

# **PHOENIX FIRE DEPARTMENT**

## **VOLUME 1 – Operations Manual**

### **FIRE DEPARTMENT CHAPLAIN**

**MP105.02D 10/07 – R**

#### **APPOINTMENT**

The Fire Department Chaplain shall be appointed by the Fire Chief after consultation with the Firefighters' Union President.

#### **ROLE**

The Fire Department Chaplain shall serve on a full-time 24-hour, on-call basis to both internal and external customers of the Phoenix Fire Department, internal customers being the fire department members and their families; external customers being the citizens of the community which the department serves. This customer service assistance shall be provided on a generic religious and/or non-religious basis, depending on the needs and/or requests of the customer. The Chaplain, at his/her discretion may appoint Assistant Chaplains to assist in this work.

The Chaplain shall be provided with an office at Fire Administration and a marked fire department vehicle for his/her use at all times while on-call. It is expected the Chaplain will have passed the department's defensive driving course.

#### **INTERNAL CUSTOMER SERVICE RESPONSIBILITIES**

- A. Visit fire stations
- B. Teach classes to recruits at Training Academy entitled "How to Deal with Death and Keep Smiling" when requested
- C. Perform and/or assist with "line of duty" funerals
- D. Perform weddings, baptisms, funerals when requested by members
- E. Provide confidential counsel to members and refer out to an independent psychologist when appropriate or to the department's Employee Assistance Program
- F. Member of the Critical Incident Debriefing (CID) Team when activated
- G. Member of the FEMA/USAR Team
- H. Respond to all firefighter fatality or major injury incidents, being available to make or assist with family notifications when requested by Executive Staff
- I. Hospital visits to membership, when requested
- J. Be available to Fire Chief and other members of Executive Staff for special assignments

## **EXTERNAL CUSTOMER SERVICE RESPONSIBILITIES**

Respond for customer assistance, as requested by Alarm, Battalion Chief, or Field Units to the following type of incidents:

- A. Drownings
- B. Trauma codes, especially children
- C. Sudden Infant Death
- D. Suicides
- E. Airplane crashes
- F. Police Officer fatalities
- G. 901H (found dead)
- H. Pediatric Codes
- I. Murders
- J. Last rites when requested
- K. Fire fatalities
- L. Citizen death notifications to family members
- M. Funeral arrangements assistance and/or information
- N. Citizen funerals when requested by customer

## **ADDITIONAL GENERAL DUTIES**

- A. Host citizen engine ride-alongs
- B. Community service speeches on behalf of the department
- C. Television interviews on behalf of the department
- D. Advise Fire Chief/Executive Staff on matters relating to the welfare of the department members