

Administration

ADMINISTRATIVE AUTHORITY

- 2.01 **Fire Department Administration retains the full and unrestricted rights to the following:**
- a. To operate and manage all staffing, facilities and equipment; to determine the purpose of the department, to determine the methods, means and number of personnel needed to carry out the department's mission, including the determination of crew size, and to set standards of service to be offered to the public.
 - b. To establish functions and programs; to set and amend budgets, to determine the utilization of technology, including the introduction of new or improved methods or facilities or the changing of existing methods or facilities.
 - c. To determine and modify the organizational structure; to select, direct, transfer, assign and determine the number of personnel and take disciplinary action including discharge, for just cause; to establish project and training schedules and relieve Firefighters from stand-by duty because of the lack of work or when the continuation of work would be wasteful or unproductive.

COMPENSATION

2.02 **Volunteer Work:**

The Town of Menasha Fire Department began as a Volunteer Fire Department and is now classified as a Combination Fire Department with Paid-on-Call and full-time positions.

The spirit and “concept” of volunteerism must prevail if the department is to continue to provide acceptable standards of service. The Town of Menasha provides one of the best wage and benefit programs of any comparable fire department.

2.03 **Compensation:**

Members will be compensated for work performed according to the following:

- a. Fire and emergencies shall be paid at an hourly rate. Members shall be paid an additional flat rate per incident for travel and other expenses. (Rates shall be determined on an annual basis)
- b. Training shall be paid at an hourly rate when participating in scheduled department drills. (Rates to be determined on an annual basis)

- c. A minimum of one hour will be paid for all emergency responses and scheduled department drills. After the first hour compensation will be paid on a quarter-hour basis.
- d. Double hourly payment for emergencies will not be paid if calls occur back-to-back within the hourly period or members are participating in compensated projects or drills. If fire fighters have closed an alarm, they will be paid a 2nd call premium though.
- e. Credit for an emergency may be granted if a member is attending a verified training session or other fire department related activity.
- f. Approval for compensation for training outside of regular scheduled drills must be submitted to the Training Captain and approved by the Division Chief of Training before attendance or registration. All compensation issues shall follow the fire department Compensation Policy. The exceptions to this requirement are regularly occurring training less than 4-hours in length such as Northeast Wisconsin Safety League, Winnebago Firefighters, or in house training (rope rescue, extrication etc.). Town Personnel Policies must also be followed and may require 30-day advance approval from the Town Administrator (see personnel policy manual). This would include submitting a school/seminar form to the Fire Chief for submittal to the Town Administrator for approval.

For outside training, the following maximum number of hours may be requested for hourly wage compensation by paid-on-call personnel:

- i. Fire Fighter (20 hours per fiscal year)
- ii. Lieutenant (20 hours per fiscal year)
- iii. Captain (20 hours per fiscal year)
- iv. Chief Officer (25 hours per fiscal year)

Any outside training hours attended by an individual above these required hours will be considered voluntary and not subject to wage compensation.

- g. Special effort and related compensatory time such as fire investigations, apparatus/station maintenance, committee meetings, general meetings and detailed projects may be paid at an hourly wage to firefighters.
- h. Certification Training - Employees successfully completing Wisconsin Fire Fighter I certification training will be eligible for wage reimbursement for up to the number hours required to obtain Firefighter I certified status. Approval, prior to course work, must be obtained from the Training Captain and Division Chief of Training. Wages shall be paid after successful completion of the Firefighter I certification process. Certificates of Completion and a State of Wisconsin Firefighter I certificate must be submitted for compensation as well as for the individual's training records.

- i. Certification Fees – Fire department personnel will only be reimbursed for the first attempt at passing certification exams. Re-tests and subsequent additional attempts at passing certification exams will be paid for by the employee.
- j. Weekly Vehicle Inspections—TMFD personnel will be reimbursed for up to 1 hour of compensation (per person) per vehicle inspected IF a department attendance report is submitted to the FD Administrative office after the work is performed.

2.03 First Responder (EMS) Compensation:

Members will be compensated for work performed according to the following:

- a. First Responder emergency compensation shall be calculated on an hourly rate. (Rates shall be determined on an annual basis)
- b. A minimum of one-half (30 minutes) hour will be paid for all emergency responses. After the first one-half hour compensation will be paid on a quarter-hour basis.
- c. Double hourly payment for emergencies will not be paid if calls occur back-to-back within the half-hourly period or members are participating in compensated projects or drills. If First Responders have closed a call, they will be paid a 2nd one-half hour compensation.
- d. Payroll compensation will be derived from a completed EMS Report for each case that indicates "time dispatched" and "time back in-service" and the personnel that arrived on scene.
- e. Certification Training—Employees successfully completing First Responder training will be eligible for wage reimbursement up to the number hours required to obtain initial First Responder certification. Additionally those currently certified as First Responder would be eligible for wage reimbursement up to the number of hours required for the bi-annual refresher training. Approval, prior to course work, must be obtained from the Training Captain and Division Chief of Training. Wages shall be paid after successful completion of the First Responder training and testing process. Certificates of Completion must be submitted for compensation as well as for the individual's training records. Additionally upon receiving First Responder certification, a State of Wisconsin Department of Family Health and Family Services, Division of Public Health form must be completed and submitted to the Fire Chief for the Fire Department First Responder roster. Those personnel who decide to attend EMS training at a level higher than First Responder such as EMT will only be reimbursed up to the amount of required hours for First responder level training. Other compensation issues will follow the fire department Compensation Policy.

2.04 Payroll:

Each member shall be responsible for reporting the time worked on department activities by completing the following actions:

- a. Signing the attendance report following a fire or emergency response.
 - i. NOTE: To receive credit and payment, members must respond to the station within 10 minutes of the alarm time and are not authorized to leave unless approved by a TMFD Officer.
- b. Signing the attendance report at the completion of Drill-Training sessions approved for compensation.
- c. Completion of an attendance report to document those hours worked while attending fire department functional meetings, performing special effort assignments, training (required hours) fire investigation and apparatus/station maintenance activities.

Fire investigation and apparatus/station maintenance activities should be submitted with a detailed description of work performed.

The payroll information obtained from a, b, and c above must be submitted within 48 hours to the Chief or Deputy Chief/Fire Marshal. It will then be summarized and submitted for payroll distribution.

The payroll summary will be submitted to the Town Office at the end of each month for approval and processing. Payment will normally occur on the first or second Town payroll day of the following month.

Payroll deductions and processing are subject to Federal and State Laws and the payroll policies of the Town of Menasha.

2.05 Retirement Plan:

Department members with one year of continuous service shall be eligible for participation in the Town of Menasha Fire Department's Retirement Plan. To become eligible, the minimum number of required points to be an active member must be met and maintain minimum required statistics on an annual basis. After the first year probationary period is completed, members may enroll with automatic payroll deductions. A copy of the Plan is available to all members after the first year of employment.

2.06 Additional Benefits:

Workmen's Compensation Insurance is provided for all firefighters. Full-time Firefighters shall be eligible for group health and dental insurance as outlined in the Town of Menasha personnel policy manual. All firefighters working in excess of minimum state requirements may also be eligible for additional benefits.

2.07 Leaves of Absence:

Any time a fire fighter will be absent for an extended period of time, the Town personnel policy manual shall be followed regarding approved leave. An extended period of time normally will be defined as more than two weeks. Numerous events may arise that could create a need for an approved leave of absence, including but not limited to, medical, personal or disability. Town Personnel Policies shall be followed regarding all leaves of absence. Requests must be made in writing.

Based on the Retirement Plan, all Paid-on-Call Firefighters must also notify the Pension Annuity Committee of any approved leave of absence.

Light-Duty Assignment—On a case by case basis, a limited number of paid-on-call personnel may be assigned to light-duty because of a short-term medical condition. This assignment will have to be made in writing by the Fire Chief and describe roles and length of assignment.

Out of Town—Personnel leaving town or unavailable for 48 hours or more must sign out on the boards located in the apparatus bays, 2-3 days in advance. This procedure allows for an assessment of available personnel resources and is critical especially around holidays, etc. (See Section 1.13)

Vacation—Paid on Call personnel are eligible for vacation days. Personnel with 1-11 years are eligible for one (1) seven (7) consecutive day period, personnel with 12 years or more are eligible for two (2), seven (7) consecutive day periods. A request for vacation form must be submitted to the Fire Chief three (3) days prior to the date of vacation for approval.

2.08 Resignation or Termination:

Policies and procedures as outline in the Town of Menasha Personnel Policy Manual shall be followed.

STATION DUTIES AND CONDUCT

2.09 General Station Conduct and Duties:

- a. No information relative to the business or affairs of the fire department shall be furnished to any person not connected therewith, unless authorized by the Fire Chief.
- b. Abuse or neglect of department or other public property will be avoided by department members. Members shall not sell, loan, or give away any department property without the approval of the Fire Chief.

- c. Suggestions for the improvement of the department are encouraged and appreciated. These suggestions should be submitted in written form to the Department Officers whereupon careful consideration will be given.
- d. No member under the influence of alcohol or other mind-altering substance will ride on the apparatus, operate any equipment, or participate in any type of training.
- e. No alcoholic beverages shall be permitted in any of the two fire stations. Consumption of alcohol shall not be permitted in or on any Town of Menasha Fire Department vehicle or property.
- f. The use of profane or abusive language is highly discouraged.
- g. Each member of the department is expected to conform to the pattern of good official and social behavior in their relations with other members, Town Officials, and the general public.
- h. Cleanliness in personal habits when acting as a department member is suggested.
- i. No long distance phone calls will be made on the fire department telephone unless it is for department business.
- j. Damage to clothing or equipment must be reported at once. A report in writing will be submitted to the equipment officer and forwarded to the Fire Chief by the member involved.
- k. The fire stations will be cleaned each week or as needed after areas are used.
- l. The apparatus rooms will be kept neat at all times. The apparatus will be kept clean at all times. This item will require the combined efforts of ALL department members.
- m. There will be no private cars parked in front of the doors at any time.
- n. Department members who will not be available for responding to an alarm shall sign out on the station chalkboard. This shall be done for reasons such as illness or absence from the Town for a period of more than two (2) days.
- o. The wearing of regulation duty or dress uniforms is required for public events. A clean, neat appearance at department functions is a necessity for good public relations.
- p. All hoses and equipment will be cleaned as soon as possible after an alarm or other use.

SMOKING POLICY

2.10 Scope:

This policy has been developed to provide for the health and welfare of non-smoking department members and to secure their right for clean air. This policy will only cover those areas that are under the control of the fire department.

Cigarette butts outside shall be discarded in approved containers or ashtrays only.

No smoking shall be permitted on or in fire department vehicles or apparatus.

*Town of Menasha Fire Department
Public Education: Our first line of defense*

Smoking outdoors, during emergencies or training sessions, is highly discouraged.

Per Town of Menasha Personnel Policy Manual, smoking is prohibited in all Town owned vehicles and facilities.

ADMINISTRATIVE REPORTS / GUIDELINES

2.11 Telephone - Emergency:

The general public may call the department requesting services using the non-emergency number.

If the caller is requesting help from the fire department, or if the caller is questioning if the fire department responds or provides a service concerning a fire or removal of smoke, the caller's name, address of where the problem is, and a phone number should be taken, then instruct the calling party to dial 911. After you hang up, dial 911 and inform or verify the message just given you by the calling party to the 911 Communication Center.

Some common requests that are made that require fire department response are:

- a. Caller can smell smoke but doesn't see any fire or doesn't know where it is originating from.
- b. A piece of electrical equipment or appliance smells hot and they would like it checked.
- c. Smoke detector or fire alarm is sounding but there is no smoke or fire

2.12 Telephone Non-emergency:

When answering the department's telephone, the person shall give the department's name, their rank, and their name. When speaking to the public, the person answering the phone shall always refer to department personnel by appropriate rank.

2.13 Personal Information:

Names of fire department personnel, and/or their home or personal numbers shall NOT be given out.

2.14 Fire Department Information:

At no time shall any department member, except the Fire Chief or designated person, release any information to the general public, or media concerning the fire department itself, its operations,

and/or information concerning any fires which have occurred, or are under investigation. All requests for information shall be referred to the Fire Chief.

This shall include, but not be limited to:

- a. Computer Aided Dispatch (CAD) Information (Response times, etc.)
- b. Personnel Records & Data
- c. Training Records/Documents
- d. Investigative Matters
- e. Emergency Reports

2.15 Incident Report:

Upon returning to quarters after an alarm, the Incident Commander or Officer of the first arriving engine shall complete a department Attendance Report. Each station shall enter their own in-service time, as they may be different. Within five (5) days the Incident Commander or Officer of the first arriving engine shall complete a National Fire Incident Report (NFIRS). Incident history should be obtained through the CAD computer in each station. EVERY incident requires a narrative description of the event and actions taken. The narrative shall be attached to the NFIRS report and is the responsibility of the Incident Commander. All Incident Reports must be completed within five (5) days of the alarm and submitted for data entry.

2.16 Injury Report:

When any Fire Department personnel are injured in the line of duty (including training or other department activities), they shall contact their immediate officer and file a report. The Town's Employee Report of Injury form shall be filled out immediately to be submitted to the Town's Human Resources Department.

2.17 Hydrant Use Report:

Any time a hydrant is used by the Department, a hydrant use report shall be filled out.

2.18 Department Attendance Report:

An attendance report shall be filled out for any department activity or training a firefighter participates in. This would include special effort, meetings, fire investigation or vehicle/station maintenance activities. Firefighters must sign the form. The training instructor must describe training evolutions in detail, including equipment used. Personnel requesting outside training must complete the bottom of the attendance report and submit to the Training Captain and Division Chief of Training for approval.

2.19 Return to Work Report:

A report must be filed with the Department anytime a Department member receives medical treatment or care that causes the member to miss three or more days.

2.20 Wet/Damaged or Hose Use Report:

Whenever hose is used for fires or training AND/OR damage is suspected, this report shall be filled out and forwarded to the Officer in charge of hose.

2.21 Vehicle Checkout:

When apparatus is inspected during the weekly check, this form must be completed and signed and placed in the station apparatus checkout notebook. The checkout form should also be used after significant emergency or training drill.

2.22 SCBA Checkout:

When SCBAs are inspected, a checklist shall be completed and placed in the station SCBAs checkout notebook.

2.23 Report Completion:

All Incident and First Responder reports must be completed and submitted within five (5) days of the date of the incident. All pertinent information must be completed by the Incident Commander, senior officer, senior firefighter or initial First Responder onscene (or enroute if called off). Failure to do so will result in the Incident Commander, senior officer, senior firefighter or the responsible First Responder being subject to progressive discipline. The Fire Chief or Deputy Chief/Fire Marshal will review all reports for accuracy and initiate any required discipline.

2.24 Journal Logs:

A journal log shall be kept for each engine, ladder, special unit, and any other piece of Fire Department apparatus not listed here. The logbook shall be kept at the respective station to which the apparatus is assigned.

For each time the apparatus leaves quarters, a log entry must be made. Example: If Engine 40 leaves quarters for fuel, an entry must be made for that trip.

All work performed (including maintenance) on the apparatus must also be entered.

Emergency Responses shall also be logged as well:

Information Required: The following information is required in the journal log. This information shall be entered in the log in narrative form.

- a. Date of alarm
- b. Time of alarm
- c. Location of alarm
- d. Type of call (emergency, service)
- e. Situation found upon arrival
- f. Action taken by the company
- g. Any problems encountered during operations
- h. Officer/Fire fighter in charge of company
- i. Fire fighters who responded on the apparatus to the scene
- j. Person making journal entry. The Driver/Operator should normally make the journal entry

2.25 Vehicle Repairs & Preventive Maintenance:

Anytime the apparatus is checked out and normal or emergency maintenance is performed, an entry shall be made. Information included shall be:

- a. Date
- b. Person(s) performing maintenance or repairs
- c. What maintenance or repairs were performed
- d. If the apparatus was taken out of service
- e. Condition of apparatus after repairs or maintenance was done
- f. Any recommendations or deficiencies noted or that require further repair
- g. Repairs or maintenance shall also be entered in the Firehouse software database

2.26 Work Order Form:

Anytime apparatus, tools, equipment, or buildings are found to be defective, a work order form should be completed and forwarded to the appropriate officer.

2.27 Pager or Portable Radio Service Request Form:

Anytime an individual's pager or radio needs service this form should be completed and forwarded to the appropriate officer.

2.28 Outside Training Authorization:

Anytime an individual is seeking "contact hours" recognition or authorized wages as set forth in Section 2.03 (with exceptions as listed in 2.03) and the fire department Compensation Policy, a form shall be submitted BEFORE the outside training occurs. Firefighters or Officers attending fire department related training without written approval are attending on their own behalf and are in no manner representing the Town of Menasha Fire Department. An unlimited number of hours can be credited to an individual. Hourly wage compensation shall only be granted based on required hours as outlined in Section 2.03 for paid-on-call personnel and the fire department Compensation Policy.

2.29 Firehouse Records Management System:

The following equipment assets are recorded in the Firehouse software data base and shall be maintained by the person responsible for these assets:

- a. All vehicles (maintenance, repairs, etc.)
- b. Radios, pagers and portable radios
- c. Hose
- d. Ladders
- e. SCBA regulators
- f. All SCBA bottles
- g. Personnel Training Records and Certifications

The proper recording of repairs & performance tests is critical to the safe operation of this equipment.

LEGAL PROCEEDINGS

2.30 Scope:

These guidelines shall pertain to any incident when legal proceedings may occur or formal legal issues have been initiated.

2.31 Confidentiality:

No member of the fire department shall disclose information pertaining to legal or potential legal proceedings unless prior approval has been granted by the Fire Chief. DO NOT disclose any information or comments to attorneys, reporters or anyone seeking information regarding your comments, observations or opinions relevant to your relationship with the fire department or specific incidents (past or present). You are to direct all inquires to the Fire Chief. Officers may disclose basic emergency incident information to the media immediately after a routine incident but follow-up or detailed questioning from any source should first be approved by the Fire Chief.

2.32 Subpoenas:

Anytime a member of the department is summonsed with a subpoena; the Fire Chief shall be immediately notified and provided a copy of subpoena or documents issued. The Fire Chief will immediately notify the Town Attorney and Town Administrator. During any hearing or court appearance, full Class "A" uniforms will be worn unless directed otherwise by the Town Attorney or Fire Chief.

2.33 Compensation:

If a member submits an "attendance report" for compensation regarding legal proceedings such as subpoenaed testimony, any and all witness fees must be turned over to the Town. If compensation is requested, normal hourly rate will be paid. Compensation normally occurs only for travel time and actual time required to be on the premise or testifying.

UNIFORM STANDARD

2.34 Scope:

These guidelines shall pertain to the use and wearing of any official Town issued uniforms in order to develop a consistent, professional image. See page 2 for an illustration of proper collar brass, patch location, etc.

Additionally, at no time during a fire department function or incident shall t-shirts, hats or clothing depicting sexually explicit messages or illustrations be worn and items that suggest racial, alcohol or discriminatory concepts shall not be tolerated. Example- "Coed Naked Fire Fighting" or "Big Johnson" - T- Shirts. If an alarm is received while wearing such apparel, it must be turned inside-out or covered with another shirt at the fire station.

Three classes of uniforms are recognized as appropriate. The Officer in charge of an official event shall designate the Class of uniform to be worn:

- a. Class "A" Uniform: Dress Uniform Shirt, Dark Blue tie, Dark Blue Dress Pants, Black Belt and Black Shoes. Officers shall wear dress hats as appropriate.
- b. Class "B" Uniform: Same as Class "A" but without tie and hat.
- c. Class "C" Uniform: TMFD Coveralls or combination of dept. issue pants and TMFD T-shirt/Sweatshirt/Golf-Shirt.

NOTE: Shorts, Blue Jeans or sneakers are NOT to be worn with TMFD Uniform shirts.

Recommended Uniforms:

- a. Funerals: Class "A"
- b. Department Presentations in homes and businesses: Class "B"
- c. Open House or Parades: Class "B"

Collar Insignias: Shall be worn with tips pointed at the collar corner, close to the corner. (TMFD Collar Insignia-individual option but if worn, should be parallel to collar edge)

Patches: TMFD Patch on Left Shoulder- other department approved patches such as certification patches must be worn on Right Shoulder Sleeve.

Name Tag: Place directly above (immediately) the top of the pocket seam.

Service Award Pins: Wear only one and place it centered, above the nametag.

PARTICIPATORY DECISION MAKING

2.35 Scope:

in August of 1992, management's commitment to participatory decision-making was demonstrated with the formation of three Task Forces. The three Task Forces serve as Advisory Groups to the Fire Chief. The Task Forces are authorized to make decisions within their delegated responsibilities. Each and every member of our organization may join a Task Force at anytime and may resign from a Task Force as needed. Someone may join a Task Force because they have a special interest in a unique project the group is working on at the time. A Chairperson will be appointed for each Task Force by the members of the Task Force or by the Fire Chief. Ranks have no privileges within a Task Force. Meetings are scheduled by the Chairperson on an "as needed" basis.

In January of 2004, the formation of additional committees was needed to address other specific department issues. The committees are allowed to make decisions within their designated responsibilities. Like the Task Forces, each and every member may join a committee at anytime and may resign from a committee as needed. A chairperson will be appointed for each committee by the member of the committee or the Fire Chief. Ranks have no privileges within a committee. Meetings should be scheduled on a regular basis. The three Task Forces and other associated committees and their purposes are as follows:

2.36 Health/Safety Task Force:

See Chapter on Health/Safety.

2.37 Apparatus/Tools/Equipment:

Responsible for the research, development, testing, development of bid specifications, budgeting and procurement of new fire apparatus, tools and equipment. Examples may be the replacement of current fire apparatus, new fire hose and technical tools.

2.38 Career Development:

Responsible for the creation, review and revision of policies related to recruitment, retention, recognition, promotional procedures/qualifications of paid-on-call personnel and overall issues related to department morale and teamwork. Some examples may be fire fighter wages, benefits and establishment of officer qualifications. If Fire Fighters have an issue related to teamwork, morale, training or communications it should be coordinated through this Task Force WITH potential solutions attached for solving the problem.

2.39 Fellowship Committee:

Responsible for planning annual or retirement recognition awards and social/special events such as the annual family picnic and Christmas potluck dinner. Additionally this committee will assist in the planning of any other event when food or other resources are needed for the social well-being of the organization.

2.40 Public Education Committee:

Responsible for assisting with planning public education events such as the Open House along with conducting public education presentations. This committee would coordinate activities with the Public Fire and Life Safety Educator.

In addition to the three Task forces and the three Committees, Monthly Officer Meetings, bi-monthly General Meetings and an annual TMFD Leadership Caucus are conducted to allow open communications and participatory decision-making.

2.41 Other Working Groups:

The other working groups meet periodically to train and discuss issues surrounding the areas for which they are working within. These working groups include the fire investigation unit, extrication team and rope rescue team.

2.42 Monthly Officer's Meeting:

Conducted to discuss immediate issues related to the management of the department; communicate critical items and provide leadership training. Meetings are generally held the 2nd Wednesday (full week) evening of each month at 7 p.m. rotating between both stations.

2.43 General Meetings:

Held the last Wednesday in the months of January, April, July and October rotating between both stations at 7 p.m. Every member of the organization is encouraged to attend and discuss any issues related to the department; identify any issues of concern and most of all share ideas to solve these issues. Although the Fire Chief or designated officer will likely facilitate the meeting, rank is not officially recognized during this open forum of exchange. Because this meeting is designed to be the Voice of the Firefighters, it should also be the resource for issues, complaints and concerns to be funneled through.

2.44 Annual TMFD Leadership Caucus:

An annual meeting for all fire department officers and administrative staff will be attempted during the first quarter to map strategy for the upcoming year and future long-term planning. This may be approximately a 6-hour session and will focus on group decision making that directly affects the Mission of the department.

2.45 Annual Events Schedule:

In an attempt to help you schedule critical Fire Department activities, the following suggested dates should be reserved for Fire Department participation if at all possible:

- a. First Quarter - Officer's Leadership Caucus- Saturday during the month-all day.
- b. February - Annual Ground Ladder Testing
- c. April - Semi-annual Station/Vehicle Cleaning
- d. August - Family Picnic
- e. September - Annual Hose Testing
- f. September - Annual Open House
- g. October -Semi-annual Station/Vehicle Cleaning
- h. December – Service Awards/Holiday Dinner