be prescribed by their superior officers.

Instructor- It shall be the duty of the instructor or officer designated as training officer to conduct training programs in accordance with the recommendations of the state fire training service.

Driver/Operator- It shall be the duties of the Drivers to check their apparatus upon reporting for duty, satisfying themselves that fuel, water supply, electrical system and equipment is in working order. The apparatus is always kept in proper condition and they shall thoroughly familiarize themselves as to correct pump operation, fire stream requirements, etc. Upon returning from an alarm each Driver shall check and make ready the apparatus for another alarm as quickly as possible.

Firefighter- Any off-duty Driver will be considered in the role of firefighter on emergency scenes. Fire Fighters are responsible to carry out the assigned tasks or tactics assigned from immediate or higher-ranking supervisors.

## **FILLING OF VACANCIES**

### **Fire Chief**

The Mayor shall have the power to name the Fire Chief, in accordance with the provisions of the statutes of Arkansas; provided however, that the Fire Chief shall be removable only with cause after a fair and just public hearing.

### **Assistant Fire Chief**

The Fire Chief shall have the power to name the Assistant Fire Chief from the ranks of Captain.

### **Captain**

To be eligible for a Captains promotional test, employees must be full-time with a rank of Lieutenant for at least 3 (three) years after the lieutenant probationary period of 1 (one) year prior to the test date, except for an emergency vacancy in the rank of Captain of shift. The test date will be posted 30 days prior to test along with social security number list of those

employees eligible. Employees that are scheduled for duty on the test date, must plan with the Fire Chief 5 (five) workdays prior to test date for rescheduling of work duty. The candidate with the top score will be given first consideration. If there is a tie in the scores the candidate with the most seniority will be chosen. All promotions are subject to 1 (one) year probation. Substandard performance will result in reduction in the rank.

## **Lieutenant**

Promotional tests will be given for the position of Lieutenant. Results will be forwarded to the Fire Chief and will be posted by social security number at the fire department. To be eligible for a Lieutenants promotional test, employees must be full-time with the Osceola Fire Dept. for at least 3 (three) years after the probationary period of 1 (one) year prior to the test date. The test date will be posted 30 days prior to test along with social security number list of those employees eligible. Employees that are scheduled for duty on the test date, must plan with the Fire Chief 5 (five) workdays prior to test date for rescheduling of work duty. The candidate with the top score will be given first consideration. If there is a tie in the scores the candidate with the most seniority will be chosen. All promotions are subject to 1 (one) year probation. Substandard performance will result in reduction in the rank. Any person promoted to the rank of Lieutenant shall have 1 (one) year from the date of promotion to receive the Officer 1 certification from the Arkansas Fire Training Academy.

## **PROMOTIONAL TESTING**

Promotional tests will be given for the positions of Lieutenant and Captain.

Tests will be scored on the following scale:

70%	written test
20%	oral test
10%	off duty fire call %
10 pts	90%-100%
9 pts	80%-89%
8 pts	70%-79%
7 pts	60%-69%
6 pts	50%-59%

5 pts	40%-49%
4 pts	30%-39%
3 pts	20%-29%
2 pts	10%-19%
1 pt.	1%-9%

A ½ point will be given for every year of fulltime service to the Osceola Fire Dept.

Tests will be prepared by a professional testing facility or possibly made by the OFD and administered by the City of Osceola Human Resources Director. Results will be forwarded to the Fire Chief and will be posted by social security number at the fire department.

## **EMPLOYMENT**

All persons seeking membership shall file with the Fire Chief, a written application approved by the Fire Chief. Prospective new employees shall be at least 18 years of age, have a high school diploma or GED, and must take a written exam and a physical fitness test. The appointment will be made on a probationary basis for a period of not less than 12 months. At any time during the probationary period the appointee may be terminated from the fire department. In the event of such termination, during the probationary period, the appointed shall have no claim whatsoever for any benefits accorded under any law, ordinance, or regulation, compensation which may have been received, previous to their removal, for attendance at drill and service at fires.

All full-time positions shall be filled from the ranks of the Fire Department; provided however that in the event the terms and conditions attached to any full-time position be not acceptable to any member of the Department, then such position shall be filled in the manner with the provisions set forth in the above.

All Fire Department employees must have passed the Arkansas Fire Training Academy Fire Fighter standards class and First Responder class within one year of employment with the Osceola Fire Dept.



## **DISCIPLINARY ACTION**

1. Disciplinary action is a tool to allow supervisors to deal effectively with members whose performance or conduct is unacceptable.
2. Disciplinary actions are taken to promote the efficiency of department operations. In exercising discipline, the department will give due regard to each member's legal rights and will ensure that disciplinary actions are based on objective considerations without regard to age, color, disability, ethnicity, national origin, political affiliation, race, religion, gender, sexual orientation, or other non-merit factors.
3. Disciplinary actions may include, but not necessarily be limited too; verbal warning, written reprimand, suspension, demotion, or termination.
4. See applicable section of the City of Osceola Employee Handbook

## **ATTENDANCE/TARDY POLICY**

Not arriving to work for scheduled shift or arriving to work late for a scheduled shift is a serious matter. The OFD expects that all employees adhere to their scheduled shifts. All requests for days off, including vacation days, must be requested in advance.

Tardiness is defined as five (5) minutes late for shift.

### **Policy:**

Unauthorized absence or tardy (late 5 or more minutes)

1<sup>st</sup> time- Verbal warning

2<sup>nd</sup> time in 6 months – Written warning

3<sup>rd</sup> time in 6 months -2<sup>nd</sup> and final written warning

4<sup>th</sup> time in 6 months – Termination

A rolling calendar is used for purposes of the absence/tardy policy

## **SICK LEAVE**

1. Paid sick leave is a benefit granted to members and may be used whenever a member is unable to perform their duties due to illness or injury. Sick leave also may be used when a member has an appointment with a physician, is physically incapacitated, or is required to attend to an ill or injured immediate family member. See Employee Handbook.
2. To receive paid sick leave a member must notify their supervisor that they will be absent from work due to illness or injury prior to the beginning of the scheduled shift.
3. Any member unable to perform their duties due to illness or injury may be required to provide a doctor's excuse.
4. Any member determined to be absent without proper authorization shall be subject to disciplinary action.
5. Members must notify their immediate supervisor when unable to report for work, whether sick leave is of a personal or family nature.
6. Members of the department, while on sick/injury leave, shall not engage themselves in any type of employment.
7. Violation of this provision is grounds for dismissal.
8. Supervisors shall monitor the use of sick/injury leave by their subordinates to prevent misuse of this benefit.

## **Department Training/Meetings**

The Fire Chief will call meetings of instruction and training for the purpose of maintaining a high degree of skill and efficiency in all phases of firefighting and fire prevention. Whenever any employee fails to attend 3 (three) consecutive meetings, that member may be discharged from the fire department.

Meetings will be called to order at the designated time by the presiding officer and roll to be called. Those not answering on first roll call will be called again after roll call is completed. Any employee not present at that time will be counted absent and receive no pay for the meeting. The presiding officer at the meeting will be the only person having authority to excuse anyone from the meeting and excuses will be given only for the following reasons: employee sick, illness in family, necessary to work, or vacation.

It shall be the duty of every employee of the fire department to attend all special drills, training sessions, programs, and demonstrations which may be presented for the purpose of imparting knowledge of firefighting and/or fire prevention. When such drills are held in the immediate vicinity of Osceola it shall be the duty of the staff of officers to encourage employees of the fire department to attend all outside meetings held for the purpose of advancement of the ideals of the fire service. Provided however, that there shall always remain within the city limits, enough employees to cope with any emergency which may reasonably be expected to occur.

Any person or persons instructing at drill or meetings shall have the same authority as the chief officer. If not an officer, they will be extended the same respect as an officer.

It shall be the duty of each, and every employee of the fire department to participate in, and assist in the promotion of, and preparation for any dance, program, tournament, or public function designated for the purpose of raising funds or public education for the collective benefit of the fire department. There will be a vote on the function with a majority rule. When such an undertaking has been approved by a majority vote of the fire department all members will be expected to participate, provided however that no employee shall be required to participate in, or serve when they have a conscientious objection because of their religious belief.

## **Vacations**

1. Members shall consult the applicable section of the City Employee Handbook for specific details of the various types of leave approved by the City.
2. Any member determined to be absent without proper authorization shall be subject to disciplinary action.
3. No leave shall be taken until approval has been received by member's Captain.
4. The Fire Chief shall have the authority to approve or disapprove all forms of leave based on a member's leave balance and the department's minimum staffing needs.
5. All vacation days, for shift firefighter's, will be 24 hours.
6. Vacations will be selected based on a system decided by the Chief or his designee.
7. No member will be allowed to take more vacation time than has been accrued at the time the vacation is to be taken.
8. Each member will be responsible for keeping track of the vacation time they have accrued.
9. If a member takes more vacation time than they have accrued, their pay will be docked the appropriate amount of time and the member will be subject to disciplinary action.

1 YEAR= 5 DAYS  
5 YEARS= 6 DAYS  
10 YEARS=7 DAYS  
12 YEARS=8 DAYS  
14 YEARS=9 DAYS  
16 YEARS=10 DAYS  
18 YEARS=11 DAYS  
20 YEARS=12 DAYS  
22 YEARS=13 DAYS  
24 YEARS=14 DAYS  
26 YEARS=15 DAYS  
28 YEARS=16 DAYS  
30 YEARS=17 DAYS

Time starts the day hired in as a full-time driver.

After 1 year, vacation time will start at the beginning of each year.

Number of days eligible after the 1<sup>st</sup> year hired.

JAN. 1 TO MAR. 14 = 5 DAYS  
MAR. 15 TO MAY 26 = 4 DAYS  
MAY 27 TO AUG. 7 = 3 DAYS  
AUG. 8 TO OCT. 19 = 2 DAYS  
OCT. 20 TO DEC. 31 = 1 DAY

## **MEDIA RELATIONS**

1. Statements to the media, news releases and media campaigns must be approved by the Fire Chief or other authorized person prior to release, except as provided below.
2. The Fire Chief or his designee as Public Information Officer (PIO) is authorized to provide the media with general details concerning an incident and matters pertaining to department public relations.
3. All requests from the media for any information should be handled by the person in charge of the shift for that day.
4. Information pertaining to the cause and origin of an incident may be released by the Fire Chief or his designee as PIO unless the incident has been turned over to the Police Department and Criminal Investigation Division. In this case only the Fire Chief may release any information.
5. Information relating to personnel matters, department policy, department litigation or other sensitive matters shall be released only by the Fire Chief.
6. In matters where there are large scale incidents, public information blitzes or other media relations, Only the Fire Chief shall release any information.

## **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's trust, and protects the 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, is cost-effective and meets the needs of the public.

B. Demonstrate integrity, honesty, and ethical behavior in all 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 department.

D. Ensure that all department resources, funds, equipment, vehicles, and other property are used in compliance with city and department policies solely for the department's benefit.

E. Conduct all dealings with the public, city employees and other organizations in a manner that presents a courteous, professional, and service-oriented image.

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 department's business.

G. Avoid any behavior that could fall under the definition of misconduct.

H. Report for duty at the appointed time and place fully equipped, fit and able to perform assignments.

2. Officers and supervisors shall set an example for other members and have a responsibility to ensure that their activities and decisions pertaining to community services, personnel action and the management of public funds are consistent with the city and department policies and practices.

## **OBEDIENCE TO ORDERS**

1. Members shall read and become familiar with the department's Rules and Regulations and Standard Operating Policy's & Guidelines. No plea of ignorance will be accepted as an excuse for any violation.
2. Members shall promptly and willingly respond to the lawful orders of superior officers or acting officers. Refusal to obey a lawful order shall constitute insubordination.
3. Obvious disrespect for or disruption of a supervisor's order likewise shall be deemed insubordination.
3. Members shall abide by Federal and State law, local Ordinances and Resolutions, and Department general orders and rules of conduct. Members shall not be required to obey orders that are illegal or in conflict with the department's Rules and Regulations.
4. Members shall not publicly criticize or comment derogatorily to anyone about instructions or orders received from a superior 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 will be held responsible for enforcing the department's Rules and Regulations. 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 or a violation of the department's Rules and Regulations, 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 that issued the conflicting order and shall be governed by the officer's subsequent order.
8. Any member who is given an order they believe to be unjust, improper or contrary to a general order or rule of the department or a Federal, State or city 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.

## **INAPPROPRIATE BEHAVIOR**

1. The following activities are prohibited by members while on duty:

- A. Unlawful behavior, gambling, quarrelsome conduct, lewd or indecent activity.
- B. Possession of a firearm or other deadly weapon on city property.
- C. Threats or acts of physical violence against the public, coworkers, other department members or city employees.
- D. Sexual activity to include the possession or use of printed or audiovisual material that is sexually offensive.
- E. Abusive behavior, hazing or harassment of coworkers or members of the public. Horseplay, practical jokes, and other disruptive behavior are also prohibited.
- F. Alteration or modification of vehicles, apparatus, buildings, computers, or items of equipment owned or operated by the department without the Fire Chief's authorization.
- G. Acceptance or solicitation of gifts, rewards, or fees for services incidental to the performance of one's duty. In addition, no member shall be required to donate to any person or organization as a condition of employment.
- H. Campaigning for or against any person running for political office.
- I. Publicly criticizing the official actions or orders of a superior officer. Nor may a member publicly speak disrespectfully of the department or its members.
- J. Recommending or endorsing specific products, trade names or businesses.
- K. Conducting personal business or performing any activity for which the member will receive any form of compensation from anyone other than the City of Osceola.
- L. Permanently parking or storing personal vehicles, trailers, campers, tractors, boats, etc. on department property.
- M. Employees who drive vehicles with commercial advertising on them should be parked in a designated parking spot.
- N. Making a false statement, oral or written about one's immediate supervisor, intending to destroy discipline and good order.

O. Performing any act or making any statement, oral or written about one's co-workers intending to destroy good morale, good order, or good working relationships with co-workers.

P. Displaying insolence or indifference or evading duty during an emergency or nonemergency incident. Any member found guilty of this offense shall be relieved of duty immediately.

Q. All members shall devote all their time to the business of the fire department. Part-time businesses cannot be transacted while on duty.

R. Outside employment of personnel during off-duty hours shall not interfere with their fire department duties.

## **INTOXICATION/DRUG USE**

At no time shall an employee of the Osceola Fire Department report for duty under the influence of alcohol or of any drugs, other than as prescribed by a physician, or over the counter medication as necessary to maintain his/her wellbeing. The use of, distribution of, sale of or personal possession of alcohol or drugs (excluding prescribed medications) are strictly prohibited on city property during working and non-working hours. Individuals in violation of the alcohol and drug policy will be terminated. The City does reserve the right to do random drug testing for all employees of all departments. The City will conduct pre-employment drug tests.

No employee of the Osceola Fire Department shall drink any alcoholic beverage while on duty, nor take any types of drugs other than as prescribed by a physician or over the counter medication as necessary to maintain his/her wellbeing.

Whenever any member of the Osceola Fire Department shall respond to any alarm or attend any drill, and is under the influence of any intoxicating liquor, beer, or drugs, he/she shall immediately report their condition to any officer at the scene and shall abide by any order given them by said officer.



## **SEXUAL HARASSMENT**

1. Unwanted or unsolicited verbal or physical sexual 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 superior.
3. Appropriate disciplinary action shall be taken against a member found guilty of harassing a fellow member.
4. All members shall comply with the city's sexual harassment policy as described in the City Employee Handbook.

## **PROFESSIONAL RELATIONS**

1. Department members shall exhibit courtesy and respect to all officers and acting officers. While on duty, all officers shall be referred to by their appropriate rank.
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 always required to speak the truth, in giving testimony in connection with official orders and with official duties, whether or not under oath.
5. Members shall not make false reports concerning department business or personal character or conduct of any member.
6. Members shall be courteous and respectful to the public and other city employees and are required to give their names and rank whenever requested by the public.

## **SOCIAL NETWORKING**

### **PURPOSE & SCOPE**

The purpose of this policy is not to restrict the flow of useful and appropriate information, but to minimize the risk to the Osceola Fire Department [hereinafter "OFD"] and its employees. The OFD recognizes the growing importance of online social media networks as a communication tool and respects the right of employees to use these mediums during their personal time.

In general, employees who participate in social media are free to publish their own personal information without censorship by the OFD. But must understand concerns and issues that arise when information is released that violates privacy concerns or portrays this organization to the public in an illegal or negative manner (intentional or unintentional).

All employees are responsible for maintaining the OFD's positive reputation and presenting the OFD in a manner that safeguards the reputation of its employees and that of the City of Osceola. There are some types of information employees are not permitted to discuss or display online, including information that is confidential or proprietary to the OFD, or to a third party that has disclosed information to it.

The following are examples but not limited to these:

1. Members are prohibited from acting as a spokesperson for the OFD or posting comments as a representative of it without permission of the appropriate supervisor or department head.
2. Statements that are threatening, intimidating, or disparaging to the OFD, other employees or the public.
3. Statements, comments or images referencing illegal drugs, criminal activity, or profanity.
4. Statements, comments or images that disparage any race, religion, gender, sexual orientation, disability, or national origin. Also, communications that engages in personal or sexual harassment, unfounded accusations, or remarks that would contribute to a hostile work environment (racial, sexual, religious, etc.). As well as any behavior not in agreement with the City of Osceola Policy or OFD Rules & Regulations and general policies.
5. No information, videos or pictures gathered while on OFD business (this includes emergency calls, meetings, drills, details, or training) may be shared or posted in any format without the approval of a Chief Officer of the OFD.
6. Members are prohibited from disseminating or transmitting any photographs or information of individuals receiving emergency medical assistance. Any such transmission may violate State/Federal Laws and/or the HIPPA privacy rights of such individuals and may result in a criminal and/or civil proceeding being commenced against members and employees violating this provision of the policy.

Nothing in this section shall be interpreted or applied as limiting an employee's right to engage in protected concerted activity as provided by the National Labor Relations Act.

## **II. THE CITY SOCIAL MEDIA PRESENCE**

The City maintains a presence on social media sites that are deemed appropriate for informing the public. Employees are encouraged to participate on these pages while representing themselves personally, following the guidelines above.

Employees will be subject to discipline for any social media posting that the City determines is detrimental to it. Employees will be held responsible for the disclosure, whether purposeful or inadvertent, of confidential or proprietary to the OFD, information that violates the privacy rights or other rights of a third party, or the content of anything posted on any social media. Further, employees may be liable for monetary damages for such disclosure.

## **III. VIOLATION OF POLICY**

The nature of any social media posting and degree of harm to the OFD will be factors in determining whether discipline will be imposed and the severity of any such discipline, up to and including termination of employment.

## **PERSONAL APPEARANCE**

1. This rule applies to all members while officially on duty or representing the department at a public meeting, training session, seminar, conference, or other similar event.
2. Members shall maintain proper personal hygiene while on duty.
3. Uniforms and shoes shall be neat and shall conform to the requirements set forth by the Osceola Fire Department.
4. At no time while in uniform shall a member wear jewelry, pins, ribbons, buttons or an article of clothing that constitutes an advertisement; religious, political, or social viewpoint or message that is offensive to anyone on the basis of age, color, disability, ethnicity, national origin, race, religion, political affiliation, gender, or sexual orientation.
5. Hair shall be kept neat and well-groomed, shall not constitute a safety hazard, and at no time shall interfere with the use of protective clothing or equipment.
6. Beards and goatees are prohibited. Neatly trimmed sideburns and mustaches are permitted provided they do not interfere with protective clothing or equipment.
7. Members shall limit their use of jewelry to a wristwatch, a wedding ring, these items shall not interfere with the proper use of protective clothing and equipment.
8. Members are prohibited from wearing earrings, ear studs, nose jewelry or other items that draw attention to the wearer.
9. Tattoos that are deemed inappropriate due to explicit content i.e., (profanity, sexual, racial, etc.) shall be covered and non-visible when on duty.

## **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.

D. Members shall return vehicles and equipment issued to them or entrusted to their care immediately upon separation from service.

E. A member required to drive a vehicle owned or operated by the City of Osceola shall possess an appropriate and valid driver's license.

F. Members shall drive in a safe and prudent manner and obey all applicable federal, state, and local traffic regulations when driving or operating a vehicle owned by the City of Osceola.

G. Members shall properly wear safety restraint devices whenever driving, riding, or operating in or from a vehicle owned by the City of Osceola.

H. Members driving city owned vehicles and/or personal vehicles to the emergency scene shall drive with due regard and never exceed a speed which is safe, reasonable, and proper for existing road conditions.

I. When backing fire apparatus, a member shall serve as a guide to assist the driver and insure a safe backing operation.

J. Members driving emergency vehicles shall use extreme caution when approaching street intersections and on approach to the emergency scene.

### **2. Departmental emergency response vehicles:**

A. Vehicles owned and operated by the City of Osceola shall be used for city business only. City business means any authorized work or activity performed by a member on behalf of the city.

B. An officer may authorize brief stops while their company is within its district performing an authorized activity. The company must always maintain radio contact and remain available for calls.

### 3. Injuries and property damage

A. An accident or collision involving damage to a vehicle or property, or injury to any person, shall be reported immediately to the law enforcement agency having jurisdiction and the member's supervisor.

## **VEHICLE SEAT BELT POLICY**

All occupants of an Osceola Fire Department vehicle must utilize the seatbelt restraints, if provided, while vehicle is in motion on any street, road, or highway. This policy is to protect you from undue harm should you become involved in an accident, also it is to conform to state law. Deviation from the policy will be considered as "misconduct".

## **LOST/DESTROYED EQUIPMENT**

### 1. Reporting procedure

A. On discovery that a piece of equipment has been lost, damaged, or destroyed, an employee shall notify their immediate supervisor and write a statement as to what happened.

### 2. Responsibilities

A. It is the responsibility of each member to maintain all equipment, apparatus, clothing, and protective equipment issued or assigned to them. Apparatus and equipment, station, and personal equipment shall be inspected at the start of each shift and after each incident during the process of returning to service.

B. Members shall not loan any fire department tools or equipment without the approval of a chief officer.

### 3. Accountability

A. The deliberate or willful misuse, theft, damage, or destruction of any tool, equipment, or other device owned by the department or other agency or private individual will result in the appropriate disciplinary action as prescribed in the City employee Handbook.

B. The individual(s) responsible for the loss or destruction may be required to reimburse the department for the costs to repair or replace the equipment.

## **VISITORS AT STATIONS**

1. Members are permitted to have visitors at the stations between the hours of 9:00 a.m. and 9:00 p.m.
2. Visitors are not permitted to enter a station dormitory or locker room.
3. Visitors are not permitted to enter a workshop area or apparatus bay unless properly escorted by a department member.
4. When escorting visitors in an apparatus bay, members shall not allow children to play on, around, or with emergency apparatus or equipment without careful and close supervision.
5. Visitors shall not be allowed to disrupt any training or work activities within the station.
6. Visitors are expected to abide by department rules and regulations while at the station or other work sites.
7. Minors shall always remain under the supervision and control of an adult.

## **USE OF TOBACCO PRODUCTS**

1. Buildings and structures owned by the City of Osceola have been designated as *tobacco-free workplaces*. The use of tobacco products is *not permitted inside* a building or structure owned by the city.
2. The use of tobacco products is prohibited by members while riding, driving, or operating any vehicle owned by the City of Osceola.
3. While tobacco products may be used outside buildings and structures in smoking areas designated by the Fire Chief, members shall properly dispose of any smoking or chewing remains or waste.
4. Members using smokeless tobacco products shall refrain from spitting on sidewalks, parking lots and other paved surfaces, on non-paved surfaces used by other members and in water fountains.

## **DAILY WORK SCHEDULE**

1. The daily work schedule is a guide for minimum routine cleaning activities for the day. This schedule is not intended to be all inclusive or the only activities to be done. The tasks on the daily work schedule shall be performed every shift as incident volume and weather permits.
2. The station captain shall be responsible for ensuring that all assigned tasks are completed each shift.

## **COMPLAINTS AGAINST EMPLOYEES**

### 1. Scope

A. This standard establishes guidelines for the receipt, investigations, and resolution of complaints received by the department concerning the professional or personal conduct, behavior, action, or inaction of one or more members and those complaints that concern the department as a whole. This standard is to ensure that a thorough investigation be conducted for every complaint received by the department.

### 2. General

A. Complaints that arise from the daily conduct of business fall into two major categories:

- a. Complaints against the department as a whole
- b. Complaints against one or more members of the department

B. Complaints generally allege a violation of a department rule, policy, procedure, or general order. A complaint may also allege that there is a violation of a Federal, State, or Local Statute or Ordinance.

C. The department will 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 affected by the actions of a member shall have no standing for a complaint, apart from cases involving juveniles. In such case the parent or legal guardian shall be required to file the written complaint.

### 3 Complaint procedure

A. Complaints shall be filed in writing and signed by the person or persons making the complaint.

B. Complaints may be accepted by any on-duty supervisor. The supervisor receiving the complaint shall conduct an initial investigation to obtain as much information as possible and then forward the complaint directly to the Fire Chief.

C. If the complainant does not want to file a written complaint, they may still voice their complaints to a supervisor. The supervisor shall record the information and forward an account of the complaint to his/her superior.

D. On receipt of an oral or written complaint, the Fire Chief shall investigate of the complaint and forward the findings to the Human Resource Department.

E. A copy of the written complaint shall be given to the accused member, at that time the member is requested to make a written reply to the allegations.

F. When the act described in the complaint is a crime, the circumstances will immediately be explained to the Fire Chief and the Police Department will be notified.

#### 4. Resolution of the complaint

A. On conclusion of an investigation, the complaint will be classified as one of the following:

a. Unfounded: Allegations are proved false or not enough evidence to support the allegations.

b. Exonerated: Incident cited did occur, but the actions were lawful or followed proper procedures.

c. Not Sustained: There is insufficient evidence either to prove or disprove the allegations

d. Sustained: The allegations are supported by sufficient evidence and the complaint will be upheld.

#### 5. Resulting action

A. 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 them. The member shall return to duty. If they had been placed on unpaid leave, they shall be fully compensated for all lost wages and benefits.

B. When an investigation results in a determination of sustained, the appropriate action will be taken in accordance with the department's disciplinary policy.

#### 6. Format



A. The supervisor who accepts the original complaint or conducts the initial investigation shall make the report as complete as possible prior to submitting the complaint to the Fire Chief.

B. The following format shall be used for conducting investigations.

a. Record the facts surrounding the incident. What took place, when, where, how and who was involved.

b. State the allegations in detail. What does the complainant allege and against whom?

c. Record the process used to investigate the complaint. What did you do as the investigator? What did you learn by talking to all the parties and witnesses?

d. Record all findings and conclusions reached. What did your investigation reveal based on the facts extracted from the evidence?

## 7. Exceptions

A. A complaint shall be referred to the Assistant Fire Chief or Fire Chief in those cases where the complainant prefers speaking only to those entities.

B. Internal investigations may also be conducted concerning a member's conduct whenever the Fire Chief or Assistant Fire Chief has reason to believe doing so is warranted.

C. The Fire Chief shall determine what disciplinary action should be taken pending the outcome of the investigation.

## **TRAINING/TRAVEL REQUESTS**

### 1. Scope

This standard outlines the process that must be followed when a member wishes to be compensated for attending a seminar or training session that is out of town. It was designed to enable members to attend classes and seminars conducted by outside agencies and organizations.

### 2. Procedure

A. If a member wishes to obtain approval to travel on behalf of the department or attend a training class or seminar, the member must obtain approval from their shift supervisor.

B. If the request from a member is approved by the shift supervisor, the request must then be forwarded to the Training Officer to make sure the member meets any prerequisites needed for the training/class.

C. The request is then forwarded on to the Fire Chief for a final approval to attend the training/class.

D. If a request is disapproved the reason for disapproval will be recorded and the member making the request will be notified of the denial of request.

## **COMPENSATION/REIMBURSEMENT FOR TRAVEL**

### **1. Scope**

A. This standard establishes guidelines for reimbursement and compensation of members who are required to travel or attend meetings, training sessions, or seminars out of town on behalf of the department. It is to ensure that the department's compensation and reimbursement procedures follow the Fair Labor Standards Act and the applicable district policies and procedures and all policies from the City's Employee Handbook.

### **2. Criteria for reimbursement of expenses**

A. To be reimbursed for expenses incurred while traveling or attending training sessions out of town on behalf of the department, personnel must:

- a. Obtain the Fire Chief's, approval prior to travel or training.
- b. Submit an itemized expense report with receipts and proper documentation.

B. The department will normally cover the following expenses:

- a. Tuition or registration and course materials.
- b. Accommodations at an approved motel or hotel.
- c. Parking based on receipts and actual expenses.
- d. Per meal allowance for meals as per city travel policy in City Employee Handbook.
- e. The department will furnish a vehicle whenever possible. Members using their own personal vehicles will be reimbursed according to the City's policy.
- f. The department will not reimburse any expenses incurred for alcohol or entertainment.

g. The department will not reimburse any expenses incurred by a member's spouse or other family member.

## **INCIDENT REPORTS**

### **1. Scope**

A. This standard establishes requirements for the preparation of reports for incidents to which the department responds.

B. Creates a permanent record of each incident to which the department responds.

C. Develops a database for the analysis of the community's demand for fire protection services.

D. Provides uniform data to the State Fire Marshal and the Arkansas Fire Academy concerning the department's response activities.

### **2. Completing the report**

A. Basic Incident Report shall be completed for each incident to which the department is dispatched.

B. The report shall be accurate and thorough containing sufficient information to allow the reader to re-create an accurate portrayal of the facts and events surrounding a given incident.

C. The dispatcher shall assign a chronological number for each incident and the member filing the report shall insure that the appropriate incident number is on the Basic Incident Report.

D. A narrative shall be written for each incident.

### **3. Responsibilities**

A. The officer of the first arriving apparatus shall be responsible for the Basic Incident Report and any other reports that may be required for the event.

B. The shift supervisor shall be responsible for the reviewing process of the Incident Report.

C. Reports shall be entered as soon as the apparatus is fully back in service, and before the individual goes off duty.

D. It is the responsibility of the shift supervisor to make sure that all incident reports are entered in the National Fire Incident Reporting System (NFIRS) once per week.

