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PHOENIX FIRE DEPARTMENT

VOLUME 1 – Operations Manual

RULES OF CONDUCT

MP102.01   12/18 – R

The following list of directives along with the PFD Way represents the philosophy and conduct standards for members of the Phoenix Fire Department. The basis for these regulations is the following policy:

Every member of the Phoenix Fire Department is expected to operate in a highly self-disciplined manner and is responsible to regulate his/her own conduct in a positive manner, productive and mature way. Failure to do so may result in disciplinary action ranging from counseling to dismissal.

ALL MEMBERS SHALL:

1. Follow Operation Manuals and written directives of both the Phoenix Fire Department and the City of Phoenix.
2. Use their training and capabilities to protect the public at all times, both on and off duty.
3. Work competently in their positions to cause all department programs to operate effectively.
4. Always conduct themselves to reflect credit on the Department.
5. Supervisor will manage in an effective, considerate manner/subordinates will follow instructions in a positive, cooperative manner.
6. Always conduct themselves in a manner that creates good order, inside the Department.
7. Keep themselves informed to do their jobs effectively.
8. Be concerned and protective of each member's welfare.
9. Operate safely and use good judgment.
10. Keep themselves physically fit.
11. Observe the work hours of their position.
12. Obey the law.
13. Be careful of Department equipment and property.
MEMBERS SHALL NOT:

14. Engage in any activity that is detrimental to the Department.

15. Engage in a conflict of interest to the Department or use their position with the Department for personal gain or influence.

16. Fight.

17. Abuse their sick leave.

18. Steal.

19. Use alcoholic beverages, debilitating drugs, or any substance which could impair their physical or mental capacities while on duty.

20. Engage in any sexual activity while on duty.
EMPLOYEE CONTACT WITH ELECTED CITY OFFICIALS

MP102.01A  04/06 – R

PURPOSE

The purpose of this procedure is to establish Fire Department policy for employee contact with elected City officials, to standardize a procedure for providing accurate information to District Council Representatives and also to keep Fire and City management advised of issues that may be of consequence to District Council Representatives.

POLICY

All Fire Department members are to immediately notify the Public Information Deputy Chief of the nature of inquiries and subsequent contacts pertaining to City business, Fire Department policies and activities, regardless of whether the contact was initiated by the employee or the Council Member (or his/her representative).

In anticipation of inquiries to Fire Department employees by elected District Council Representatives, this policy will assist Fire Department employees in providing accurate information to the Council Representative in an expeditious and efficient manner.

All Department members shall, to the best of their ability, respond to inquiries and requests for information by District Council Representatives in a courteous and professional manner. If inquiries cannot be answered accurately or completely by the initial employee contacted, the person soliciting the request shall be referred to the Shift Commander, Section Supervisor or Fire Administration.

The reporting requirements of this regulation do not apply to personal communications with your representative or to matters which are of no reasonable concern to the Department, nor does it apply to correspondence between Union Officials and Elected Officials regarding legitimate Union concerns.
This procedure identifies the standard uniform and hair regulations of the Phoenix Fire Department and the wearing regulations for each.

UNIFORMS

The appropriate uniform, as noted below, shall be worn by all members of the Phoenix Fire Department when on duty. All Fire department members are responsible for obtaining and maintaining the uniform items required for their assignment. All uniform items shall be maintained in presentable condition. Faded, worn or damaged clothing is not acceptable; this includes faded lettering or markings on uniform items requiring such markings. All uniform shirts shall display the member’s name in plain view.

Civilian clothes are optional for members assigned to staff and special assignments as authorized by the Fire Chief.

GENERAL INSTRUCTIONS

All members of an Operations Fire Company, while engaged in public contact duties, shall wear the same type of uniform at the same time (i.e., all members wearing the regulation dress shirt and appropriate trousers, not just the company officer). Company Officers will assure that all members are appropriately dressed for the specific activity.

Paramedics shall wear the paramedic patch on the right sleeve of the uniform jackets, and the silk-screened replica on the right sleeve of fatigue shirts.

Personnel appearing for a trial or hearing representing the Phoenix Fire Department shall wear the dress uniform (Refer to M.P. 106.05).

Personnel attending funerals or assigned to funeral detail shall wear the dress uniform with a navy blue necktie and badge shroud. Pallbearers may wear White gloves. Female members may wear the optional dress uniform listed later in this M.P.

The wearing of miniature replica pins such as those given with the Medal of Valor, Medal of Honor or other awards of Merit or City of Phoenix Service Pins SHALL follow the guidelines specified in M.P. 105.05.

WHAT UNIFORM TO WEAR

The following are the approved standard uniforms of the Phoenix Fire Department. Items described as "regulation" must meet approval standards established by the department. Information regarding what items are "Approved" is available at the clothing store.
FATIGUE UNIFORM

This is the normal uniform for wear by Operations Personnel. Section heads may authorize the wearing of the fatigue uniform for staff personnel.

Shirts

All shirts shall be 100% cotton or F.R. rated material and either tee or golf shirt style. Your name shall be printed on the front left side and your rank with the Maltese cross shall be printed on the front right side. Name shall include first or middle name and your last name or first and middle initial and last name. (Common names that members regularly go by are acceptable, i.e. Doug instead of Douglas, Nick, etc.). No nickname shall be allowed. (These items shall comprise the appropriate PFD markings for all shirts). The appropriate division shall be printed on all non-sworn members' shirts.

Shirt Color

The following positions shall wear the specified colored shirt:

- OPERATIONS PERSONNEL shirts shall be NAVY BLUE.
- COMMAND OFFICERS shall be NAVY BLUE
- NON-SWORN PERSONNEL shall be ROYAL BLUE.
- RECRUIT FIREFIGHTERS and FIREFIGHTFR TRAINEES shall be RED.
- CADETS shall be GRAY.
- ALTERNATIVE RESPONSE COUNSELORS shall be GREEN.

Trousers

Regulation trousers shall be navy blue and made of F.R. material. Chief Officer's trousers shall be nomex, F.R. wool or P.B.I.

Shorts (optional)

Navy blue 100% cotton “docker” style shorts purchased at the Uniform Supply Store with City of Phoenix logo embroidered on the front right thigh.

Shoes/Boots

Shoes and boots must be regulation safety type meeting ANSI Z41 toe impact and compression specifications. They must be plain, smooth black leather, can range from standard height to high tops, and can be secured by velcro straps, zippers, laces or pull-on style. The shoe must be securely fastened while being worn to assure proper ankle support. The Uniform Supply Store maintains a list of approved footwear. Female members may wear the authorized black or navy blue leather pump shoe when wearing the optional skirt.
Members, while performing rescues on rough terrain and brush firefighting may utilize approved boots issued by the department.

It will be mandatory for Fire Prevention Inspectors to wear Safety Shoes while inspecting the following areas:

a. Construction sites  
b. U/G Tank inspections  
c. U/G sprinkler or hydrant plumbing systems  
d. Hazardous occupancy sites  
e. Industrial occupancy sites  
f. Blasting sites  
g. Tank truck inspections  
h. Any sites under OSHA jurisdiction  
i. Any area where footing may be uneven, loose, slippery, or in any manner detrimental to ones safety

Socks

Socks shall be PLAIN black, white, or navy blue.

Belt/Buckle

Belts shall be 1 1/2" wide, black, and either plain or basket weave. All members shall use an approved buckle or the official "PFD" buckle.

Jackets

The regulation uniform jacket shall be navy blue. Name, rank, and the Phoenix Fire Department insignia shall be sewn or silk-screened on the jacket. Jackets may be approved “Bomber” jacket, Windbreakers, windshirts, or approved winter uniform jackets. All are available through Uniform Supply.

Cap (optional)

Caps shall be navy blue PFD approved hats or sun visors with the PFD insignia, or navy blue knitted watch cap purchased at the PFD Uniform Supply Store. Customized caps may be worn if prior approval is obtained from the uniform review committee.

Safety Hat (hard hat)

Fire prevention inspectors shall have an approved hard hat to wear at construction and blasting sites (when needed).

Sweatshirts (optional)

Sweatshirts shall be regulation 100% cotton or F.R. sweatshirts with appropriate PFD markings (i.e., name, rank, medic). They may be pullover or zipper type, with or without a hood. Civilian employees are authorized to wear royal blue sweatshirts.
Jumpsuits (optional)

Jumpsuits shall be navy blue Flamex, Nomex or brown PBI with the appropriate PFD markings. Civilian employees are authorized to wear navy blue jumpsuits exclusive of the back stencil.

Purse (optional)

Purse shall be plain black or navy leather.

MINIMAL PERSONAL UNIFORM INVENTORY

All operations personnel are required to have the following minimal uniform inventory at all times while on duty:

- Two navy blue fatigue shirts
- One pair of navy blue fatigue trousers
- One pair of ANSI Z41 black leather shoes
- Socks
- One black leather belt
- One jacket
- One complete physical fitness uniform

DRESS UNIFORM

Shirt

Regulation blue shirt with long or short sleeves, regulation white shirt with long or short sleeves for Command Officers and certain staff members, badge, nameplate, and collar insignia appropriate to rank or title. The shirt is to be worn over a plain white 100% cotton crewneck undershirt.

Collar Insignias

Collar insignia devices, depicting rank or title, shall be worn in a manner consistent throughout the Department. Bugle or star devices shall be affixed so as to be parallel with the front edge and centered between the top and bottom edges of the collar. (See drawings). Initials or letter style devices should be affixed so as to be parallel with the top edge of, and centered between the top and bottom edges of the collar. The front edge of the device shall not be more than one-half to three-quarter inches from the front edge of the collar.

Tie

A tie shall only be worn for special events or funerals. Tie shall be navy blue or black in color. For female members they shall be navy blue scarf is optional.
Trousers

For Command Officers, trousers shall be of F.R. wool, Nomex or P.B.I. and of approved style. For all other sworn members they shall be navy blue and made of regulation F.R. material.

Slacks/Pants (Non-sworn Personnel)

Navy blue slacks with a plain waistband and fly front or navy blue slacks with a belt.

Skirts

Woman assigned as Fire Prevention Specialists or to the Operations Division may, for special events, wear a regulation blue skirt with regulation navy blue half-lined blazer in lieu of the approved dress trousers. This skirt shall be one of the following:

a. Regulation navy blue, A-line skirt with a single center front pleat
b. Regulation navy blue, straight line with back overlap slit

NOTE: Members WILL NOT be permitted to respond on any fire apparatus while wearing this uniform.

Socks

Socks shall be plain black or navy blue; however, they may be worn with a white undersock or be black or navy blue with white soles attached. White socks may be worn with high top boots.

Belt/Buckle

Belts shall be 1 1/2" wide, black, and either plain or basket weave design. All members shall use an approved buckle or the official "PFD" buckle.

Jackets

The regulation uniform jacket shall be navy blue with name, rank, and the Phoenix Fire Department insignia affixed to it.

NOTE: The regulation navy blue windbreaker is optional.

Sweater

Regulation navy blue, collarless sweater. Customized sweaters may be submitted for approval to the uniform review subcommittee.

BRUSH UNIFORM

The standard fatigue uniform is to be worn during brush fire fighting operations. High top uniform boots are recommended for additional ankle support. Approved brush jackets, brush pants and brush boots should be worn when appropriate to protect the member's arms, legs, feet and upper body.
Brush pants should only be worn while assigned on emergency calls or after PT prior to arrival at the fire station. Brush pants are not authorized to replace the fatigue uniform and should not be worn as an alternative.

**PHYSICAL FITNESS UNIFORM**

This uniform is the normal wear for participating in a Physical Fitness Program. The complete P.T. uniform must be maintained neat and clean at all times. The Physical Fitness uniform shall be worn only at the station, during hydrant inspection, and while participating in physical fitness activities or at the discretion of the Company Officer.

**Shirt**

Standard fatigue shirts will be worn as part of the Physical Training Uniform. The sweatshirt described above may also be worn. In addition, a plain white T-shirt may be allowed while participating in team sports.

**Shorts**

Regulation all navy blue, 100% cotton with the PFD Maltese printed on the front of the right leg.

**Sweat Pants (optional)**

**Shoes**

Must be appropriate for the type of activity and should provide good ankle support. **High tops are required** for participating in basketball.

**Socks**

Athletic socks should be worn.

**Hat (optional)**

Hats shall be same as standard fatigue uniform (refer to Cap guideline).

**SPECIAL EVENTS/BIKE TEAM**

During special events, bicycles may be utilized to provide EMS support. The uniform shall be the standard fatigue uniform including the use of approved fatigue shorts. It shall be mandatory to wear an A.N.S.I. approved bicycle helmet while riding the bicycle.

**MATERNITY UNIFORM**

Regulation blouse may be worn with maternity slacks and top or dress.

**HAIR**

Hair will be clean, well-groomed and safe. Any hairstyle considered unsafe shall be trimmed accordingly or bound to eliminate the hazard. Sideburns can extend to the bottom of the ear lobe.
Sideburns and mustaches will be trimmed and well-groomed. Other facial hair, such as a beard, is not acceptable. Any hairstyle that significantly distracts from the uniform appearance of the members will not be allowed. Facial hair shall not be allowed at points where the SCBA face piece is designed to seal with the face. Any facial hair considered to be unsafe shall be trimmed/shaved to eliminate the hazard. Fire personnel who because of illness are unable to shave facial hair, may not be assigned to a line position in Operations and cannot wear a Fire Department uniform.

**TATTOOS/PIERCINGS**

While on duty, tattoos will only be displayed on the arms and legs while in uniform. No other visible tattoos are authorized. The display of ANY unprofessional or offensive tattoo or brand (nudity or violence, sexually explicit or vulgar art, words, phrases; profane language, symbols to incite negative reactions, initials or acronyms that represent criminal or oppressive organizations) regardless of its location, while members are in uniform, is prohibited.

Members may wear jewelry of a conservative style at their discretion so long as it does not present a safety concern. Members are prohibited from wearing any jewelry that is considered inappropriate or offensive to any individual or group. All earrings will be attached to the ear lobe and will not rise above the ear canal opening. While on duty members may wear one stud earring per ear not to exceed 2 mm. Female personnel in business/formal attire may wear one dangling and one stud earring per ear or two stud earrings per ear so long as they are not in a response position.

Piercing of visible body parts other than those written in this policy are prohibited.

**UPDATES**

This procedure will be updated on an annual basis in May of each year. Any changes prior to May will be recorded in the Personnel Section.
 PURPOSE AND POLICY

The purpose of this procedure is to establish Fire Department policy pertaining to the role of the Uniform Committee.

The Uniform Committee shall act as an advisory group to the Fire Chief. The role of the Committee is to provide user input in an effort to keep uniforms safe, functional, and stylish. To insure that the Department uniform remains standard and easily recognizable, the number of uniform variations or "options" shall be regulated by the Fire Chief and a current listing of authorized uniform items shall be maintained in M.P. 102.02.

The wearing of clothing items other than those identified in M.P. 102.02 shall be on approval of the Fire Chief, and will normally be for the sole purpose of evaluation.
PHOENIX FIRE DEPARTMENT

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OUTSIDE EMPLOYMENT

MP102.03  08/07 – R

PURPOSE

This procedure describes the regulations governing outside employment by members of the Fire Department. The Personnel Officer will manage the Outside Employment Program.

Outside employment includes the practice of any trade, business or profession, including self-employment and all other non-City employment.

EMPLOYEE RESPONSIBILITY

When a Fire Department employee engages in outside work activities, he/she is required to notify their Battalion Chief or Section Head via the Outside Employment Status or Change Report. (Form #90-23D)

The employee shall complete the Outside Employment Status or Change Report and forward it to their Battalion Chief or Section Head prior to starting the outside employment or within 10 days of a change in his/her outside work activities.

Employees shall not engage in outside work of a nature that could bring discredit upon the Department or the City, or that could be deemed a conflict of interest.

Employees shall not engage in outside work of a nature which the City employee has access to City records or correspondence which is not otherwise generally available to the public.

Employees shall not engage in outside work when there is a recognized labor-management dispute in progress. If employed before a recognized labor-management dispute, the employee will not increase the hours of work at the establishment nor absorb new duties or responsibilities during the term of the labor dispute.

Employees shall not engage in outside work at any location or employment which may bring the City into disrepute.

Employees shall not use City of Phoenix property to support their outside employment, i.e., computers, office products, telecommunications equipment, etc.

Employees shall not use and/or reproduce any City of Phoenix video or photographic material to support their outside employment without completing a media request/information form #95-102.

Employees shall not engage in outside work in any situation, which would require the employee to be in conflict with another governmental agency or the mission of the employees department.
Outside employment must not interfere with an employee's assigned duties or work hours.

**WORK PERMITS**

The Fire Chief shall regulate outside employment of the Department members. If outside employment exists, employees shall complete an Outside Work Permit in January each year. The Outside Work Permit will be signed by the employee, reviewed and signed by the immediate supervisor, and returned to the Fire Department Personnel Section. Employees, excluding executive and middle managers, shall review their outside employment status with each Performance Management Guide (PMG). If outside employment exists, the Outside Work Permit will be completed again at this time. The Outside Work Permit will be signed by the employee, reviewed and signed by the immediate supervisor, and returned to the Fire Department Personnel Section with the completed PMG.

The Fire Chief or designee will review the Outside Work Permit and approve or disapprove the permit. If the Outside Work Permit is disapproved, the employee will have the opportunity to provide additional information in person. The decision of the Fire Chief is final.

When approved, the employee will receive a copy and the original will be retained in the employee's departmental personnel file.

Middle Managers and Executives will review their outside employment status during their Performance Achievement review. The Outside Work Permit will be completed and signed by the employee and returned to the Fire Department Personnel Section upon completion for review by the Assistant Chief of Human Resources. The permits will then be forwarded to the Fire Chief for final approval and signature.

The Personnel Officer will forward the completed executives' and Middle Managers' Outside Work Permits to the appropriate Deputy City Manager for approval. Upon return of the approved permits, a copy will be furnished to the employee. The original will be maintained in the employee's Fire Department Personnel file.

*NOTE: form follows on next page*
CITY OF PHOENIX, ARIZONA

NOTICE OF OUTSIDE EMPLOYMENT
(Refer to AR 2.62)

INSTRUCTIONS:

Employee 1. Complete the form (refer to AR 2.62 for details). Send completed and signed form to your department head for review.

Department 1. Review the request and determine if outside employment represents a conflict of interest or if the hours of work will impact the employee's effectiveness on the City job.
2. Requests from middle managers or executives require recommendation of the department head and approval of the City Manager's Office.
3. After action is complete, keep the original in the department, and give a copy to the Employee.

1. EMPLOYEE NAME
2. DEPARTMENT/DIVISION
3. SECTION

4. EMPLOYEE ID#
5. JOB TITLE
6. CURRENT DATE
   4/17/15

7. NAME AND ADDRESS OF OUTSIDE EMPLOYER

8. DESCRIBE YOUR OUTSIDE EMPLOYMENT DUTIES, HOURS OF WORK, AND RELATIONSHIP OF THIS WORK TO YOUR CITY JOB AND YOUR DEPARTMENT'S ACTIVITIES. DO YOU OR THE FIRM DO ANY WORK WITH CITY DEPARTMENTS, OR REQUIRE CITY APPROVAL OR LICENSING TO CONDUCT THIS WORK?

9. I CERTIFY THAT I HAVE READ AND UNDERSTAND ADMINISTRATIVE REGULATION 2.62 AND THAT THIS WORK WILL NOT INTERFERE WITH MY CITY DUTIES AND DOES NOT CAUSE ANY CONFLICT OF INTEREST WITH MY CITY EMPLOYMENT. I UNDERSTAND THAT I MUST INFORM MY DEPARTMENT IF MY OUTSIDE EMPLOYMENT CONDITIONS CHANGE. I UNDERSTAND THAT MY CITY JOB IS MY PRIMARY EMPLOYMENT AND IF MY DEPARTMENT DETERMINES THAT MY OUTSIDE EMPLOYMENT IS INTERFERING WITH MY CITY JOB, THAT I MUST STOP MY OUTSIDE EMPLOYMENT OR LEAVE MY CITY EMPLOYMENT. I ALSO UNDERSTAND THAT INJURIES RECEIVED IN OUTSIDE EMPLOYMENT DO NOT QUALIFY FOR PAID SICK LEAVE OR CITY WORKER'S COMP. BENEFITS.

______________________________
Signature of Employee

10. I HAVE REVIEWED THIS REQUEST AND HAVE DETERMINED THAT IT DOES NOT REPRESENT A CONFLICT OF INTEREST.

RESTRICTIONS: (if any):

______________________________
Department approval

______________________________
City Manager's Office Approval (only if required by A.R. 2.62)
All Fire Department employees are required to maintain a telephone in his/her residence and have the current phone number and other employee data on file with the Fire Department and the City Personnel Department. Employee Data includes, but is not limited to, current address, date of birth, date of hire, Social Security number, marital status, driver's license (class number/expiration date), emergency notification (names/addresses/telephone numbers) and beneficiary information. Additional beneficiary information is maintained in the City Retirement office and the City Human Resources Information System (CHRIS).

**PURPOSE**

The purpose of this procedure is to maintain accurate employee information so that during normal operations or in case of an emergency, correct information is readily available and prompt notifications can be made.

**EMPLOYEE RESPONSIBILITIES**

No more than three (3) working days after a change in Employee Data occurs, the member shall provide such information to his/her Battalion or Section Office. At that time, appropriate emergency notification and City of Phoenix life insurance beneficiary designation documents shall be completed by the member and/or the Battalion/Section Office. In addition, the member shall provide any beneficiary change to the City Retirement Office. The Retirement Office can be contacted at (602) 534-4400.

**BATTALION OR SECTION OFFICE RESPONSIBILITIES**

Emergency notification information and beneficiary changes will be reviewed with each member during his/her annual performance evaluation (PMG). Middle managers and executives will review this information with the annual performance achievement review.
If the Employee Data change relates to the member's driver's license only (renewal, change of class, etc.), Form 60-288D, Employee Personal Information, will be completed. Any other type of Employee Data change will require the member to fully complete a new Emergency Notification Information card, 90-69D, and forward to Fire Personnel. (The new information will be transferred to a copy of Form 60-288D and both forms will be forwarded to the Fire Personnel Section.) The member will be furnished with his/her copy of Form 60-288D. (Note: Battalion Offices will enter the changes into C.A.D. for Operations members. The Fire Personnel Section will update C.A.D. for all others.) The Fire Personnel Section will update information into CHRIS. Appropriate beneficiary change forms are available at the battalion office and Fire Payroll and should be completed within three (3) working days after the change. After completion the forms should then be forwarded to the Fire Personnel Section for distribution to the appropriate departments.
PHOENIX FIRE DEPARTMENT

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EMPLOYEE DISCIPLINE

MP102.05 09/09 - R

PURPOSE

Phoenix Fire Department members are required to conduct themselves in a highly self-disciplined manner, obeying the City of Phoenix Personnel Rules and Policies, Fire Department Rules of Conduct (M.P. 102.01), and Departmental Standard Operating Procedures. In situations where members do not adhere to these expectations, supervisors will take the necessary action to correct the problem.

This procedure will guide Phoenix Fire Department supervisors in dealing with disciplinary problems they may encounter. For additional information, the "Supervisor's Manual" published by the City of Phoenix Personnel Department should be consulted. If supervisors have any questions concerning employee discipline, they should be directed to the Department's Personnel Section.

GENERAL INFORMATION

It is the policy of the Fire Department that supervisors administer discipline in a corrective, progressive, and lawful manner.

Corrective in the sense that the supervisor and member come to an understanding about the causes and/or reasons for a member’s deficiencies, correct those deficiencies, and restore the member to a productive and positive employment status.

Progressive in that discipline will normally begin with a verbal reprimand or warning and, when circumstances of separate or related incidents warrant, proceed to written reprimand(s), suspension without pay, demotion, and finally to dismissal. An incident of misconduct may require any of these forms of disciplinary action whether or not a lesser form has preceded the action. This would depend upon the severity of the offense.

Lawful in that discipline and the procedure by which it is administered does not violate City Personnel Rules or Administrative Regulations, Departmental Rules of Conduct, the Memorandum of Understanding between the City and the Union, Departmental Standard Operating Procedures, or the member's constitutional rights.

The principal objective of disciplinary action is to improve or correct performance, efficiency and morale of the member receiving discipline as well as that of the Department. Disciplinary proceedings and the results thereof are confidential. The supervisor is responsible for maintaining this confidentiality. All media inquiries pertaining to disciplinary actions shall be directed to the Fire Chief and or the Chief of Personnel. Contents of a reprimand or separation notice are public record and subject to disclosure.
Supervisors should keep in mind that all disciplinary actions imposed are reviewed by their superiors, as well as being subject to either the grievance process or Civil Service Appeal. It is mandatory that supervisors seek support from their superiors prior to taking disciplinary action, and feel comfortable that they can support their actions in a formal review or appeal process. Support from supervisors is extremely important when disciplinary action beyond a verbal reprimand is being considered. The Department Personnel Section, upon request of the supervisor, is available to provide staff support and guidance in any disciplinary action. Also, the Deputy Chief of the Training Academy shall be notified of all disciplinary action involving a probationary Firefighter or Firefighter Trainee.

**EMPLOYEE ASSISTANCE PROGRAM**

Occasionally supervisors will be approached by a member with personal problems who requires assistance. Many times just listening and helping the members reason through the problem will be all that is needed. Other times, particularly with serious alcohol, drug, stress, marital or financial problems, the member may require professional assistance. This help is available through the Employee Assistance Program (Refer M.P. 105.01A). Supervisors must be aware that when a member's personal problems involve violations of City or Departmental Rules or Policies, disciplinary action may be necessary in addition to entering the Employee Assistance Program.

**UNION REPRESENTATIVE**

Employees who are members of bargaining units have the right to Union representation in disciplinary actions if they so chose.

The presence of a Union Representative will require a non-unit supervisor to become involved. If the second level of supervision or above is directly involved in the disciplinary action and/or investigation of a member represented by Local 493, the right of Union representation will be told directly to the member. When a member requests not to be represented by the Union in a disciplinary action and/or investigation, that request will be honored and documented.

**LEGAL REPRESENTATION**

Supervisors **MAY** allow legal counsel for the member in disciplinary actions resulting from alleged criminal activity. The legal counsel's function would be to advise the member, not to answer for him/her.

**PROGRAMS FOR IMPROVING JOB PERFORMANCE**

In most cases minor job performance problems can be resolved by the supervisor bringing the problem to the attention of the employee, and the employee making the proper modification in his/her performance. When a serious job performance problem is identified, the supervisor must decide whether to solve it through:

- Training
- Employee Assistance Services
- Non-Disciplinary Counseling or
- Disciplinary Action
Each situation will be considered separately, and it will be the supervisor's responsibility to make a
determination as to the best course of action to take to resolve the situation.

If the situation is determined to be a training problem, a program for improvement will be developed for the
member. This may best be accomplished through the use of a Performance Management Guide (PMG) Report.
If a scheduled rating is used, the appropriate section or sections on the forms must be rated. If it is unscheduled,
only the areas of the appropriate section or sections, which are unsatisfactory or require improvement, are rated.

When utilizing the Performance Management Guide (PMG) Report to prepare a program for improvement,
attachments must be included that clearly identify the member’s problem area(s). These attachments must
include measurable objectives for improvement. The program must also indicate a reasonable time frame within
which the objectives are to be met. At the completion of the evaluation period, if the member's performance has
been corrected, another Performance Management Guide (PMG) Report should be completed indicating
compliance with standards in all areas. If the member’s performance has not improved sufficiently, the situation
should be dealt with as a disciplinary problem.

INVESTIGATIVE PROCESS

Any accusation of misconduct or complaint involving Fire Department members shall be thoroughly
investigated before formal action is taken. All accusations of misconduct or complaints involving Fire
Department members shall include notification of the next level Supervisor. This insures the situation is
assessed and assigned to the appropriate level of Supervision necessary for the investigation. The investigation
is a fact-finding process and Supervisors must be cautioned not to make judgments until a thorough
investigation is concluded.

For accusations and complaints of serious on-duty misconduct, an investigative report must be completed.
Accusations or complaints of criminal behavior or misconduct will be assigned by the Personnel Chief to the
Performance Auditing Section for investigation. Exceptions to this are some misdemeanor infractions of the
law, which will be assigned by the Personnel Chief to be investigated by the appropriate supervisor. The Fire
Chief, with approval of the City Manager, has the discretion to suspend the employee (with pay), or reassign an
employee pending the outcome of the investigation.

Preparation of an investigative report, must include the following information before it will be considered
complete:

Summary of the Incident - should answer the questions: who, what, where, why, when, and how. In a criminal
situation, a Summary of the Police Report will be requested through the Performance Auditing Section.

Interviews Conducted - this must include the interviewee, rank and assignment, date, time, location, those
present, and the information discussed. If possible, a signed statement by the interviewee should also be
obtained. When an accused member is being interviewed, and the complaint is of a criminal nature, the member
shall be advised that:

- He/she has the right to Union representation.
- The questions asked will be narrowly and specifically related to employment issues.
- Statements will not be used against the member in criminal proceedings. If a subpoena is received for
  any of the information contained in the investigation, the City of Phoenix will use all legal resources
  available to quash the subpoena.
• Failure to cooperate is a violation of Personnel Rule 21B16 and serves as a separate basis for disciplinary action, including dismissal.

Conclusions - from the information available, the supervisor must make a determination of responsibility. Extenuating circumstances may be discussed in this section.

Recommendations - state the recommended disciplinary action or alternate course of action, if any.

Attachments - relevant documents that the supervisor feels should be a part of the investigative report.

The completed report shall be forwarded to the Fire Department Personnel Chief via the appropriate Division Head. The investigative report is CONFIDENTIAL and for administrative use only. Care will be taken to maintain the confidentiality of the report.

Questions concerning legal issues pertaining to Administrative Investigations should be directed to the Fire Department Personnel Section.

The following are legal issues that all supervisors should keep in mind when conducting administrative investigations:

• A member may be compelled by supervisors to answer questions that are related to his/ her duties or fitness for duty. Failure to answer such questions completely and truthfully may form the basis for disciplinary action, including dismissal. A member under investigation should be so advised prior to an administrative interview. In an investigation involving a criminal matter, the member should be advised of the following:
  • He/she has the right to Union Representation.
  • The questions asked will be narrowly and specifically related to employment issues.
  • Statements will not be used against a member in criminal proceedings. If a subpoena is received for any of the information contained in the investigation, the City of Phoenix will use all legal resources available to quash the subpoena.
  • Failure to cooperate is violation of Personnel Rule 21B16 and serves as a separated basis for disciplinary action, including dismissal.

• If an attorney is permitted, and the matter is of a criminal nature, the attorney's function is to advise the member, not to answer for him/her.
• Lockers, desks, etc. furnished by the Department for the use of members are subject to inspection and, if reasonable grounds for suspicion exist, may be searched by supervisors without a search warrant. Items found may be used in a disciplinary proceeding.
• If reasonable grounds for suspicion exist, a member may be required by supervisors to submit to a blood or urine test to determine whether he/she is under the influence of alcohol, drugs, or controlled substances while on duty. These tests must be performed under medical supervision.
SUSPECTED ON-DUTY SUBSTANCE ABUSE

Reporting for work under the influence of alcohol or drugs, or any substance, which impairs any employee's mental or physical capacity, will not be tolerated. The unauthorized use, sale, purchase or possession of alcohol or controlled substances at the worksite is prohibited, and shall be grounds for discipline up to and including dismissal. When there exist reasonable grounds to believe that the employee is under the influence of alcohol or drugs, the supervisor may direct the employee to submit to a drug screening and/or blood alcohol test. Refusal to submit to such test will subject the employee to disciplinary action up to and including dismissal. Any employee using medication or prescribed drugs that may impair job performance shall report this fact to his/her supervisor.

Supervisory Responsibilities - If a supervisor has reasonable grounds to believe that an employee is under the influence of alcohol or drugs when reporting for work or during the work shift, the supervisor has the obligation to verify the employee's condition and relieve the employee of his/her duties. The second level supervisor must be notified of the situation and must respond to the workstation. A Union representative shall be contacted to respond in case the employee requests representation.

The possibility of liability to the City and to the supervisor exists if an employee who is under the influence of alcohol or drugs is allowed to remain working, to operate or drive vehicles or equipment on the job, or to drive a private vehicle from the work site. An employee who is believed to be under the influence of alcohol or drugs must not be allowed to operate or drive a vehicle, including a private vehicle, until the condition of the employee has been determined.

Observation - If a supervisor observes an employee who seems to be under the influence of alcohol or drugs, he/she should, if practical, seek the opinion of at least one additional supervisor. Reasonable grounds should exist before requesting the employee to take a drug screening and/or blood alcohol test. Reasonable grounds would include a combination of various factors such as slurred speech, red eyes, dilated pupils, incoherence, unsteadiness on feet, smell of alcohol or marijuana emanating from the employee's body, inability to carry on a rational conversation, increasing carelessness, erratic behavior, inability to perform the job, other unexplained behavioral changes, etc. The supervisors shall document these observations in writing. A copy of this document will be provided to the employee upon request.

Referral for Testing - If the supervisor determines that reasonable suspicion of impairment exits, the supervisor must contact their Battalion Chief. The employee should be directed to accompany the supervisor along with the Battalion Chief to the O.M.C facility “Lab Express” at 505 W. McDowell, Bldg. “A”, during the hours of 8 a.m. to 5p.m. After hours 5 p.m. to 8 a.m. employees can be taken to O.M.C. “Concerta Airport” 1818 E. Sky Harbor Circle for a drug screening or blood alcohol test to determine fitness for duty. All required releases and/or forms will be filled out and signed by the employee at O.M.C. before a sample is obtained. The employee should be informed that tests will be conducted on City time, paid for by the City, and are part of his/her job responsibilities.

The employee should be informed that refusal to take a drug screening and/or blood alcohol test or sign a release of information form may face disciplinary action up to and including dismissal.

A drug screening or blood alcohol test found to be positive would be verified by an additional test. O.M.C. will ensure adequate chain-of-custody for sample collection and testing. Upon request, a separate sample will be provided to the employee for independent testing at his/her expense.
Test Results - Employees who test positive or refuse the test of release of information shall be considered unfit for work and will be relieved from duty that day. The employee should not be allowed to drive to the hospital or home. If the employee submits to the test and signs the release of information, he/she will be placed on paid leave or "City business" until the status of the tests and the circumstances surrounding the impairment are determined.

DETERMINING THE PROPER DISCIPLINARY ACTION

After an incident or complaint has been thoroughly investigated and the need for disciplinary action determined, a decision concerning the action that would be most effective must be made. Factors to be considered in making this decision are:

- Seriousness of the offense.
- Member's past history with the Department.
- Past practice of the Phoenix Fire Department in dealing with similar offenses (Supervisors may have to consult the Fire Department Personnel Section for this information).

Consistency is critical to any disciplinary system. Although disciplinary action for the same offenses should be "similar," the final decision to determine the exact action will be made after considering the factors previously listed, and applying them to the particular situation.

SUPERVISORY COUNSELING

Verbal - This is the most often used and least severe of the formal group of corrective actions. It is, simply stated, a verbal warning. When properly administered, it serves to notify employees that certain behaviors or performance deficiencies need changing/improving or that discipline will take place. The supervisor should keep notes of the counseling session for future reference and guidance. Notes or records should be placed in the supervisor's file.

Written - A supervisor may elect to document with a memo of counseling. This memo of counseling may be placed in Employee's District or Personnel File.

THE WRITTEN REPRIMAND

Supervisors may elect to use formal written reprimands to document a repeat offense of a minor infraction, or a more serious single infraction for which suspension; demotion or dismissal is not appropriate. The form used for issuing a formal written reprimand is:

The City of Phoenix Written Reprimand (Form 14-8D Revised 11/02)

When the supervisor decides to issue a formal written reprimand he/she will prepare a Written Reprimand Form. The distribution of the document is the white copy to the employee and the canary and pink copy are forwarded to the Personnel Control Officer for inclusion in member's department personnel file and City personnel file. In a case involving the performance of probationary firefighter a photocopy of the document is forwarded to the Director of Training.
PREPARATION OF MEMOS OF COUNSELING AND WRITTEN REPRIMANDS

A memo of counseling documenting a verbal reprimand or formal Written Reprimand are both addressed from the supervisor to the member. These documents should be written as if the member were being told the information in a conversation with the supervisor. The following must be included in these documents.

- The date of preparation.
- A description of the incident.
- The rule(s) and/or policy violation.
- An explanation or what is expected of the member in the future, written as a clearly stated objective.
- The disposition of the document.
- A review date for possible removal from his/her Personnel File in accordance with M.P. 105.11.
- The signature of both supervisors and the member, as an indication that the employee understands (not necessarily that he/she agrees with) the contents of the document and has received a copy.

If the member refuses to sign a formal Written Reprimand the supervisor must obtain a witness signature on the document indicating that refusal. The document is then forwarded as previously described. A member's refusal to sign is not grounds for separate disciplinary action.

If, as a result of the disciplinary action, a formal grievance is filed, the Department will be represented in the grievance hearing by the appropriate Division Head or a designated representative. A date for review or a time at which the member may request the removal of the document from the Personnel File may be indicated. For information relating to removal of documents, see M.P. 105.11 "Removal of Documentation from Personnel File."

SUSPENSION, DEMOTION OR DISMISSAL

Suspensions, demotions and dismissals are utilized as punitive, yet corrective measures taken for numerous repeated incidents of rule infractions or a single major infraction by a member. It is the responsibility of the supervisor to stabilize a situation in which immediate action is necessary. This may require relieving the member from duty (with pay) until a decision is made concerning the official action to be taken. Supervisors should not commit themselves to a particular form of disciplinary action prematurely.

The Fire Chief will make the final decision concerning suspensions, demotions or dismissal. This will ensure the consistency of serious discipline administered throughout the Department. When the final decision is made concerning the proper course of action, a Discipline Notice (Form #60-21 Revised 1-91) will be prepared by the Personnel Section and disciplinary action will be administered.

Any suspension, demotion or dismissal is subject to appeal to the Civil Service Board within fourteen (14) days of service of notice or twenty-one (21) days from the date of certified mailing. If a formal appeal is filed, the Department will be represented in the Civil Service Hearing by the appropriate Division Head or a designated representative. The Department Personnel Section will furnish staff assistance.
PURPOSE

All Phoenix Fire Department members will respond to the public in a courteous, caring and appropriate manner. All citizen concerns and/or complaints regarding Fire Department members and/or services will be addressed in a prompt, courteous, and positive manner.

GENERAL INFORMATION

Citizen complaints and/or concerns range from individual performance or nonperformance to the overall level of service delivery provided. Management and supervisory personnel will attempt to service and resolve complaints at the lowest appropriate level in the Department.

All complaints, including those from citizens wishing to remain anonymous, will be documented on a Complaint Record Form (Form #90-68D). The form will be filled out as completely as possible. The completed form will be forwarded to the Performance Auditing Section where it will be assigned a control number and assigned to the appropriate Division/Section for investigation. All completed complaints will be returned to the Performance Auditing Section for filing.

COMPLAINTS RECEIVED BY FIRE ADMINISTRATION

Citizen complaints received in the Fire Department Administration Office will be directed to the Performance Auditing Section. A Complaint Record Form will be initiated and the complaint assigned to the appropriate Division/Section for investigation. All complaints alleging serious administrative or criminal misconduct will be assigned to the Performance Auditing Section. Normally, service delivery complaints will be assigned to the appropriate Division/Section Head for action. Complaints related to Operations personnel will be forwarded to the appropriate Battalion Chief for investigation.

COMPLAINTS RECEIVED BY OTHER DIVISIONS OF THE FIRE DEPARTMENT

Citizen complaints will be documented by the person receiving the complaint on a Complaint Record Form. If a complaint pertains to serious misconduct, the Performance Auditing Section or the Personnel Control Officer will be notified immediately. The completed Complaint Record Form will be forwarded immediately to the Performance Auditing Section so it can be recorded and assigned to the appropriate person for investigation.
INVESTIGATING COMPLAINTS

Each complaint received by the Department will be investigated thoroughly and promptly. Regardless of severity, each complaint should be regarded as an opportunity to examine our customer service at the point of contact.

Unless the complainant request “no contact” the investigating officer should contact the complainant as soon as possible to inform the complainant that their concern is being addressed. Upon contact, the following steps should be performed:

- Inform the complainant of your name and rank and how you relate to the area of concern.
- Restate the complaint as you understand it.
- Ask if your understanding of the complaint is correct.
- Reconcile any discrepancies.
- Ask complainant if they would like you to contact them when investigation is complete.
- THANK THE COMPLAINANT FOR BRINGING THE CONCERNS TO YOUR ATTENTION.
- Interview the individual/crew that the complaint was lodged against, and document the results.
- Investigations conducted by the second level of supervision or above, advise members of the right to Union representation.
- Discuss the call/incident that generated the complaint.
- Ask if anything unusual occurred.
- Describe the incident as related by the complainant.
- Discuss any discrepancies.

DISPOSITION

After considering all available information, the investigating officer will make one of the following findings:

- UNFOUNDED The alleged act did not occur.
- EXONERATED The act occurred but was justified, lawful and proper.
- NOT SUSTAINED The investigation produced information insufficient to prove or disapprove the allegation.
- SUSTAINED All or part of the act occurred as alleged. (A finding of "SUSTAINED" must be based on the existence of substantial fact in support of reasonable proof.)
**DOCUMENTATION**

The investigator will provide written documentation of his actions, stating the facts that include the statement/s of the individual/crew. In some cases the investigator will need to obtain written statement/s from the individual/crew, which will be attached to the Complaint Record Form.

**FOLLOWUP**

After the investigator has determined the appropriate "finding," a meeting should be held with the crew/individual named in the complaint, along with the shift representative, if requested. The purpose of the meeting is to discuss the finding and any pertinent information. If corrective action is required, it will be outlined at this time. Many complaints will fall in the "NOT SUSTAINED" and "EXONERATED" category. These incidents should be thoroughly examined from a customer service point of view. The focus of the discussion concerning these incidents should be on how future encounters of a similar nature might be handled to avoid creating unhappy customers.

If the complainant requested followup, the investigator should, thank them for sharing their concerns and advise them that the complaint was investigated and proper action was taken.

**THE COMPLETED COMPLAINT RECORD FORM AND ALL ATTACHMENTS WILL BE FORWARDED TO THE PERFORMANCE AUDITING SECTION.**

**CITY COUNCIL LIAISON AND FOLLOWUP**

The Assistant Fire Chief in charge of Personnel will act as a liaison to the City Council and/or City Manager's Office in responding to inquiries regarding citizen complaints.
 Purpose

This procedure identifies the procedure and responsibility for processing property liability claims. This pertains to claims from citizens alleging Phoenix Fire Department responsibility for damage or destruction of property. This excludes bodily injury or vehicular accident claims which are handled by Risk Management.

Fire Department employees in the performance of their jobs will sometimes be involved in incidents that may result in damage or destruction to a civilian's property.

When a claim alleging Phoenix Fire Department liability for property damage is received, the Fire Department is required to deal with the claim in a prompt and professional manner.

 Procedure

Liability claims for property damage involving Fire Department personnel will be referred to the Performance Auditing Section. Citizens desiring to register a claim should be directed to call 534-0625 between the hours of 7:00 a.m. and 4:00 p.m. on weekdays. After normal business hours, any employee receiving a complaint will complete a Complaint Record Form #90-68D and forward it to Performance Auditing.

The Performance Auditing Section will review the complaint and assign it to the appropriate Battalion Chief for completion of staff work as outlined below. Upon completion of staff work, the packet will be returned to the Performance Auditing Section for additional review prior to submitting it to Administrative Services for processing. Depending on the amount of the claim, the Administrative Services Officer will make a determination whether the Fire Department will pay the claim or forward it to Risk Management.

 Staff Work

The staff work required of the Battalion Chief in processing a claim includes:

1. Complete the Fire Department Loss, Stolen or Damaged, Form #92-22D (include determination of liability and if payment for damages is recommended).
2. Visit incident site and photograph the alleged damage.
3. If the claim is $200 or less, request claimant secure estimates for repair from three business concerns providing repair service for damages specified in the claim. The City's claims adjuster will investigate claims over $200 and estimates will not be required.
VERIFICATION OF DAMAGE

Property damage claims lodged against the Fire Department will be verified by Fire Department staff. In verifying the alleged damage actually occurred as claimed, the Battalion Chief will:

1. Visit the incident site
2. Interview the claimant
3. Photograph the damage

THE BATTALION CHIEF WILL MAKE NO COMMITMENT TO THE CITIZEN THAT THE CITY WILL PAY FOR DAMAGES NOR ACKNOWLEDGE THE CITY'S LIABILITY WHILE VERIFYING DAMAGE.

If the claimant and the Battalion Chief disagree on the extent of damage, or the cause being Fire Department liability, the Performance Auditing Section will be contacted immediately to investigate. If the claim is unfounded, the Performance Auditing Section will notify the claimant of the Fire Department's findings and no other action will be taken by the Department. If the claimant's allegations are considered valid, the claim will be processed in accordance with this procedure.

PROCESSING CLAIMS - UNDER $200

If the claim is $200 or less, the claimant will secure three estimates on the cost of repairs. Estimates will be submitted to the Battalion Chief for inclusion in the staff work packet. A completed claim package will be submitted to the Performance Auditing Section.

The City shall also reserve the right to secure estimates for the cost to repair the damage.

After review for completeness, the Performance Auditing Section will forward the claim packet to the Administrative Services Officer. If the claim is considered valid and $200 or less, the Administrative Services Officer may authorize payment within the Fire Department. When the claim is paid internally, Fiscal Management will prepare a Payment Control Document to the company completing the repair work, not to the claimant. A Payment Control Document will be prepared directly to the claimant only when receipt of payment for completed work is presented. If the homeowner's insurance policy pays for the damages, Fiscal Management will reimburse the claimant solely for the deductible amount. When a claim is settled by Fiscal Management Section, the Battalion Chief will hand carry the Payment Control Document to the claimant and will secure the claimant's signature on the waiver form (Appendix A), acknowledging a total settlement release which will preclude future/additional claims on the same incident.
**PROCESSING CLAIMS - $200 AND OVER**

If the estimates submitted by the claimant are over $200, or the extent of damage is obviously over $200, the completed claim packet will be reviewed by the Performance Auditing Section and then forwarded to the Administrative Services Officer. The Administrative Services Officer will submit the claims considered to be valid to the Finance Department's Risk Management Division. Risk Management will have their claims adjuster investigate the claims.

On claims obviously exceeding $200 in damages, the desired turnaround time from date of incident to receipt of claim by the Administrative Services Officer should not exceed five working days.

**RISK MANAGEMENT**

Risk Management reviews property damage claims submitted by the Fire Department for legal liability and does a preliminary investigation. Risk Management denies claims considered to be without merit or refers the claim to the City's claims adjuster for further investigation and determination of damage estimates.

If the City is deemed legally liable for the damage, the adjusting firm will obtain proper authority from Risk Management to settle the claim in accordance with its contract with the City.

When the City is deemed not to be legally liable, the adjuster will refer the claim back to Risk Management for return to the Fire Department. At this time, the Fire Department may make a decision to voluntarily pay the claim internally. If payment is made by the Fire Department, the Battalion Chief will have the release form signed by the citizen in exchange for the final payment and settlement.

**LAWSUIT CLAIM**

A property damage claim received in the form of a lawsuit should be hand carried directly to the Assistant Chief of Personnel Services who will coordinate the lawsuit with the City Attorney's Office.
PURPOSE

This procedure is intended to aid the members of the department in the process for reimbursement by the City when using privately owned motor vehicles for Fire Department/City business.

REQUIREMENTS

Member must be physically capable of operating his/her vehicle safely. Those members certified by the Employee Health Center as not eligible to drive Fire Department vehicles will not be allowed to drive their own vehicles on Fire Department/City business. Additionally, members must possess the appropriate valid driver's license and a good driving record.

Members are required to furnish proof of insurance (liability) at the time of application for authorization. A certificate of insurance, payment receipt, letter from insuring agent, copy of the policy or other appropriate document will be acceptable verification. Should the status of the insurance change in any manner, notification of such changes should be made immediately to the Supervisor. The Department must notify Risk Management of the change in insurance.

ELIGIBILITY

Mileage from the employee's home to first point of duty, and from the last point of duty to his/her home, will not be considered as Fire Department/City business and will not be considered for reimbursement.

Whenever possible, Fire Department vehicles should be used for Fire Department/City business. This would include cars, vans and brush trucks (except during brush season).

STEP 1

Application for authority to use privately owned motor vehicles on Fire Department/City business is made on form 150-3D, Authorization to Use Private Automobile on City Business. The application must be recommended by the Department or Division Head and approved by the Finance Director.

Authority to use a privately owned motor vehicle on Fire Department/City business must be renewed before January 1st for each calendar year.
STEP 2

Each trip should be recorded on form 150-5D, Mileage Report of Private Automobile Used on City Business. Documentation for all trips is required for reimbursement.

The approved rate of reimbursement will appear on the lower right-hand side of the Authorization form 150-3D.

Step 3

Cash allowances will be paid through the use of the Mileage Report, form 150-5D, and the Payment Control Document, form 41-143D. After the close of the calendar month, the original copy of the Mileage Report of Private Automobile Used on City Business, together with a signed Payment Control Document should be processed through Administrative Services and then forwarded to Division of Accounts for payment.

GENERAL INFORMATION

When an employee uses his/her personal vehicle for City Business, the employee's insurance company is the primary carrier in the event of an accident. The City will continue the coverage only after the private carrier has reached the maximum payment of the policy.

When an employee reports to his/her work station, and then is directed to another location which requires the use of the employee's private vehicle, Industrial Insurance coverage is in effect on the employee, provided the employee takes the most direct, uninterrupted route to the work destination. Any deviation could negate Industrial Insurance coverage. It is the policy of the City to evaluate each case individually when deciding if Industrial Insurance coverage is applicable.

Reimbursement for mileage requires advance approval by a Division Head utilizing Form #I 50-3D.

LOCATION OF FORMS

Forms 150-3D (Authorization to use Private Automobile on City Business) and 150-5D (Mileage Report of Private Automobile Used on City Business) together with Payment Control Documents are available at Information Services.
PURPOSE:

The purpose of this policy is to emphasize to members the need to comply fully with the stipulations outlined in City Administrative Regulation 2.96, and to clarify for members when it is necessary to notify the Fire Department of certain issues that either change, or may change, the status of his/her driver’s license.

INTRODUCTION:

A.R. 2.96 states that employees must have the appropriate valid license in their physical possession to drive on City business, and only authorized employees are allowed to drive vehicles on City business. Employees are required to comply with all applicable federal, state, and local laws and regulations, and City policies.

All employees must have at least a valid Class D Operator’s License to operate any City vehicle, or to use their personal vehicle for City business.

Each employee assigned to operate any Fire Department vehicle, or who is in a position to operate one at any time, must have their driver’s license number, classification, and expiration date recorded with the Fire Department. Prior to promotion or assignment to a position requiring the driving of Fire Department vehicles, employees will be required to have at least a valid Class D Operator’s License.

Any employee who is in a driving position, or who is asked to drive a City vehicle or private vehicle on City business, and who does not have a current, valid Arizona driver’s license, will immediately notify his/her supervisor, and shall not be permitted to drive. Additionally, the employee is required to notify the Fire Department’s Personnel Chief that he/she does not have a current, valid Arizona driver’s license.

A.R. 2.96 also states that Fire Department management will make certain the driving record of all employees in driving positions are checked, and that those employees not possessing a current, valid license will not operate vehicles on City business, and will not drive City vehicles.
DEFINITIONS:

Driving Position: A job that requires driving a vehicle on City business regularly, on average once a week, and/or employee receives a transportation allowance from the City of Phoenix as part of compensation.

Driver’s License: Means a valid license to drive, appropriate for the class of vehicle operated as prescribed by the provisions of Arizona Revised Statutes, Title 28, Chapter 4.

Appropriate Valid License: A driver license of the class required for the vehicle being driven as set forth under Arizona law. (See A.R.S. §§ 28-3151 and 28-3152.) The license must be current and valid and have all endorsements required by the type of equipment, the class of the vehicle being driven, and the load being carried. The license may not have any restrictions that would preclude driving on City business.

Acceptable Driving Record: Means that the driving record of the employee has seven (7) points or less for the previous twelve (12) months. Points are as shown in the current Motor Vehicle Division (MVD) Acceptable Violation Code Table. In addition, the following shall also be considered in determining an acceptable driving record; any cancellation, expiration, refusal, revocation, suspension, or restriction affecting the employee’s ability to drive on City business. Work related accidents, or other related factors, such as zero-point violations or a pending DUI charge shall also be considered.

For any individual being considered for a driving position, the following items preclude hiring, promotion, transfer, placement, etc.:

1. Eight points or more in the previous 36 months. Points are shown in the current MVD Acceptable Violation Code Table.
2. More than two chargeable accidents within the previous 36 months.
3. A conviction for driving under the influence within the previous 36 months.
4. The license has been suspended, cancelled, refused, or revoked as the direct result of a moving violation within the previous 36 months.
5. A current suspension, cancellation, expiration, refusal, revocation, or restriction that affects the individual’s authorization to drive.

Other factors such as zero-point violations or a pending DUI charge are considered in determining if the individual’s driving record is acceptable.

Change in Status: Means that an individual’s previously valid driver’s license is subsequently expired, refused, cancelled, revoked, suspended, or restricted by MVD.

DUI Charge: Means any arrest or citation received by an employee as a result of his/her alleged violation of any of the A.R.S. Title 28 “Driving Under the Influence” statutes, or for any out-of-state arrest or citation received for a similar infraction.
EMPLEEEE RESPONSIBILITIES:
An employee in a driving position is required to:

1. Possess a valid, appropriate driver’s license at all times while operating a vehicle on City business or while operating a City vehicle. (License must be carried on the person, when operating a vehicle on City business or while operating a City vehicle.)
2. Maintain current registration and current insurance, in accordance with A.R.S. Title 28, on any personal vehicle he/she may be asked to drive on City business.
3. Comply with any and all restrictions placed on his/her driver’s license by MVD at all times while operating a vehicle on City business or while operating a City vehicle.
4. Maintain an acceptable driving record.
5. Notify his/her supervisor and the Fire Department’s HR Chief, if assigned to a permanent position of a change in status of his/her driver’s license, of a DUI conviction, or of an arrest or citation for any DUI charge. This includes any out-of-state DUI conviction, arrest, or citation received. Such notifications must be made before the start of the employee’s next shift.
6. If member is in a roving spot or cannot get a hold of his/her supervisor, member may contact South Deputy or a representative from Local 493, who will represent them and make proper notifications to Fire HR and appropriate supervisor.
7. Refrain from operating a vehicle on City business, or operating any City vehicle, without a valid, appropriate driver’s license.
8. Comply with federal, state, local driving laws and regulations, and city policies.
9. Not drive on City business while their license is suspended, cancelled, expired, restricted, revoked, or refused. In addition, employees shall not drive until all required fines and fees are paid and a new license is issued by MVD. Prior to driving on City business, employees must provide a copy of the appropriate valid license to their supervisor.
10. Notify MVD of any change in address within 10 days (per A.R.S. § 28-448).

An employee in a non-driving position is required to:

1. Immediately notify his/her supervisor if the employee does not have a valid driver’s license or does not have a valid driver’s license in his/her possession at the time he/she is requested to operate a vehicle on City business or operate a City vehicle.
2. If member is in a roving spot or cannot get a hold of his/her supervisor, member may contact South Deputy or a representative from Local 493, who will represent them and make proper notifications to Fire HR and appropriate supervisor.
3. Maintain current registration and current insurance, in accordance with A.R.S. Title 28, on any personal vehicle he/she may be asked to drive on City business.
4. Comply with any and all restrictions placed on his/her driver’s license by MVD at all times while operating a vehicle on City business or while operating a City vehicle.
5. Comply with federal, state, local driving laws and regulations, and city policies
6. Notify MVD of any change in address within 10 days (per A.R.S. § 28-448).
7. No employee shall drive on City business after consuming alcoholic beverages or any other substance, including legally prescribed medications, that may impair driving.

8. Employees shall immediately report to their supervisor any physical or mental injury or disease that impairs their ability to drive on City business.

**MANAGEMENT RESPONSIBILITIES:**

All current City employees in driving positions will have their driving records reviewed annually. This review will be conducted at the time of each employee’s annual performance review. The “Driving Record” section of the employee’s Performance Management Guide (PMG) will be marked “Met” or “Not Met” in accordance with the criteria outlined in A.R. 2.96.

In the event there is a change of status of the driver’s license of an employee in a driving position, action will be taken to insure the employee does not operate a vehicle on City business or operate a City vehicle. In addition, A.R. 2.96 outlines the procedures by which an employee’s absence will be handled in the event he/she cannot fill his/her driving position due to his/her driver’s license being suspended.

An employee in a driving position who has a status change in his/her driver’s license for a period not exceeding thirty (30) days will be removed immediately from all driving responsibilities and will be placed on a leave of absence (unpaid leave or previously accrued vacation or comp time). If approved by management, the employee may be placed temporarily in a non-driving assignment if one is available within the department.

If the change of status is for a period of thirty-one (31) days or more, the employee will be removed immediately from all driving responsibilities and will be placed on a leave of absence (unpaid leave or previously accrued vacation or comp time) for up to sixty (60) working days, during which time the employee may seek a transfer to a non-driving position. All such leaves are subject to management approval. If a leave of absence is not approved, the employee shall be terminated. If a transfer occurs, the employee will not be terminated from City employment based solely on the loss of his/her license which gave rise to the transfer. If such a transfer does not occur, the employee shall be terminated.

**PERFORMANCE STANDARDS**

The Human Resources Department, Safety Section, and the operating department review the driving record of each employee in a driving position at least once per year. This review is conducted immediately before the employee’s Performance Management Guide or Performance Achievement Plan is completed using the following criteria:
<table>
<thead>
<tr>
<th>MVD Points</th>
<th>PMG Rating for Current Driving Record*</th>
<th>Minimum Action**</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 – 5</td>
<td>Met</td>
<td>None</td>
</tr>
<tr>
<td>6 – 8</td>
<td>Not Met – Needs Improvement Goal of Zero Points</td>
<td>Supervisory Counseling</td>
</tr>
<tr>
<td>9 – 12</td>
<td>Not Met – Needs Improvement Goal of Zero Points</td>
<td>Written Reprimand</td>
</tr>
<tr>
<td>13 or more</td>
<td>Not Met</td>
<td>Discipline up to and including suspension, demotion, or termination</td>
</tr>
</tbody>
</table>

*An employee’s entire driving record for the rating period will be considered and could reflect chargeable vehicular accidents and/or license suspensions.

**Any negative work history or prior corrective action may increase any action from the minimum described here.

***An employee will receive the appropriate discipline and be rated during the rating period the conviction(s) is reflected on their motor vehicle record; not necessarily during the rating period the employee is charged with the violation(s).

Employees with 6 or more points at the time of rating will have a goal of zero points set for the next 12 months. Employees are responsible for reporting any additional points to their supervisor immediately.

**ADMINISTRATIVE ACTION**

The following guidelines along with AR 2.96 and the Personnel Rules should be used when an employee does not follow the requirements of this procedure. No employee will be displaced to accommodate an employee who can no longer remain in a driving position because of a change in status of his/her license or because his/her driving record is unacceptable.

A. Employees in Driving Positions – Guidelines (assumes first offense):

<table>
<thead>
<tr>
<th>Situation</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Violation of any Arizona Revised Statutes concerning DUI, while driving on City business or driving a City vehicle:</td>
<td>Termination</td>
</tr>
<tr>
<td>Employee drives on City business after failing to notify supervisor their license is suspended, refused or revoked, or any citation or arrest concerning DUI prior to the beginning of the next normally scheduled shift</td>
<td>Minimum five-day suspension unless the department finds sufficient mitigating circumstances, even if license is presently valid or reinstated</td>
</tr>
<tr>
<td>Employee drives on City business without the</td>
<td>Minimum three-day suspension</td>
</tr>
</tbody>
</table>
appropriate class of license, drives contrary to a restriction, and/or drives with an expired or cancelled license:

Employee fails to notify supervisor of a suspended, refused, or revoked license, or any citation or arrest concerning DUI prior to the beginning of the next normally scheduled work shift and does not drive on City business:

Employee fails to notify supervisor of an expired or cancelled license and does not drive on city business:

Employee fails to notify supervisor that he/she is not in physical possession of an appropriate valid license, and drives on City business

Employee’s off-work conduct results in the suspension of his/her license, impacting the employee’s ability to perform essential functions, burdening co-workers and the employer:

Minimum three-day suspension, even if license is presently valid or reinstated

Minimum written reprimand

Minimum written reprimand

Minimum supervisory counseling
**City of Phoenix Driver Qualification form found in AR 2.96**

I acknowledge that I have received AR 2.96, City Policy on Driver Qualification. I recognize that, as a City employee, I am responsible for following the provisions outlined in this policy. I understand that if I am found to be in violation of this written policy, I may be subject to disciplinary action.

Name (printed)  

_______________________________________________________________

Signature ______________________________________ Date ________________

Original to department personnel file  
Copy to employee
PHOENIX FIRE DEPARTMENT
VOLUME 1 – Operations Manual
VEHICLES: OVERNIGHT (TAKE HOME) PERMIT
MP102.07A  09/18-R

PURPOSE

The purpose of this procedure is to explain the conditions under which a Fire Department vehicle may be parked overnight at a member’s home and to explain the responsibilities of members and supervisors related to this privilege.

Members of the Fire Department having significant need for a City vehicle after normal business hours may be provided with a permit to allow overnight storage of the vehicle at the member’s home. The storage of the vehicle at the member’s home is intended to facilitate response to emergency incidents, not for the convenience of the member.

Overnight permits are assigned to specific staff positions. Members assigned to those positions are allowed to park their City vehicle at their home under the following conditions.

1. The member must possess a current approved permit for overnight storage of a City vehicle (form 125-83D). The member’s copy of the permit must be stored in the glove compartment of the vehicle.
2. The member’s home must be within the corporate limits of the City of Phoenix, or within two miles of the City of Phoenix border.
3. The vehicle must be parked off the street.
4. The member must complete a monthly report of after-hours usage, have that form reviewed and approved by the member’s supervisor, and then submitted to the Fleet Management Division Chief by the seventh of each month (form 125-25D).

Three types of overnight permits are used by the Fire Department, continuing, revolving and temporary.

1. Continuing permits are assigned to members with significant after-hours need for their City vehicle on a continuous basis.
2. Rotating permits may be assigned in divisions or sections where a number of members share after-hours responsibilities on a rotating or occasional basis. Any number of members may be assigned to the same rotating permit, however, only one member per permit, per night may park their vehicle at home. The division or section manager is responsible for monitoring that only one person per night uses the permit.
3. Temporary permits may be approved by the Fleet Management Division Chief in situations where the temporary, short term keeping of a City vehicle at a member’s home will facilitate City business. The employee must complete a “Temporary Overnight Authorization Form” (form 150-21D) and have that form approved by the Fleet Management Division Chief prior to keeping the vehicle at home. A copy of the
temporary permit shall then be forwarded to the Fleet Management Division Chief to allow the required notification of the City’s Equipment Management Division.

Failure to comply with the provisions of this procedure may result in the revocation of the permit. Permits may be revoked by the Fleet Management Division Chief or the City Manager at any time.

The use of City vehicles is governed by City of Phoenix Administrative Regulation 6.11.

**RESPONSIBILITIES**

**Fleet Management Division Chief**

Over all management of the Overnight Vehicle Permit program.

These duties shall include maintaining a listing of permit holders, the annual renewal of permits (currently April), preparing permits for approval when changes in permit holders take place, coordinating permit approvals and communicating changes in permit status to the Equipment Management Administrator.

When appropriate, approve continuing, rotating and temporary applications for overnight permits. These duties are delegated by the Fire Chief to the Fleet Management Division Chief.

**Members Holding Overnight Permits**

Comply with the provisions of this procedure, including the monthly preparation of after-hours use reports and the notification of the Fleet Management Division Chief of any change in the information included on the permit form or in the member’s assignment.
CONSERVATION OF HISTORICAL ITEMS

It is the policy of the Phoenix Fire Department to retain any items or materials of historical value to the department and its members.

This procedure describes the guidelines governing the conservation of items that may be of historical value to the Phoenix Fire Department. Items included: log books, documents, newspaper clippings, manuals, reports, texts, pamphlets, fire fighting equipment, uniforms, protective clothing, photographs, badges and buttons.

POTENTIAL MATERIAL TO BE CONSERVED

The Phoenix Fire Department Archives was established to conserve historic items solely from the Phoenix Fire Department although subfiles may be maintained which pertain to other departments, events or the general fire service as long as those subfiles show the information had an impact on the history of the Phoenix Fire Department or could be used as future reference material.

All materials received by the Archives shall be considered for conservation. The item should be read or examined closely to determine their historic value to the department.

To be considered for conservation, items must fall into at least one of the following categories:

The item is relevant to historic progress of the Phoenix Fire Department

   a. The item is possible research material
   b. The item pertains to members of the Phoenix Fire Department (past or present).

If the item does not fall into one of these categories, the item may be disregarded and returned to the donor.
PRIORITIZING MATERIALS TO BE CONSERVED

Once a decision is made whether to keep the item, the next step is to prioritize the item in an order of conservation.

This should be done by considering the following:

a. Age of item
b. Physical condition of item
c. Possible research item in the near future
d. Rate of item deterioration

DONATION OF ITEM FOR THE ARCHIVES

Donations of an item to the Archives should be treated as a gift. The item will be listed in the donor's name unless otherwise requested.

The donor should be asked to complete the Archive Donation Form. If the donor refuses to complete the form, an attempt should be made to fill out as much information as possible and note the donation will remain anonymous. Completed donation forms will be filed for future reference.

COPYRIGHTS

A copyright on works is initiated by the author and received through the United States Library of Congress. Once a copyright is granted the copyright extends for the author's lifetime plus seventy-five (75) years.

Examples

A copy written work is recognized by one of the following symbols:

a. © 1989
b. copyright 1989
c. © John Doe 1989

to use a copyrighted work, the author or person(s) who own the copyright must give permission in writing. The permission of use must list the following:

a. number of times work maybe used
b. how to be used (magazine, newsletter, etc.)
c. agreement to use line of credit
d. description of works
e. printed name, signature and dated
f. who may use the work
When any copyrighted works are donated to the archives, an attempt should be made to get written permission for use from author or person(s) holding copyright (see page 7 of 7).

**CATALOGING**

All items received by the archives will be cataloged with a coded number and/or letters. The number will be put on the item's container. The number should incorporate the initials of the donor followed by sequential number.

**INDEXING**

After the item is cataloged, a database entry should be filled out on each piece. The entry should contain the following:

- a. complete description of item
- b. catalog number
- c. donor's name
- d. copyright number, if any
- e. area item is stored

The index card should be placed in the general archives index file for reference.

**DISPLAYING ARTIFACTS**

Archival items should be displayed in groups of items pertaining to a theme topic. The display should be enclosed in a case to protect the items from being touched or handled. The case should have an adequate filtered ventilation system with the means to exhaust heat from inside the case. The case should be well lighted with filtered or low UV lighting. The case should be secured to prevent accidental opening. The case should be located so the case is not in direct sunlight. Title cards should be placed next to each item to describe its historic value and a brief story about the item.

**STORAGE OF ARCHIVAL ITEMS**

**Paper Items**

The printed text is the most valuable part of the paper item. Only in situations where the paper or document is priceless such as the United States Constitution or the Bill of Rights should the original paper item be kept. Items such as newspaper clippings should be photocopied on to approved archival paper and placed into a reference library for research purposes.
It is the policy of the Archives to maintain two (2) copies of each item when possible. If only one copy is available, two photocopies of the original will be made. The original will be preserved in an approved container and the original will be placed in the reference library for future research.

Photographic Items

Photos should be copied also. A copy negative should be made of the photo and a contact sheet should be made for reference purposes. Copying of photos should begin with the oldest or the most deteriorated. The copy negative should be filed under a catalog number and used to reproduce photos and the original should be placed in an approved container and filed under the same catalog number. Modern day photos are less likely to deteriorate as rapidly as earlier photos. Any time original photos are handled, approved archival gloves shall be worn.

Slides

Slides should be placed in approved slide cabinet according to category. Slides should be cataloged with a coded number similar to the system used for photos. Approved archival gloves should be worn when handling slides.

Video and Movie Film

Video and movie film reels or cassettes should be placed in approved containers and placed in a light restricting cabinet.

Clothing Items

All clothing received by the archives should be cleaned thoroughly in the approved manner and placed on a hanger and covered with a clothing bag.

Trophies

Trophies should be conserved according to the section, which pertain to the material of which the trophy is made of. Ample space should be provided for the trophies for storage or display because trophies are fragile and tend to break easily.

PRESERVATION OF ARCHIVAL ITEMS

Wood

Depending on the physical condition of the wood item, the item should be stored in the ideal climatic environment of 68 degrees Fahrenheit with 34 percent humidity and light free.

Severely deteriorated wood items shall be restored to their original state by the approved procedures commonly accepted at that time.
Metal

Metal items shall be cleaned in the commonly accepted manner and stored in a climatically controlled environment of 68 degrees Fahrenheit and no more than 10 percent humidity. The item may be coated with a light coat of oil to inhibit corrosion.

Books

All books shall be inspected for attachment materials such as tapes, staples, paperclips, etc. All attachments shall be removed. The books shall be placed, laying flat, in the commonly accepted box or container and stored in the ideal environment free of light, dust, and with a climatically controlled temperature of 68 degrees Fahrenheit with a humidity of 34 percent.

Clothing

All clothing shall be cleaned according to the commonly accepted manner, covered with approved cover and hung in the ideal climatically controlled environment free of light, dust, and a temperature of 68 degrees Fahrenheit with 34 percent humidity.

Paper

All paper items shall follow the same procedures as prescribed in "Books."

Copyright use form follows with a page of definitions.
COPYRIGHT USE PERMISSION FORM

I/WE, ___________________________________________________ give

permission to ________________________________________________

to use the copywritten works of ______________________________ for

______ time(s) for the purpose ___________________________________

and agrees to give the copyright holder a line of credit.

Brief description of works: _______________________________________

________________________________________________________________

________________________________________________________________.

Printed name of Copyright Holder   Signature of Copyright Holder      Date

______________________________________________________________

Signature of User
**DEFINITION OF TERMS**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conservation</td>
<td>To save store in an environment that is conducive to extending the life of the material.</td>
</tr>
<tr>
<td>Preservation</td>
<td>to chemically or physically treat the material to stop or slow deterioration.</td>
</tr>
<tr>
<td>Restoration</td>
<td>to restore the material or item to a &quot;like new&quot; state. The act involved in the preservation process.</td>
</tr>
<tr>
<td>Author</td>
<td>person or persons that composes a message or statement whether it is written, photographic or drawing.</td>
</tr>
<tr>
<td>Line of credit</td>
<td>given credit to the author or holder of copyright.</td>
</tr>
</tbody>
</table>

**Example:**

1. Photo by John Doe  
2. © 1989 John Doe  
3. from the John Doe collection.
It is the policy of the Phoenix Fire Department to provide evaluation and feedback to outside agencies which provide assistance to the department at emergencies or cooperate with the department or its members in programs.

This evaluation or feedback may be in the form of a commendation for outside agency member(s) or positive critique designed to improve joint outside agency or department operations.

When it is appropriate that a commendation be prepared for an outside agency member(s), a copy of the commendation shall be forwarded to the office of the Fire Chief.

When a need is identified for critical review of a joint department/outside agency operation/program, the critical review will be coordinated through the department member's Battalion Chief/Section Head. Department members shall not, in any official capacity, critique the operations or programs of an outside agency without the knowledge and approval of the Shift Commander/Section Head.
FACILITY RENTAL - LONG AND SHORT-TERM

The provision of automatic fire detection and suppression systems enhances life safety and preserves property in the event of a fire. In order to encourage the voluntary installation of these systems in office buildings, hotels and conference centers, it shall be the policy of the Phoenix Fire Department effective with the issuance of this procedure:

To, without exception, rent office space in facilities provided with automatic fire detection and automatic fire suppression systems installed throughout;

To, without exception, rent conference rooms in facilities which are provided with automatic fire detection and suppression systems installed throughout;

To encourage fire service groups and other groups meeting in Phoenix or the Valley to utilize protected facilities, and;

To conduct all seminars and meetings sponsored by the Phoenix Fire Department in protected facilities, except for facilities currently occupied by the Department. This shall apply to meeting spaces and lodging reserved for conference attendees.

The Department shall plan for the conversion of all office space utilized by the Department to fully protected facilities.

LODGING WHILE TRAVELING ON CITY BUSINESS

To further encourage the provision of fire detection and suppression systems throughout the nation, it shall be the policy of the Phoenix Fire Department that employees traveling on City Business time shall rent hotel or motel rooms that are located in facilities that are provided with automatic fire detection and suppression systems throughout. When protected lodging is not available within a reasonable distance from the traveler's destination or if protected lodging costs are in excess of 25% more than the cost of unprotected lodging, either protected or unprotected lodging facilities may be used with the approval of the Division Head.
PURPOSE

This MP, in conjunction with City AR 1.63, will provide the guidelines for using electronic communications. E-mail, Internet and Intranet are important tools that assist us in providing excellent customer service to the public as well as our internal customers. City electronic property or electronic communications systems should not be used for personal gain, including personal businesses, but rather to enhance service to the public. Harassment and pornography will not be tolerated. Jokes, junk mail, chain letters and other non-work related items should not be sent or forwarded.

CITY POLICY

All hardware, software, databases, email, mailbox messages, spreadsheets, files and documents are the electronic property of the City Of Phoenix.

Employees should be aware that they are responsible for any information that they generate or distribute through the electronic system.

Employees are expected to prevent the unauthorized use of the City’s internet and E-mail systems while logged into the City’s network by using password–protected screen savers or other appropriate techniques while away from their computer. **Any use that occurs on an employee’s workstation under that employee’s login is presumed to be performed by that employee. Log off the computer when you’re not using it.**

PROHIBITED ELECTRONIC PROPERTY AND ELECTRONIC COMMUNICATIONS USES

Prohibited uses include, but are not limited to:

- Any personal use that interrupts City business and that keeps an employee from performing his/her work. Employees should not use their City e-mail account as their primary personal e-mail address.
- Extensive personal use of the internet for any non work-related purposes during working hours which decreases employee productivity or results in decreased performance of the City’s e-mail system.
- Unauthorized downloading and distributing of copyrighted materials (e.g. music, pictures or other proprietary information).
• Downloading or copying music, including music obtained legally, for non-business purposes onto city computers or servers.
• Unauthorized reading, deleting, copying, modifying, or printing of electronic communication of another user.
• Using the city’s electronic connections for private gain or profit (e.g. online gambling, personal business, etc.).
• Instant messaging through public service providers. (e.g. AOL, Yahoo, MSN, etc.).
• Personal software, which allows peer to peer communications between two or more workstations. (e.g. online chat, KaZaA file sharing, etc.).
• Personal use of the City’s electronic connections for auctions such as eBay.
• Soliciting for political, religious or other non-business uses not otherwise authorized by A.R. 2.33
• Non –business related streaming media (e.g. listening to internet radio stations).
• Using City computers for political purpose, including voting. This does not include using equipment designated for public voting at city facilities.
• Sending or forwarding junk email, chain letters, or mass mailings.
• Theft and/or forgery (or attempts) of messages or electronic documents.
• Using, accessing, or transmitting pornographic or sexually explicit materials, offensive threatening, racial, or hate language or images.
• Engaging in any form of harassment, whether sexual or otherwise, or sending any unwelcome personal communication. It is the perception of the recipient that prevails, not the intention of the sender.

PRIVACY AND MONITORING

Between the City and its employees and other individuals using the electronic property or electronic communication systems, the individual user has no expectation of privacy. By using the city’s electronic property or electronic communications system, each user acknowledges that the city may monitor all such uses. The user specifically consents to the city performing the monitoring function.

The city does not monitor the content of city electronic property, electronic communications or internet access as a routine matter, but reserves the right to do so without notification.

Only Department/Function Heads or higher may request access and monitoring of City electronic communication for employees under their supervision. Details for such requests are outlined in City of Phoenix Administrative Regulation 1.63.

RETENTION AND STORAGE

The City is required by Records Retention Policy to maintain electronic mail for one month. Email in the trash basket falls under the one-month retention policy. Employees must not empty their electronic mail trash and must ensure that electronic systems are set appropriately to preserve messages for 30 days. The City Clerk Department is responsible for purging electronic mail from the Domino/Lotus Notes Enterprise Email system older than one month.
VIOLATION OF POLICY

Violation of these policies is cause for disciplinary action.
PHOENIX FIRE DEPARTMENT
VOLUME 1 – Operations Manual

EMERGENCY ACCESS KEY SECURITY

M.P. 102.13  11/17 – N

PURPOSE:

The purpose of this procedure is to establish a standardized protocol for securing Knox, FDC and Supra Keys on emergency response apparatus.

GENERAL:

With the presence of Emergency Access Keys that provide access to businesses and multi-residency communities throughout the City of Phoenix, it is necessary to maintain the security of these keys.

The Phoenix Fire Department Fire Prevention Division is the sole distributor of Emergency Access Business Keys. Emergency Access Gate Keys are managed by both the Phoenix Fire Department and the Phoenix Police Department.

EMERGENCY ACCESS KEYS:

1. Gate Keys – These are the previously issued / original KNOX Key

2. Business (Private Residence) Keys – Will be secured via the KeySecure, or alternative, locking device in the apparatus at all times when not in use.

3. KNOX FDC Wrenches – Kept in location designated by the Company Officer.

4. Supra Keys – Emergency Access Key utilized with the inception of the Emergency Access Program. A few businesses continue to use existing Supra boxes.

Tethering – All Emergency access keys, with the exception of the FDC Wrenches, will be secured together via a cable tether with serial number.
KEY SECURITY ON APPARATUS:

Each emergency response apparatus is equipped with a method of securing the Emergency Access Key. For the security of the customers who have an Emergency Access Box installed, it is necessary for the Key to be secured in this device at all times unless it is in use. A security access number will be used to remove the KNOX Key from the KeySecure device. Once the Key is returned to the apparatus the Key will be immediately placed into the KeySecure device and moved to the locked position. The Company Officer must account for the Emergency Access Keys at all times.

RESPONSIBILITIES:

Accountability of Emergency Access Keys is responsibility of the Company Officer in charge of the assigned emergency response apparatus (Engine, Ladder, Ladder Tender, Rescue, BC). This individual may be a Command Officer, Captain, “Out-of-Class” or “Move-up” Captain. The station Captain will also be responsible for the accountability of any Emergency Access Keys assigned to a Full or Part-Time Rescue or other single assignment apparatus (Utilities, Water Tanker/Tender, Brush Truck, Support vehicle, etc.) housed at that station. Verification that the Emergency Access Keys are secured in the KeySecure or Supra Device must be done at shift change and any other time in which the Captain or crew is relieved, including Full and Part-Time Rescue Crews.

REPLACEMENT OF LOST, STOLEN, OR DAMAGED KEYS:

1. If a Key is noted to be missing at any point, (i.e. shift change) the BC must be notified immediately.

2. A police report must be filed with the Phoenix Police Department and the subsequent PD report number must be submitted with the LSD.

3. A Lost-Stolen-Damaged (LSD) Report (92-22D Rev. 10/01) must be submitted, ensuring all appropriate signatures have been obtained prior to requesting a replacement key.

4. To receive new Key(s), the LSD must be submitted to the PFD Security Manager for review. After review, the Security Manager will forward the LSD to Fire Prevention.

5. The LSD must be received by Fire Prevention prior to distribution of a replacement key. Replacement keys will require notification of the Fire Prevention Deputy Chief and the appropriate District Commander (or Deputy Fire Chief).
VACATION CREDITS

Vacation credits and carry over are allotted at the following rates:

<table>
<thead>
<tr>
<th>Years of Service</th>
<th>Monthly Max Accrual</th>
<th>Carry Over Jan. 1</th>
<th>Max Accrual which can be compensated at separation</th>
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<tbody>
<tr>
<td></td>
<td>40 Hr.</td>
<td>56 Hr.</td>
<td>40 Hr.</td>
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<tr>
<td>1 mo. to 5 yrs.</td>
<td>8</td>
<td>11.2</td>
<td>192</td>
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<td>5 yr. 1 mo. to 10 yrs.</td>
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<td>14</td>
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<td>420</td>
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<tr>
<td>10 yrs. 1 mo. to 15 yrs.</td>
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<td>15.4</td>
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<td>462</td>
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<tr>
<td>15 yrs. 1 mo. to 20 yrs.</td>
<td>13</td>
<td>18.2</td>
<td>312</td>
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<td>546</td>
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<td>20 yrs. 1 mo. to</td>
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<td>630</td>
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</tbody>
</table>

Members transferring from a 56-hour week to a 40-hour week (or vice-versa) will have their vacation hours converted to the above schedule.

Each full-time member shall be credited vacation for every calendar month of paid service. (NOTE: When calculating vacation accrual, leave of absence compensated by the Arizona Industrial Commission in excess of one (1) year shall not be considered as paid service. Further, "any absence without pay in excess of ten (10) working days shall not be allowed as creditable time" (Reference: Personnel Rule 15bl). Eligibility to use vacation credits shall begin only after six (6) months of City employment.

As of January 2013 the number of fifty-six (56) hour members allowed off the entire shift on vacation will be: Monday – Thursday 25, Friday 26, Saturday 27 and Sunday 26. These numbers will increase on Holidays to: Monday – Thursday 27, Friday 28, Saturday 29 and Sunday 28.

Vacation credits are recorded and deducted on an hour for hour basis. Partial shift vacation can be deducted in half hour increments.

It is each member’s responsibility to manage their own vacation leave balance. This requires monitoring current credits as listed in e-CHRIS or as verified by Payroll.
Any leave credit in excess of the maximum will automatically be deducted the first pay period in January, unless additional "carry-over" is approved in advance by the City Manager.

**EXEMPT EMPLOYEES**

Any type of leave for Exempt Employees at pay classification 032 or higher (Executives, Middle Managers and Supervisory/Professional with some exemption) will be based solely on full work days/shifts.

Any leave approved by the member’s supervisor that is for less than ½ the scheduled work day/shift, will be noted as an absent in TeleStaff and denote the time period of that absence.

Any leave taken that is equal to or greater than ½ the scheduled work day/shift will be reflected in TeleStaff as the whole day/shift being taken off.

**PERSONAL AND EDUCATIONAL LEAVE**

Chief Officers receive 33.6 hours (24 hours for 40-hour personnel) personal leave and 28 hours (20 hours for 40-hour personnel) for educational leave.

Personal Leave and Educational Leave will be added to vacation credits and will be used in the same way as vacation.

To insure that operational requirements are met, each Division/Section Head will be responsible for managing vacation scheduling and vacation leave within their Division/Section.

**DOCUMENTATION**

All leave will be recorded in TeleStaff.

**ANNUAL VACATION SIGN-UP/EMERGENCY SERVICES DIVISION**

The South Shift Command/Emergency Response Staffing Office (SSC/ERSO) will administer the annual vacation sign-up.

All 56-hour personnel will utilize the TeleStaff Auction for the Annual Vacation process. This will insure that if, during the sign-up period, an employee should be absent due to illness, vacation, AWR, etc., their vacation request can be obtained.

Each member may bid on a maximum of 30 shifts of vacation. All members will be awarded a maximum of 10 shifts of vacation during the Annual Vacation Auction.

FAILURE TO FOLLOW THE SIGN-UP PROCEDURE MAY CAUSE THE MEMBER TO BE PASSED DURING SIGN-UP.

Fire Department Members on special assignment, coming to or leaving the Operations Division, will record their vacation preferences in the same manner stated above.
It is the member’s responsibility to ensure that vacation requests do not exceed (anticipated) accumulated credits. Any vacation taken without credits will be charged as "unpaid leave." Vacation shifts awarded through the Annual, Wait List, and/or call-in processes are not to be considered as authorization to take leave if the member does not have enough accumulated vacation credits and defaults to Leave Without Pay (LWOP). All leave awarded through these processes is awarded as vacation. If a member does not have enough vacation credits to cover awarded leave, the time does NOT automatically default to Comp Time. Members must call Time Management in advance and request to change vacation shifts to Comp Time if they wish to have the leave drawn from those banks. Comp Time shifts are NOT separate in terms of awarding shifts or available spots.

Annual Vacation Sign-Up will be awarded based on length of time in rank (i.e. Firefighter, Engineer, Captain) seniority. Available vacation shifts will be allocated by Department make-up (ALS/BLS) and ranks within those.

The original submission will be maintained within the TeleStaff Auction. Awarded vacation shifts will be posted in TeleStaff. A notice will be sent out when vacation selections have been posted in TeleStaff.

**VACATION WAITING LIST AND UNSCHEDULED VACATION**

The Vacation Waiting List will be built initially utilizing a TeleStaff Auction process that immediately follows the Annual Vacation Sign-Up Auction. During the Vacation Waiting List Auction, members will be placed on the Vacation Waiting List in order of seniority by academy start date/class placement seniority – ALS members being placed on a waiting list for any available ALS vacation spots (regardless of rank) and BLS members being placed on a waiting list for any available BLS vacation spots (regardless of rank).

56 hr. members will enter bids via the Vacation Waiting List Auction in TeleStaff for up to 30 shifts during the Vacation Waiting List Auction Sign-Up Period. Any members not receiving a requested date will be placed on the Vacation Waiting List. All members will only be awarded 10 shifts during the Vacation Waiting List Auction.

After the Annual Vacation Auction and the Vacation Waiting List Auction are complete and results posted in TeleStaff, members will then be notified that they can contact the Time Management Coordinator to submit for vacation or to be placed on the Vacation Waiting List, on a first come – first served phone call-in process.

**Waiting List:** As a shift becomes available the Time Management Coordinator will utilize this list to award.

The Time Management Coordinator will maintain the master vacation schedule worksheet. Paramedics may fill only those vacation slots allotted to them. This will avoid depleting Paramedic staffing below critical levels.

Members changing shifts at their own convenience will choose their vacation from the stand-by list. Members changing shifts at the Department’s convenience may be allowed vacation days similar to the employee’s scheduled vacation. In some cases, this may cause the ERSO team to exceed the allotted vacation shifts.
Chief Officers will be allotted vacation shifts by seniority prior to the posting of the vacation schedule. Requests will be recorded by Time Management and assigned upon schedule posting. All Chief Officers’ requests for vacation after the initial posting will be assigned on a first come first serve basis. The number of Chief Officers off on vacation at any one time will be in keeping with current Departmental policy.

**PARTIAL SHIFT VACATION**

Requests for partial leave should be made to the Partial Leave Line (602-534-8463). Partial leave requests can be for a maximum of 7.5 hours, partial shift vacations of more than seven and one-half (7 ½) hours will require the employee to take an entire shift of vacation. Vacation of more than seven and one-half (7 ½) hours requires an opening in the vacation schedule worksheet maintained by the SSC/ERSO.

Only one (1) partial shift of leave will be granted per employee per duty shift. Rovers must inform their company officers of any partial shift leave at the beginning of their shift. This will allow the company officer time to make adjustments should a conflict arise.

Conflicting partial leave requests are managed by the member’s respective Battalion Chief/Shift Commander.

**EMERGENCY VACATION**

Emergency vacation is unscheduled vacation which may be granted to a member when a critical need for leave arises, which does not qualify for any other type of leave. The determination to grant emergency vacation will be made by the SSC/ERSO.

**FULL SHIFT VACATION CANCELLATION**

To cancel full shift vacation, the member must contact the Time Management Coordinator, at least one shift prior to the shift they want to cancel.

**PARTIAL SHIFT LEAVE CANCELLATION**

To cancel full partial shift leave, the member must contact the Partial Leave Line one shift in advance of the scheduled leave and no later than the day before the scheduled leave. All partial leave cancellations for the same shift/day or later must go through the member’s respective Battalion Chief for approval.

**LEAP YEAR SCHEDULE**

In order to insure that each shift works an equal number of holidays, an alternate schedule will be employed during Leap Years. Alternate schedules must ensure cost neutrality, maintain equal hours worked by each shift within in the normal work cycle, ensure shared sacrifice over all three shifts, work within the existing pay cycle, and work within the Fair Labor Standards Act (FLSA) prohibiting any employee from working without compensation. Alternate schedules will occur in the February-March time frame (see sample calendar below). In the shaded area of the calendar all shifts (A, B, & C) will work 2 consecutive days. This allows the calendar to shift so
that holidays are more evenly distributed across all three shifts. This practice meets all FLSA mandates and creates no additional cost.
PURPOSE

This procedure defines the responsibilities of Department members, Battalion Chiefs, South Shift Commanders, Fire Department Health Center, and the Personnel Officer in the management of sick leave for 56-hour members.

MEMBER RESPONSIBILITIES

A MEMBER WHO DETERMINES HE/SHE IS TOO ILL TO WORK SHALL MAKE NOTIFICATION NO LATER THAN 0600 HOURS ON THE DAY THE SICK LEAVE IS TO BEGIN.

Notification of illness shall be made in person by telephone to South Deputy sick line 262-SICK (7425) any time. Sick leave call-in on a day prior to the member’s scheduled workday can be made in person by telephone to South Deputy sick line, 262-SICK (7425). When calling in sick, be prepared to give your Battalion, your name, your reason for being sick, and a contact number where you can be reached.

A member who has recovered sufficiently to return to duty shall make notification NO LATER than 0600 hours on his/her duty day. Notification of return from sick leave shall be made in person by telephone to South Deputy sick line 262-SICK (7425).

For members returning from sick leave, notification can shall be made in person by telephone to South Deputy sick line 262-SICK (7425) anytime prior to the day the member will return to work. Notification left on the recorder is acceptable.

Occasionally members may recover sufficiently to return to full duty sometime during their assigned shift. In such instances, the member should notify the South Deputy Chief/Shift Commander (262-7339) at which time the member will be assigned to a station for the remainder of the shift.

At Home Recuperation

A member on sick leave must remain at home in a recuperative manner. Time to consult with a physician or to obtain medicine will be allowed. Other exceptions may be allowed with prior approval from their Battalion Chief. A member shall not engage in other work or recreational activities while on sick leave; however, documented therapy treatments prescribed by a physician will be allowed.

Follow-Up

A member should be contacted by a Fire Department representative each duty day while on sick leave until notice of recovery is given. Contact may be through a phone call or a personal visit. A member
who cannot be contacted on two consecutive attempts will be required to complete a sick leave non-contact memo upon return to duty.

**Proof of Medical Treatment**

Proof of medical treatment shall be required for any leave extending over (2) shifts (48 hours). Such proof shall indicate type of illness and days of leave. Proof of medical treatment shall be from the member's physician, at the member's expense, and not the Health Center physician. Unauthorized visits to the Health Center physician for such proof of treatment will result in the member being charged for the service. After (6) sick leave occurrences in the previous 12-month period, the member may be counseled and, at the discretion of the Battalion Chief, proof of medical treatment may be required for any future illnesses. Members who are on sick leave because of an off duty injury that prohibits normal work performance may be required to report to a Health Center physician for an evaluation of his/her ability to return to an alternate-duty assignment. This will be in addition to proof of prior medical treatment from his/her physician.

Occurrence shall be defined as any sick leave time over 4 hours, that is used consecutively, prior to returning to work, i.e., member goes home sick from the middle of the shift; then takes the following two shifts off. This would be one (1) occurrence and would require a doctor slip.

All medical treatment slips which are required shall be attached to the Report of Sick Leave Form #90-18D when the member signs in from sick leave.

**Signature Requirements**

MEMBERS WHO ARE REQUIRED TO PROVIDE MEDICAL TREATMENT SLIPS, WILL BE REQUIRED TO SIGN THE NECESSARY SICK LEAVE DOCUMENTS AT THEIR BATTALION OFFICE NO MORE THAN 2 SHIFTS AFTER THEIR RETURN TO DUTY.

**Rovers**

Rovers will be assigned to a specific Battalion. All sick leave documents pertaining to rovers will be processed at their assigned Battalion Office. Assigned Battalion Office refers to the specific Battalion to which the rover has been assigned and not necessarily the Battalion in which they last worked.

**BATTALION CHIEF'S RESPONSIBILITIES**

**Sick Leave Notification**

When the TeleStaff program indicates that a member is sick and will not be reporting to duty, the District Secretary will:

1. On the third consecutive shift the Battalion Secretary will initiate the Report of Sick Leave (90-18D). This form will be filled out for ALL sick leave occurrences except as noted below. All use of sick leave will count as an occurrence regardless as to the length of time off, except when sick leave is used as described below.

2. On the third consecutive shift the Battalion Secretary will contact Fire Personnel and request an FMLA packet to be sent to the employee, for possible qualifying event.
NOTE: When sick leave of 4 hours or less is used for examinations by a licensed physician or dentist, or medical treatments prescribed by a licensed physician or dentist, the Report of Sick Leave (90-18D) is not required. When possible, these appointments should be arranged for off duty time.

**Members Returning From Sick Leave**

When South Deputy receives notification that a member will be returning from sick leave, TeleStaff will reflect this and the following action will be taken:

The Report of Sick Leave Form (90-18D) will be reviewed for final completion.

1. All required sick leave documents will be signed, recommending approval or denial, and forwarded to Fire Personnel/Payroll.

**Contact of Members on Sick Leave**

Battalion Chiefs are responsible for the contact of each member of the Battalion who is on sick leave each duty day that the member is off. Daily contact of members on sick leave may be waived for the following reasons:

1. Member is on extended sick leave.
2. Member has an illness or injury which would make daily contact unnecessary.
3. Any reason which in the opinion of the Battalion Chief is substantial enough to waive contact. In such cases, a short explanation shall be written on Report of Sick Leave form (90-18D).

**SOUTH SHIFT COMMANDER RESPONSIBILITIES**

South Deputy will be responsible for managing sick leave notification. South Deputy will receive calls from members who will not be reporting to work due to illness or injury, and notification from members who will be reporting back to duty from sick leave. Members who will not be reporting to work will be documented into TeleStaff.

When South Deputy or designee receives notification from a member that will be going on (or returning from) sick leave, the member's name, type of illness, shift, and Battalion will be entered into TeleStaff.

**PERSONNEL OFFICER'S RESPONSIBILITIES**

The Personnel Officer will be responsible for the management of the Sick Leave Program including quality control.

The Personnel Officer will also be responsible for:

1. Final review/approval of sick leave documents.
2. Quality control of sick leave documents.
3. Assisting the Battalion Chiefs with questions that arise.

**FIRE DEPARTMENT HEALTH CENTER RESPONSIBILITIES**

1. See M.P.103.02C - Extended Sick Leave.
Emergency sick leave is provided to allow a Fire Department member a reasonable amount of time off to cope with emergencies of a critical nature that affect a member of his/her immediate family.

PURPOSE

This procedure is intended to identify those situations which qualify for the use of emergency sick leave as outlined under Personnel Rule 15c2b.

For the purposes of this procedure, the immediate family shall include: Mother, Father, Husband, Wife, Child, Stepfather, Stepmother, Stepchild, Brother or Sister, of the family member. (A relative who has been a parent substitute to the employee may be considered as a substitute for Mother or Father in this definition.)

Sick leave is not intended for extended home care of family members, nor to take dependents to medical or dental examinations or other appointments of a non-emergency nature. The use of emergency sick leave, as outlined, is intended to be conservatively interpreted as limited to extreme illness situations where a life/death question exists, or where there is sudden illness or accident of a family member who is solely dependent upon the Fire Department member for care.

When a member needs to make arrangements for the home care of a family member or to cope with a minor or short-term emergency, a maximum of ten (10) hours of sick leave will be allowed. The use of accumulated vacation, compensatory time, or unpaid leave may be approved for the remainder of the time required to secure the situation. Usually, ten (10) hours will be charged to sick leave and vacation for the remainder of the shift.

The following are examples of emergency sick leave which qualify for a maximum of ten (10) hours use.

1. An immediate family member suffers sudden illness or injury, requiring home care and is mainly dependent upon the member for such care. Additional time required may be taken from vacation or compensatory time.
2. Time to take a pregnant family member to the hospital for a normal delivery. Additional time required may be taken from vacation or compensatory time credits.

3. A school notifies the employee that his/her sick child must be taken home.

Following are examples of major emergency situation which may qualify for the maximum use of emergency sick leave:

1. For the Fire Department member to be present during major surgery of a member of the immediate family member (to cover a reasonable time prior to and following the surgery).


3. The attending physician requests the member to be present because of the critical condition of a family member.

The duration of major emergency sick leave shall be limited to the emergency situation and shall not exceed:

Five (5) working days plus two (2) days for out-of-state travel for 40-hour members

Three (3) shifts plus one (1) shift for out-of-state travel for 56- hour members

Additional time off may be obtained via emergency vacation, compensatory time, or unpaid "general leave," upon request by the member and approval of the Department.

The amount of time off allowed for emergency sick leave shall be governed by the circumstances. In some cases, written medical verification may be required before a supervisor will grant emergency sick leave. The supervisor is responsible for conducting whatever investigation may be necessary to ascertain the facts.
PHOENIX FIRE DEPARTMENT
VOLUME 1 – Operations Manual
BEREAVEMENT
MP103.02B  08/13 - R

PURPOSE

This procedure specifies the notification and reporting requirements for employees requesting bereavement leave.

GUIDELINES

Bereavement leave is available to any employee for the purpose of attending to family needs that arise in connection with the death of a member of the employee’s immediate family.

Immediate family shall be defined as: the mother, father, or step-parent of the employee; husband, wife, child, stepchild, brother, sister, step-brother, or step-sister of the employee; grandchild of the employee; the mother and father of the employee's spouse; domestic partner of the employee; children or parent of the domestic partner; and person residing in the employee's household as a member of the family. A relative, who, because of family circumstances, has been a parent substitute to the employee, may be considered as a substitute for mother or father in this definition.

For family members who are not considered immediate family, Emergency Vacation time may be requested through the On Duty South Shift Commander. Scheduled vacation or compensatory time may be scheduled through South Shift Command or Time Management.

Bereavement leave will not exceed three (3) working days, plus two (2) working days for out-of-state travel for 40-hour employees. Two (2) shifts, plus one (1) shift for out-of-state travel will be allowed for 56-hour employees.

REPORTING

The sick leave reporting process as outlined in M.P. 103.02: Sick Leave- 56 Hour Member, or M.P. 103.02D: Sick Leave- 40 Hour Employees, will be followed when requesting bereavement leave.

Bereavement leave will be recorded in the PFD TeleStaff database.
A Department member who has been off work on extended sick leave (30 calendar days) may be required to submit to a medical examination by the Fire Department Health Center Physician.

Such an examination shall be made immediately following a period of thirty (30) calendar days of sick leave and within five (5) days after receipt of a letter from the Fire Department Health Center requesting the examination.

The member shall request his/her treating physician to complete the medical evaluation form provided and return it to the Fire Department Health Center within five (5) working days.

It will be the member’s responsibility to notify the Fire Department Health Center by telephone within three (3) days after the examination if:

1. The member will be off for another thirty (30) days sick leave.

2. The member is scheduled to see a different physician.

3. The member will be released to regular duty or to a light duty assignment within fourteen (14) days time following the required medical examination.

Additional medical examinations shall be made at thirty (30) day intervals as long as the member is on sick leave, unless otherwise directed by the Health Center Physician.

A Department member who has been on extended sick leave due to an injury or surgical procedure will be required to submit to a medical evaluation by the Health Center Physician prior to returning to regular duty or to a light duty assignment. The member will provide the Health Center Physician with release from his/her treating physician when reporting for such a medical evaluation.
PURPOSE

This procedure defines the individual responsibilities of Department Members, Section Heads, Fire Department Health Center and the Personnel Officer in the Management of Sick Leave for 40-hour personnel.

MEMBER RESPONSIBILITIES

A member who determines he/she is too ill to work will make notification to the Section Head (or designee) in the Section to which he/she is assigned. Notification of illness should be made as soon as it is determined the member will be on sick leave, but no later than 0800 the day the sick leave is to begin.

AT HOME RECUPERATION

A member on sick leave must remain at home in a recuperative manner. Time to consult with a physician or to obtain medicine will be allowed exception and other exceptions may be allowed with prior approval from the Section Head. A member shall not engage in other work or recreational activities while on sick leave.

RECUPERATION OTHER THAN AT HOME

A member who will be recuperating at a place other than his/her residence shall notify the Section Head (or designee) of their location and a phone number at which they can be reached.

FOLLOWUP

A member should be contacted by a Fire Department representative each scheduled work day s/he is on sick leave until notice of recovery is given. Contact may be through a phone call or personal visit. A member who cannot be contacted on two consecutive attempts will be required to complete the non-contact portion of the Report of Sick Leave (Form 90-18D, Rev 5/94.)
**PROOF OF MEDICAL TREATMENT**

Proof of medical treatment is required for all illnesses extending over a period of three (3) working days and may be required for any illness if requested by the Department. Proof of medical treatment shall be from the member’s physician and not the City Doctor. After (5) sick leave occurrences in the previous 12 month period, the member may be counseled and, at the discretion of the Section Head, proof of medical treatment may be required for any future illnesses. Members who are on sick leave because of an off-duty injury that prohibits normal work performance may be required to report to a City physician for an evaluation of his or her ability to return to a light duty assignment. This may be in addition to proof of medical treatment from member’s physician.

All medical treatment slips which are required shall be attached to Form PPMIS Leave Request (Form 60-32D) when the member signs in from sick leave.

**SIGN IN PERIOD**

On or before 0830 hours the day the member returns to work, s/he will report to the Section Head (or designee) and sign the required sick leave documents. A member who has been on sick leave must sign all required sick leave documents prior to taking any other type of leave.

**SECTION HEAD RESPONSIBILITIES**

**Sick Leave Notification**

When the Section Head (or their designee) is notified that a member is sick and will not be reporting for duty, the following process will be followed:

1. The PPMIS Leave Request (form 60-32D) will be initiated.

2. The Report of Sick Leave (form 90-18D) will be initiated at this time and attached to the PPMIS Leave Request (60-32D).

**NOTE:** The Report of Sick Leave form is not required for sick leave use of four (4) hours or less when used for examinations by a licensed physician, dentist, (or medical treatments prescribed by a licensed physician or dentist). When possible, these appointments should be arranged for off-duty time.

**Contact of Members on Sick Leave**

The Section Head (or designee) should contact each member of that Section who is on sick leave each scheduled work day that the member is off. Daily contact may be waived by the Section Head for the following reasons:

1. Member is on extended sick leave.

2. Member has an illness or injury which would make daily contact unnecessary.
3. Any reason which in the opinion of the Section Head is substantial enough to waive contact. In such cases, a short explanation shall be written on the report of sick leave form, 90-18D.

When in doubt, the Section Head (or designee) shall contact the member. Contact with the member will be recorded on the Report of Sick Leave form. If for any reason contact with the member cannot be made on two (2) consecutive attempts, the member will be required to complete the non-contact portion of the Report of Sick Leave form (90-18D, Rev 5/85).

Member’s Returning From Sick Leave

When the member reports to the Section Head (or designee), the following action will be taken:

1. The PPMIS Leave Request (60-32D) and the Report of Sick Leave (90-18D) forms will be completed and signed by the member.

2. If member counseling is required, it may be extended at this time.

3. All required sick leave documents will be forwarded to the Section Head for approval or disapproval and then forwarded to Payroll.

NOTE: Sick Leave documents are: PPMIS Leave Request form, Report of Sick Leave form, and any required medical treatment slips.

Personnel Officer Responsibilities

The Personnel Officer will be responsible for the management of the Sick Leave Program, including quality control. The Personnel Officer will also be responsible for the following:

1. Final review/approval of sick leave documents.

2. The Extended Sick Leave Program (Thirty-plus consecutive days of leave).

3. Quality control sick leave documents.

4. Assisting the Section Head (or designee) with questions which may arise.

Fire Department Health Center

The Fire Department Health Center will be responsible for the Extended Sick Leave Program (thirty-plus consecutive days of leave).
PURPOSE

This procedure establishes guidelines relating to the safety of members of the Phoenix Fire Department who become pregnant, their fellow employees, and the public.

It is the policy of the Fire Department to provide equal employment opportunities to all members. At the same time, employment and assignment decisions will consider aspects of employment that may prove detrimental to the health, welfare, and safety of any member or THE PUBLIC.

PROCEDURE

The primary determination of duty assignments of pregnant members will be safety. The critical nature of emergency incidents makes it essential that each member be able to perform the full range of their position's duties. A pregnant member assigned to a line position in the Operations Division can present a high risk for injury to self, other members, the public, and possibly the unborn child.

Although it may be difficult to exactly determine the effects of various factors on the physical well-being of the pregnant member, and the safety of co-workers and the public, it is reasonable to establish a time-frame indicating when the member will either be assigned to an alternate duty position or take authorized leave. The determination as to when the member should be reassigned or go on leave will be based on medical advice and the member's present assignment.

Upon being informed by a physician that the member is pregnant, the member must contact the Fire Department Health Center, indicating the expected date of delivery. The Health Center will then work with the member to place them into an alternate duty position that is available and appropriate. The member will be allowed to leave the field and enter an alternate duty position as soon as possible due to the medical considerations mentioned below.

The member will notify their department head for time off during delivery of the baby and coordinate with Health Center physician to determine their work status. If they are returning to full duty the Health Center will advise the member on Re-Entry procedures. The member may ask for a fitness program the will be coordinated by the Director of Fitness and Wellness prior to starting the Re-Entry procedures. The program will last for no longer than 90 days, it is customized to the members needs and is included into the members alternate duty schedule. Once the program is complete the member will follow Re-Entry procedures in order to return to the field.
MEDICAL CONSIDERATIONS

The following information is excerpted from "Reproductive Hazards of Firefighting I and II," Melissa McDiarmid, M.D., et al., American Journal of Industrial Medicine, 1991.

Medical Considerations of Firefighter Pregnancies

The job of firefighting presents many potential hazards to healthy reproduction. It poses physical hazards such as drastic temperature variations, extreme and unpredictable physical exertions demands, and psychological stress. Firefighters may also be exposed to biological or radiation hazards. The fire environment may also produce a wide range of chemical agents, including irritant and asphyxiate gases and other toxins.

Human reproductive health, as it is affected by the work environment, is a relatively new area of study. The clearest connection between an environmental agent and adverse reproductive outcomes for both men and women is in the case of ionizing radiation, which is not a common hazard for most firefighters. Prolonged exposure to high ambient temperatures, however may also have a detrimental affect on fertility and pregnancy. High heat exposure has been related to infertility in men and may be linked to neural defects in babies of exposed mothers.

Chemical agents in the fire environment are numerous and unpredictable. The toxic effects of fire smoke have been tentatively linked to a number of physical problems, including respiratory disease, coronary artery disease and malignancies. Many chemical agents in the fire environment may also adversely affect reproduction. Carbon monoxide, carbon dioxide, hydrogen cyanide, acrolein and other aldehydes, sulfur dioxide, hydrogen chloride, nitrogen dioxide, and benzene are commonly produced in fire environments. Research shows that all of these compounds may have detrimental affects on reproduction. Pregnant women and their fetuses are especially affected by carbon monoxide exposures.

Although much more study is needed, existing research suggests that both men and women are vulnerable to reproductive toxicity in the firefighting environment. In addition, the potential hazards to developing fetuses pose special concerns for pregnant and firefighters.
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ALTERNATE ASSIGNMENT REVIEW COMMITTEE

MP103.02F  11-07-N

MEMBERS

The Alternate Assignment Review Committee standing members will be the Deputy Chief of Personnel, the Deputy Chief of the Health Center, the Deputy Chief of Good and Welfare, a representative from Local 493 and the Division Chief of Personnel. Other members of the Fire Department may be asked to participate on a case-by-case basis as determined by the committee to share specific knowledge that will help the committee make a more informed decision. As an example a physician may be invited to share knowledge as to a member’s ability or inability to perform certain functions without disclosing sensitive case information.

MEETING FREQUENCY

The Alternate Assignment Review Committee will meet quarterly or as needed, as determined by the Deputy Chief of Personnel.

RESPONSIBILITIES

• This committee shall review the status of Fire Department employees currently on Industrial Leave, Extended Sick Leave, Alternate Assignment or Long Term Alternate Assignment based on the roll calls produced by the Health Center’s Employee Injury Liaison.
• Each member’s status will be considered individually with regards to the health of the member, the length of stay on Alternate Assignment, the availability of long term positions, the member’s intentions relative to returning to full duty status, retirement options, and the Department's ability to reclassify positions in an effort to maintain positions in the system.
• The committee will adhere to ADA regulations with regards to assigning members to staff positions, making every effort to accommodate each member.
• Based on the review of the facts in each case, the committee will make recommendations to the Assistant Chief of Human Resources.
DEFINITION

A long-term disability program is provided by the City of Phoenix for full time employees who qualify for this benefit.

The long-term disability benefit for all benefit-eligible employees shall be the monthly calculated amount of 66-2/3 percent of the "basic monthly salary" that would have been payable to the employee during the month in which the disability commenced had the employee not been totally disabled.

A.R.2.323 and the current memorandum of understanding should be referred to for further explanation of benefits.

ELIGIBILITY

- All Fire Department members as covered by their Memorandum of Understanding.
- Retroactive adjustments may not go back more than twelve (12) months.
- Ninety (90) days after disability commenced.

AMOUNT

- Fifty (50) percent of basic monthly salary (based on the month the disability commences, or eligibility, as per MOU).
- Payments to be reduced by benefits received from retirement, Social Security, workers’ compensation, unemployment, sick leave, compensatory time, vacation, personal leave, pay for rehabilitation work.

NOTE: This means all accumulated leave credits must be used prior to eligibility for long-term disability (sick leave, vacation, compensatory time, personal leave, etc.).

BENEFIT TERMINATION

- Member's death.
- Disability as defined ceases.
- Determination of ineligibility.
- Seventy-fifth (75) birthday for civilian members.
- Eightieth (80) birthday for sworn members.
DISABILITY DEFINED

- Illness or injury preventing work performance in any and every duty pertaining to current employment (for first 30 months).
- After thirty (30) months, employee must be unable to perform work in any occupation that he/she may be trained in, educated for, or experienced in.

EXCLUSIONS

Injuries incurred while/as a result of:

- Attempting suicide or intentional self-inflicted injuries, whether sane or insane.
- Committing a felony, assault, or battery.
- Act of war.
- A sickness or an accidental injury for which the applicant has consulted with a physician, received medical treatment, or taken prescribed drugs or medicine during the initial twelve (12) months of eligibility, will be considered a pre-existing condition. An applicant with a pre-existing condition will be eligible for LTD benefits when an additional 12-month period (total 24 month waiting period) is met.
- Substance abuse of any kind.
SHIFT TRADES/ABSENCES WITH RELIEF (AWRs)

All AWRs are subject to the approval of the Fire Chief or his designee, and shall be in conformance with Department Procedures.

AWRs are a privilege, designed to allow employees time off when other means are unavailable. An employee's AWR privilege may be suspended or revoked if Department Procedures are violated. Probationary firefighters can start exchanging AWRs six (6) months after graduating from the training academy and satisfactorily working in an operations assignment.

GUIDELINES

Members within the same classification may be granted the opportunity to exchange shifts up to a maximum of twenty-four (24) per employee in a contract year.

Employees who are working out of class must exchange shifts with an employee of the same classification who also has the capability of working out of class.

In the event that an employee who is working out of class has a shift owed to him/her by an employee who does not have the capability to work out of class, then it will be the responsibility of the employee seeking relief to notify the South Shift Commander of the nature of his/her relief so that the proper assignment (regarding rank) can be made.

EMPLOYEE RESPONSIBILITIES

It is the responsibility of the employee requesting an AWR to insure that form 92-17D is properly completed, including the section, which is completed, by the employee who has agreed to provide relief. (See page 3 for Form 92-17D)

The completed form will be submitted to the immediate supervisor of the employee requesting the AWR.

It is the employee's responsibility to insure all AWRs are repaid within a 12-month time frame. It is also the employee's responsibility to ensure that their shift trades do not conflict with the maximum consecutive work shift procedure (M.P. 103.07).

After approval by the immediate supervisor, the employee will forward (via mail if time permits, or hand carry) the completed 92-17D to his/her assigned Battalion Chief for final approval.
Delivery to the Battalion Chief will be completed no less than three consecutive days (1-shift) prior to the effective date of the AWR.

The time limits may be waived by the Battalion Chief/South Shift Commander in cases of emergency, but AWR form 92-17D must be completed prior to the AWR being worked.

When the employee agreeing to work the shift signs the 92-17D, (AWR form) FULL RESPONSIBILITY FOR THAT SHIFT is the responsibility of the employee. If for any reason he/she is unable to work the shift, it is his or her responsibility to find someone qualified to work it instead. If the employee who is to provide relief is on unpaid leave or is no longer employed by the Department, responsibility for the shift returns to the person requesting relief. Proper notifications must be made in such a situation.

FAILURE TO PROVIDE RELIEF WILL RESULT IN A LOSS OF VACATION TIME EQUAL TO THE COST OF FILLING THAT POSITION, AND MAY RESULT IN THE LOSS OF THE EMPLOYEE'S AWR PRIVILEGE.

BATTALION CHIEF RESPONSIBILITIES

It is the responsibility of the Battalion Chief to approve or disapprove AWRs and to file form 92-17D in the employee's District file.

Battalion Chiefs will notify South Deputy of all AWRs, especially in cases affecting employees who are working, or often work, out of class.

TeleStaff will be used to notify the Payroll Section of any employees who are having an AWR worked. This will be accomplished through the daily roll call process.

PARTIAL SHIFT (AWRs)

Partial shift AWRs are subject to the same guidelines as a full 24-hour shift trade without exception. Any AWR of four (4) hours or more must follow the same procedure as outlined above. No paperwork is required for less than four (4) hours, however, any relief time must have prior supervisor's approval.

NOTE: The employee who signs the AWR as "Relief” will mark the type of AWR box at top of form.

DEFINITION: Acquired - To earn or bank relief time hours. Pay Back - Repayment of time (in hours) that is owed.
PURPOSE

This procedure defines Industrial Leave and identifies the responsibilities of each member, Battalion Chiefs, and the Health Center in the management of Industrial Leave.

For information on Personal Injury Reporting/Industrial Injury Reporting refer to M.P. 110.02.

Definition: {REF: Personnel Rule 15.f3}

A. "Industrial Leave" is defined as absence from work as the result of:

1. An injury by accident arising out of and in the course of City employment, as defined by the Workmen's Compensation Laws of the State of Arizona.
2. Those occupational diseases arising out of and in the course of City employment as-refined by the Occupational Disease Laws of the State of Arizona.

"Net Take-Home Pay" is defined as the bi-weekly base rate of pay for a full time employee, less deductions for federal and state income tax, social security tax and pension plan contributions. It does not include earnings for bonus pay, overtime differential, stand-by pay or any other pay that is normally not a constant condition of work for the class. In no event shall "net take home pay" be less than the amount the employee or Police Reserve Officer is entitled to under the State Workers Compensation Laws.

All members are covered by the Industrial Commission of Arizona for injuries arising out of and in the course of employment unless coverage was waived prior to injury. (Ref: Personnel Rule 15.f4)

The member must meet the following requirements in order to qualify for Industrial Leave:

The member shall submit to an examination or treatment by a physician at the Fire Department Health Center, or an emergency room if the injury occurs after hours. When a member is released by an emergency room physician after regular Health Center hour, the member must report to the Health Center on the next regular Health Center workday to be released from work by the Fire Department physician. All required industrial forms shall be completed and forwarded to the Fire Department Health Center within four (4) calendar days.
For specific information and guidelines relating to each Industrial Injury Form, responsibility for completion, and forwarding, refer to M.P. 110.02: Personal Injury Reporting.

One of the required industrial forms the member must complete is an agreement directing that all warrants for compensation issued by the State Compensation Fund shall be forwarded through channels to the City Comptroller to endorse such warrants on the member's behalf and to cash the same. (Ref: Personnel Rule 15.f4B)

If the injury is sustained due to a motor vehicle accident, animal bite or assault, an additional form: the Third Party Agreement, (60-28D) shall also be completed and forwarded.

If the member elects to sue a third party defendant involved in the accident, and if he/she proceeds against such other person, the City of Phoenix shall have a lien on the amount actually collectible from such other person to the extent of the monies paid by the City of Phoenix over and above the Workmen's Compensation, medical, surgical and hospital benefits paid by the State Compensation Fund. (Ref: Personnel Rule 15.fC)

This amount actually collectible shall be total recovery less the reasonable necessary expenses including attorney fees actually expended in securing such recovery and less the amounts to be paid to the State Compensation Fund. (Ref: Personnel Rule 15.f4C)

ENTITLEMENT

A certified permanent full time member who works a schedule at full time fifty-two weeks of the year who is disabled and absent from work as a result of an industrial injury or occupational disease should be kept on the City payroll and be paid an amount equal to but not to exceed his/her regular net take home at the current rate of pay for up to one year total per injury. (Ref: Personnel Rule 15.fl)

Leaves of absence compensated by the Industrial Commission of Arizona in excess of one year per injury (2,912 hours for 56 members; or 2,080 hours for 40 hour members) shall not be considered as paid leave.

Members returning to light or full duty after exhausting their 2,912/2,080 hours will have their leave accrual reinstated, but any additional time off due to the original injury will not be considered as paid leave. (Ref: Personnel leave 15.bl)

MEMBER RESPONSIBILITIES

Members must report industrial injuries to their immediate supervisor as soon as possible after the injury occurs. If the injury manifests itself after the shift is completed, one must report to the Fire Department Health Center. For specific information and guidelines, refer to M.P. 110.02: Personal Injury Reporting.
Members placed on Industrial Leave by a licensed physician other than the Fire Department Health Center physician shall report to the Fire Department Health Center for evaluation as soon as physically possible during a normal weekday.

In the case of a minor injury treated at a facility other than the Fire Department Health Center, but not causing any lost time or requiring any further medical treatment, all required industrial forms and medical treatment slips will be forwarded to the Fire Department Health Center after completion by all responsible parties.

**SUPERVISOR RESPONSIBILITIES (Minor Injury)**

**NOTE: THE ALARM ROOM SHALL BE NOTIFIED OF ALL INJURIES REQUIRING ANY LEVEL OF TREATMENT SO THAT PROPER NOTIFICATION CAN BE MADE.**

If the injury occurs during normal business hours:

- Arrange transportation for member to the Fire Department Health Center(s) for evaluation or treatment of an Industrial Injury.
- Notify next level supervisor.
- Notify Battalion Chief and Safety Section via C.A.D. Terminal.

If the injury occurs after normal business hours, weekends or holidays:

- Contact the Alarm Room. The Alarm Room will notify the on call Health Center representative who will contact the injured member and assist with instructions.
- Notify next level supervisor.
- Notify Battalion Chief and Safety Section via C.A.D. Terminal.

**SUPERVISOR RESPONSIBILITIES (Serious Injury)**

- Contact the Alarm Room for any additional Fire Department resources needed (i.e., ALS, Ambulance)
- Initiate treatment, and transport member to the closest appropriate medical facility.
- Notify next level Supervisor.
- Notify Battalion Chief and Safety Section via C.A.D. Terminal.

**AT HOME RECUPERATION**

Members on Industrial Leave must remain at home in a recuperative manner. Time to consult with a physician, attend therapy or other special types of treatment will be allowed. Written verification slips shall be obtained from the attending physician and forwarded to the Health Center.

Other exceptions may be allowed with prior approval from the Fire Department Health Center Deputy Chief.

Members shall not engage in any outside work while on Industrial Leave. Members may not engage in recreational activities unless prescribed by a treating physician.
Members who are on Industrial Leave may NOT TRAVEL OUT OF THE STATE without permission from the Industrial Commission of Arizona and the State Compensation Fund.

**RECUERATION OTHER THAN AT HOME**

Members who will be recuperating at a place other than their residence shall notify the Fire Department Health Center of their location and a phone number at which they can be reached.

**Follow-up:** Members on industrial leave for more than 45 days shall report to the Fire Department Health Center for a consultation with the Fire Department Physician. The Health Center will contact the injured member for an appointment with the physician. The purpose of the consultation is to assess the progress of the rehabilitation efforts and to anticipate the member's return to light duty. Members on industrial leave for three months or more shall be placed in a light duty position for a period of time to assure full rehabilitation to the Fire Department's satisfaction.

**PROOF OF MEDICAL TREATMENT**

Members who are on either Industrial Leave or who have been released to light duty shall provide a physician's slip for all medical treatments or evaluations. Any leave taken from duty for such purposes will require both a PPMIS Leave Request form (60-32D) and a physician's slip in order for the leave to be approved.

When a member returns to either regular duty or to a light duty assignment, he/she must provide a release from all treating physicians. **THE MEMBER WILL REPORT DIRECTLY TO THE FIRE DEPARTMENT HEALTH CENTER AND TURN IN DOCTORS SLIPS ALONG WITH ALL OTHER MEDICAL RELEASE/TREATMENT FORMS.** If the member has been released only to a light duty assignment, he/she will be assigned to a light duty position (when available) by the Fire Department Health Center Physician.

At this time, the member will also sign the PPMIS Leave Request (60-32D) which has been prepared after consultation with the HEALTH CENTER.

**HEALTH CENTER RESPONSIBILITIES**

Health Center will monitor the member's progress via weekly contact from the member.

All contact with members on Industrial Leave will be documented and forwarded to the Health Center Section Head on a weekly basis.

When the member returns directly to regular duty after being on Industrial Leave, the Health Center will ensure that all medical treatment/release forms are attached to the PPMIS Leave Request Form (60-32) and will send copies of ALL these forms to the proper battalion chief. When a member is released to light duty all leave documentation while on light duty becomes the responsibility of the district or section where the member is assigned.

The Health Center Section Head will coordinate Industrial Leave with the City Safety Officer and the Fire Department Health Center, and assist the Battalion Chiefs and Section Heads with issues that may arise.
This procedure establishes the guidelines relating to the maximum number of consecutive 24-hour shifts an employee can work on the Phoenix Fire Department.

It is a concern of both Fire Administration and members of the medical community that fatigue caused by extended periods of inadequate rest may impair job performance. This may be the result of the employee working consecutive shifts and the level of activity, both routine and emergency that was encountered during those shifts. Fatigue may affect performance in such critical areas as tactical size-up, deployment of companies, BLS/ALS skills and defensive driving techniques. In addition, and most importantly, the ongoing and deliberate efforts in the area of safety consciousness may be adversely affected.

Department members shall not work more than three (3) consecutive 24-hour shifts. In instances where three (3) consecutive shifts are worked, the employee must have planned to be off-duty a full 24 hours before working again. It is the employee's responsibility to schedule his/her extra work time, whether constant staffing or absences with relief, so that this policy is not violated and the employee is available and eligible to work the regularly assigned shift.

In the event that a member would have to pass up a constant staffing shift due to this policy, he/she will not be charged with a "refusal" or a "pass"; however, it will be the individual member's responsibility to make the Shift Commander aware of his/her conflict with this policy when called to constant staff.
The Emergency Response Staffing Officer (ERSO) within the South Operations Division administers the Tobin Day sign-up and assignment process. The Staffing Captain at the ERSO manages the sign-up, assignment, and any reassignment of Tobin Days.

Per the M.O.U., each fifty-six (56) hour member will receive four (4) Tobin Days per year. One Tobin Day per quarter will be awarded to each eligible member. The maximum number of members off per day is nineteen (19) to twenty-three (23) – based on the ratio of members eligible to participate and the number of days in the quarter.

All fifty-six (56) hour members will utilize the TeleStaff Tobin Day Auction process during the sign-up period. If a member does not utilize the TeleStaff Tobin Day Auction process, that member will be assigned a day by the Staffing Captain.

Members on Special Assignment, Industrial, Alternate Duty, or those who are scheduled to return to a fifty-six (56) hour Operations position, will submit their requests in the same manner. Members working a forty (40) hour work schedule are not eligible for Tobin Days.

Tobin Days supersede all other leave.

Members who are absent for the entire quarter due to Industrial, Military, or unpaid leave will not receive a Tobin Day for that quarter.

Members on special assignment for less than one quarter may be able to reschedule their Tobin Day during that same quarter if an opening exists.

Retiring members will receive a Tobin Day during the quarter in which they are leaving. City policy requires members to actually work their last day. Therefore, the member cannot use the Tobin Day as his/her last day of work.

In the event a member is on an unpaid leave status, the Human Resources Section will check with the Staffing Captain about the member’s Tobin Day status.

No trading of Tobin Days will be permitted.

In the event that a member’s scheduled Tobin Day coincides with a City or Department function, such as mandatory training, the member may submit a request to the ERSO
Staffing Captain to change their Tobin Day. If the request is granted, the member will choose a new Tobin Day from any of the remaining days in which an opening exists.

If a member returns to a fifty-six (56) hour position in Operations, the member will be eligible for a Tobin Day.

Members changing shifts at their convenience will choose a new Tobin Day from the remaining days in which an opening exists on their assigned shift.

Members changing shifts at the Department’s convenience may be allowed Tobin Days similar to the employee’s scheduled Tobin Day. In some cases, this may exceed the number of Tobin Days allotted per day.

All Tobin Day sign-ups will be assigned using rank within academy hire date, regardless of classification. The number of BLS and ALS slots per day will be determined by ratios per rank.

Sworn members in a permanent forty (40) hour staff position will be granted two (2) Professional Development Days per calendar year in lieu of Tobin Days. The Human Resources Section will monitor Professional Development Days.

All members in permanent forty (40) hour Staff Assignments will coordinate Professional Development Days with their section supervisors.
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OVERTIME

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PURPOSE

This procedure identifies the use and management of overtime by Fire Department members.

Overtime is defined and pay rates are specified in Administrative Regulations 2.21, 2.23 and the current Memorandum of Understanding.

QUALIFICATION

Overtime work must be authorized by the member's supervisor prior to working, however, the Shift Commander/Section Head is the approving authority on the Overtime/Constant Manning Report, Form # 90-63D.

RECORDS

Both the employee and supervisor are responsible for submitting requests for overtime payment at the end of the workweek in which it was earned. Deliberate holding of overtime records beyond the workweek makes auditing for accuracy difficult. The Fire Department and City are required to comply with the recordkeeping laws under the Fair Labor Standards Act, which require employees to be paid on the established payday in relation to the workweek in which it was earned.

A member qualifying for overtime must request credit on the Overtime form #90-63D sign and submit it to the Shift Commander/Section Head via his/her supervisor. Appropriate supervisory authorization and signatures must be obtained on the form. The form is sent to staff in the appropriate section to be data entered into TeleStaff. Fire Payroll staff will pull overtime reports from the TeleStaff system for processing at pre-determined time frames during the pay period.

Paramedics qualifying for overtime as a result of continuing education must submit the completed Arizona Department of Health Services Continuing Education form to EMS once the class has been attended. Medics will complete and sign an Overtime Training Roster for compensation. The EMS Division will be the approving authority for all C.E. overtime and will be entered into TeleStaff by section staff. The member may choose pay or compensatory credits when completing the Overtime Training Roster. If no selection is indicated, overtime will be processed for payment.

Overtime worked, approved and entered into TeleStaff by the end of the 14 day pay period will be paid on the paycheck as required by FLSA.
**COMPENSATORY CREDIT**

Compensatory time will be computed in accordance with the MOU in effect at the time.

The Fire Chief reserves the right to credit compensatory time in lieu of pay requested by the member if necessitated by budgetary constraints.

**ACCRUAL**

The maximum compensatory time that may be carried on the books is specified in Administration Regulation 2.21 and the current Memorandum of Understanding.

**COMPENSATORY TIME REQUEST FOR OPERATIONS DIVISION**

Two (2) twenty-four (24) hour time slots per shift will be available for compensatory time use. Compensatory time requests will be scheduled in the same manner as unscheduled vacation. Refer to M. P. 103.01.

Partial shift compensatory time requests will be scheduled in the same manner as partial shift vacation. Refer to M. P. 103.01.

**COMPENSATORY TIME REQUESTS FOR OTHER THAN OPERATIONS DIVISION**

Compensatory time requests will be scheduled and approved by the Section Head in advance of the Leave except under emergency situations. In an emergency, the Section Head may approve the use of compensatory time at the time of notification.
PURPOSE

This procedure establishes guidelines by which members of the Fire Department will qualify to receive court standby pay.

PROCEDURE

When a member receives a subpoena or notice from the District Commander requiring court attendance or testimony concerning the performance of their official duties, at a time other than his/her regularly scheduled tour of duty, the member will confirm the trial or hearing by calling the telephone number printed on the subpoena at the indicated time. The member will be informed at this time of the need to appear or will be placed on a standby status. (Refer to M.P. 106.05)

If the member is placed on the standby for the confirmed trial or hearing, s/he will furnish the court with a telephone number where contact can be made during the times when court is in session and while subject to call. The member shall be entitled to court standby pay at the rate of $1.50 per hour for hours s/he is subject to call. Court standby is self-canceling on 1700 hours on the day it is invoked, unless another time is requested by the prosecutor or court. Members cannot arbitrarily place themselves on standby status.

A member qualifying for standby pay must complete one copy of the "Overtime/Constant Manning Request," form #90-63D, indicating under Reason "Court Standby." A copy of the subpoena will be furnished to the member by the District Commander which must be attached to the "Overtime/Constant Manning Request." The District Commander will review, sign, and forward the completed form via the Division Head to Pay and Benefits. Pay and Benefits must receive the "Overtime/Constant Manning Request" within FIVE (5) CALENDAR DAYS of the date standby was required.

When court standby results in a court appearance, a second "Overtime/Constant Manning Request," if appropriate, must be submitted as defined in M.P. 104.01. Court standby and regular overtime/constant manning must be submitted on separate forms.

If a Department member receives a fee as the result of being subpoenaed for witness services relating to his/her official duties, the member must endorse the check and forward it to the Personnel Officer.
PHOENIX FIRE DEPARTMENT

VOLUME 1 – Operations Manual

ASSIGNMENTS

MP104.02 9/19 R

POLICY

It is the Phoenix Fire Department's policy that all vacancies, except training assignments, be filled as expediently as possible. Temporary positions of short duration need not be advertised in accordance with this procedure.

The following guidelines will be used to assign personnel. The department will attempt to follow this procedure to the best of its ability and reserves the right to correct errors that were made in good faith in the least disruptive manner possible. The Fire Department reserves the right to assign personnel to any assignment considered to be in the best interest of the organization in terms of training, education, personal growth, career development, organizational need and compliance with the requirements of the Americans with Disabilities Act. Any such assignment must be approved by the affected Division Head and the Assistant Chief of Personnel Services and may be discussed by the labor-management committee. Any member passed over for an assignment will be notified and provided an explanation.

REQUEST FOR TRANSFER WITHIN THE OPERATIONS DIVISION

A member may request an assignment transfer or placement in roving status by completing the Request for Transfer details by e-mail, and submitting it to request.for.transfer.pdf@phoenix.gov. If a member is willing to change shifts to get the desired transfer, this must be indicated in the Request for Transfer e-mail Request. The request will then be logged by the Emergency Services Staffing Officer (ERSO) or designee. It is strongly suggested that members request receipts via the email delivery system. Requests for transfer will be confidential. The ERSO office is prohibited from providing information related to requests for transfer.

Request for Transfers are only applicable for the advertising period in which they are received. Members must resubmit Request for Transfer each advertising period. Request for Transfers are not kept on file beyond the advertising period in which they are received.

A member who has a Request for Transfer honored for a position shall physically occupy the position within 30 days after the position is assigned. A member effectively gives up his/her old position at the time they accept/are awarded a new position. Members are not eligible to receive another assignment for a period of six months from the date the member accepted/was awarded a position unless a vacancy occurs where there are no requests for transfer on file after the vacancy has been advertised.

All positions assigned through this process will be recorded in an electronic Report of Assignment Change (RAC) document by the Emergency Response Staffing Officer and distributed via e-mail on the day after the close of the advertising period.
ASSIGNMENTS TO POSITIONS IN OPERATIONS DIVISION

The Emergency Response Staffing Officer (ERSO) is responsible for filling all vacant positions as expeditiously as possible. A position is considered vacant at 0800 hours on the shift the previously assigned member is no longer assigned to that position. The previously assigned member forfeits assignment rights to that position at the time the position is vacated. Members who are enrolled in the DROP have a fixed end date and must vacate their position prior to or on this date. These positions can be advertised approximately two weeks prior to the member leaving. Members who request to transfer to one of these positions must qualify for the position by the first day of the following month after the DROP position vacates (example June DROP positions, applicants must qualify for the position by July 1st, July DROP positions, applicants must qualify for the position by August 1st, etc.).

When a position in the Operations Division is vacant, the Emergency Response Staffing Officer (ERSO) will publish the vacancy biweekly electronically or via the Buckslip. Requests for transfer will be accepted for a twelve (12) day period by e-mail, beginning with the vacancy publish date and ending at 1000 hours on the twelfth (12th) day (Closing Day). Request for transfer will not be considered after this period. Any interested member must send a Request for Transfer via e-mail to request.for.transfer.pfd@phoenix.gov. Members must be eligible to occupy the position at the time it closes in order to be considered for the position. The ERSO will rank all interested members in the order of their seniority. The member with the most seniority in rank will be given first consideration. If he/she refuses or is not chosen, the opportunity would go to the next member with the most seniority in rank that has a request on file. The position shall be filled within 30 days of the closing date. Members must provide telephone numbers where they will be available between the hours of 1000 and 1700 on the Tuesday the advertisement closes. Members who cannot be reached by their contact numbers will be passed, and the position will be offered to the next senior member. If for some reason a member will not be available for contact, the member must make some other arrangement with the ERSO for acceptance (An example of this might be the member sending an “Auto-Accept” to the ERSO. This would be an e-mail stating that the member will be unavailable by phone when the advertisement closes, but if offered the member would accept the position). Request for transfers must specify a particular position and a specific shift in order of preference. ERSO will not accept requests for "Any" positions A member who accepts a position when called by ERSO gives up the rights to his/her old position at that time.

Special operations units will be filled first followed by multiple simultaneous assignments to ALS companies and then all remaining positions.

The ERSO will need to verify the following criteria prior to making assignments.

1. Captains and Engineers were promoted on or before the qualification date.
2. Members with Special Operations certifications have met their commitment to the Special Operations Program.

When the ERSO receives no response after publishing the vacancy in the "Buckslip", the following process shall be used:

1. The position will be offered to all rovers of that rank on the affected shift by seniority.
2. The position will be offered to members on that shift on promotional lists by seniority.
3. The position will be offered to members on that shift who are on qualified out of classification lists.

If the position is still vacant, the most junior roving member of the respective rank on the appropriate shift will be assigned to the vacant position. If the position being filled is a rescue assignment, the most senior roving member who has not completed his/her rescue obligation will be assigned. Positions filled in this manner will not be subject to the 6-month rule. If a position has been advertised and no requests for transfers are received, the position will continue to be advertised, even if the position has been filled utilizing the above process.

**LOSING AN ASSIGNMENT**

Anytime an assignment has been reclassified and a member is required to move to a different assignment, this assignment will not be subject to the 6-month rule.

Any member who is absent from his/her assigned position for more than 12 consecutive months, or a total of 12 months in any 18-month period will have their assignment rights to that assignment revoked. EXCEPTION: Members working out of classification in the Operations Division or leave taken under the Family Medical Leave Act (FMLA time not to exceed 672 hours or 28 shifts). Members who have had their rights to an assignment revoked are not eligible to be awarded that assignment upon its subsequent advertisement, unless no other qualified member applies for it.

**MULTIPLE SIMULTANEOUS ASSIGNMENTS TO AN EXISTING ALS COMPANY**

**Step One:** If the openings are Firefighter and Captain or Engineer and Captain, select the person in rank with the most seniority consistent with the current ALS and BLS status. If the openings are Firefighter and Engineer, select the person in rank with the most seniority regardless of ALS or BLS status. If this does not satisfy the staffing requirements, Step 2 will be used.

**Step Two:** Begin with the member with the highest certified hire date (recruit seniority) to select the member(s) from the Step 1 process that will be assigned to the company. Continue using certified hire date of the individuals in Step One until all ALS and BLS staffing requirements that can be met are met.

**Step Three:** Remaining positions will be filled by members who have the most seniority in rank and meet the ALS / BLS requirements of the positions left to be filled.

**MULTIPLE SIMULTANEOUS ASSIGNMENTS TO A NEWLY CREATED ALS COMPANY**

This process is intended to be used when a new ALS company is going into service.

Multiple simultaneous assignments to newly created ALS companies will be made using a three-step process:

**Step One:** Select the Captain, Engineer and /or Firefighters with the most seniority in rank regardless of ALS or BLS status. If this does not satisfy the staffing requirements,
Step 2 will be used.

Step Two: Begin with the member with the highest certified hire date (recruit seniority) to select the member(s) from the Step 1 process that will be assigned to the company. Continue using certified hire date of the individuals in Step One until all ALS and BLS staffing requirements that can be met are met.

Step Three: Remaining positions will be filled by members who have the most seniority in rank and meet the ALS / BLS requirements of the positions left to be filled.

FILLING VACANCIES ON SPECIAL OPERATIONS AND ARFF TEAMS

Assignments to Special Operations (HazMat/TRT) and Airport Rescue Fire Fighting (ARFF) Teams are made as follows:

ARFF positions will be filled with the member with the most seniority in rank as long as all other members of the unit are certified ARFF technicians. If more than one vacancy occurs on the same unit, only one position may be filled/awarded based solely on seniority in rank. Subsequent vacant positions on the same unit must be filled by members who are ARFF technicians (If no ARFF technicians put in for these positions they will be filled by the member with the most seniority in rank.) until such time as the non-ARFF technician receives training and is permanently assigned to the unit. Positions filled by members who do not hold the necessary Technical Specialty shall as a requirement of the position be trained in the Technical Specialty and as a condition of filling the position, a “Letter of Commitment” must be signed by the member agreeing to remain in the position for not less than 2 years from the time the position is awarded, and staying in the program for 3 years after completion of the training and receiving applicable technical certification. Non- ARFF technicians awarded positions under this provision will not occupy the position until after completing the training program and will remain in their current assignment until such time. They will give up all rights to their previous position at the time they begin ARFF training.

Special Operations (HazMat, TRT or Bi-Tech) units allow for one training position on each 4 or 5-member unit. If a vacancy occurs on a 4-member unit that has 3 permanently assigned trained technicians or a 5-member unit that has 4 permanently assigned trained technicians, the vacant position will be filled by the member with the most seniority in rank, regardless of whether the member holds the required Technical Specialty or not. A member can be awarded and occupy a Bi-Tech unit if he/she is a TRT or HazMat technician and the unit maintains a minimum of 60% TRT staffing as well as a minimum of 60% HazMat staffing (Squad), this will not be considered assignment in a “training” position. This member will as a requirement of the position be trained in the Technical Specialty which they lack in order to be a Bi-Tech and as a condition of filling the position, a “Letter of Commitment” must be signed by the member agreeing to remain in the position for not less than 2 years from the time the position is awarded, and staying in the program for not less than 3 years after completion of the training and receiving applicable technical certification. If the position is awarded to a non-technician, the member shall as a requirement of the position be trained in the Technical Specialty and as a condition of filling the position, a “Letter of Commitment” must be signed by the member agreeing to remain in the position for not less than 2 years from the time the position is awarded, and staying in the program for not less than 3 years after completion of the training and receiving applicable technical certification. Non-technicians awarded positions under this
provision will occupy the position immediately (within 30 days per this MP) so long as doing so allows the unit to maintain a minimum 60% specialty staffing. Upon acceptance of the Special Ops position they will also give up all rights to their previous position even though they have not yet completed the training program. If the non-technician occupying the position would cause the unit to drop below 60% specialty staffing, then the non-technician will not occupy the position until after completing the training program and will remain in their current assignment until such time. They will give up all rights to their previous position at the time they begin their Special Operations training. If more than one vacancy occurs on the same unit, only one position may be filled/awarded based solely on seniority in rank. Subsequent vacant positions on the same unit must be filled by members who hold the technical specialty (If no HazMat or TRT technicians put in for these positions they will be filled by the member with the most seniority in rank.) until such time as the non-HazMat or TRT technician receives training and is permanently assigned to the unit. Positions filled by members who do not hold the necessary Technical Specialty shall as a requirement of the position be trained in the Technical Specialty and as a condition of filling the position, a “Letter of Commitment” must be signed by the member agreeing to remain in the position for not less than 2 years from the time the position is awarded, and staying in the program for 3 years after completion of the training and receiving applicable technical certification. Non- HazMat or TRT technicians awarded positions under this provision will not occupy the position until after completing the training program and will remain in their current assignment until such time. They will give up all rights to their previous position at the time they begin HazMat or TRT training. This supersedes other Assignment MPs that may conflict with this rule.

Member selected as Rovers for Special Operations or ARFF Teams must stay on the assigned shift for not less than 2 years.

The exceptions to this rule are:

1. A Special Operations or ARFF Rover may fill a vacant position on a Special Operations or ARFF unit, for which they are certified.
2. A Special Operations technician may transfer to another special operations assignment within the same discipline.
   a. This “Like for Like” exception applies to single tech and dual tech positions.
   b. The transfer cannot create:
      i. A staffing issue as it relates to multiple vacancies, on either Special Operations company affected by the transfer.

**DUAL/CONFLICTING CERTIFICATIONS**

Members who currently hold a Special Operations (HazMat/TRT) certification will NOT be allowed another certification in any other specialty, unless the position in which they are assigned requires more than one certification (example – Squad Trucks, C957, etc.). Airport Rescue Fire Fighting (ARFF) shall be separate from other Special Operations certifications. Members shall NOT be allowed to hold ARFF certification with any Special Operations certification (HazMat/TRT). Members seeking permanent and roving ARFF positions who are Special Operations (HazMat/TRT) certified must be willing and eligible to drop their Special Operations (HazMat/TRT) certifications to be considered for ARFF assignments. Members seeking permanent and roving Special Operations (HazMat/TRT) positions, who are ARFF
certified, must be willing and eligible to drop their ARFF certification to be considered for Special Operations (HazMat/TRT) assignments. Eligibility to drop a certification is defined as having met all commitments made to that certification (commitment to position, commitment to program).

PARAMEDIC ASSIGNMENTS TO NON-PARAMEDIC POSITIONS

BLS positions (permanent and temporary) may only be filled by BLS members. ALS members that desire to be assigned in a BLS capacity with the Department must make their request in writing to the Fire Chief or his/her designee. The member may choose to downgrade their patch with DHS (become BLS) or may choose to work for PFD in a BLS capacity, while maintaining their ALS certification. A member must receive documented approval of their ALS/BLS certification status prior to the date the position closes. A member may not change ALS/BLS status in order to apply for an open position once the advertisement has begun. Requests to change status must be submitted in writing and are subject to the approval of the Fire Chief or his/her designee. Approval will be based primarily upon operational capabilities of the Department and will be considered on a case-by-case basis. Paramedics assigned to non-paramedic positions shall not qualify for paramedic assignment pay for the duration of the assignment.

PARAMEDIC OPTION TO ROVE IN A BLS CAPACITY

A paramedic has the option to give up their paramedic assignment and pay in order to rove in a BLS capacity for a maximum of six (6) months. At the end of six (6) months the member must return to an ALS status unless they choose to give up their paramedic assignment. An ALS member can exercise this option only once. Promotions will not affect the six (6) month time commitment. If the member chooses to give up their paramedic assignment while roving BLS, they must make their request in writing to the Fire Chief or his/her designee.

The following outlines the BASIC points of the agreement allowing the member to work for PFD in a BLS capacity, while maintaining their ALS certification on their own:

- A member must receive documented approval for their ALS/BLS preference before submitting a request for transfer to an advertised position. A member may not change ALS/BLS status in order to apply for an open position once the advertisement has begun. Requests to change status must be submitted in writing and are subject to the approval of the Fire Chief or his/her designee.
- PFD will provide the 16-hour recertification course required every 2 years.
- The member may attend PFD CE classes; however, NO overtime will be paid and attendance will be limited, based on the number of available seats. The member should confirm availability by contacting the EMS office.
- BLS members will not receive assignment pay.
- If BLS, the member may not display the Paramedic patch on their uniform (DHS regulation).
- The EMS office will continue to monitor approved CE hours and assist the members in the recertification process.
- All dates will be documented to provide accurate tracking of members’ status.

Paramedics assigned to non-paramedic positions will be personally responsible for meeting all
Phoenix Fire Department and Arizona Department of Health Services requirements for maintaining their paramedic certification. Prior to returning to a paramedic assignment the paramedic may, at the discretion of the Phoenix Fire Department EMS Section be required to:

1. Attend a Paramedic Refresher Training Program;
2. Attend a Clinical Skills Refresher Training Program; or
3. Successfully complete a written and skills test conducted by the base hospital or the Arizona Department of Health Services prior to being reassigned as a Paramedic.

**SELF DEMOTION**

Positions are advertised and assigned by rank. A member must hold the advertised rank to be assigned to the advertised position. A member who wishes to self-demote in order to be eligible for a lower rank position must submit their request for self-demotion in writing to the Fire Chief or his/her designee. Requests are subject to the approval of the Fire Chief or his/her designee and the City Manager. The approval process can be lengthy (in excess of 30 days) and approval is not guaranteed. A member must receive documented approval of their self-demotion prior to the closing date of the advertised position. A member may not self-demote in order to apply for an open position once the advertisement has begun.

**STATION ASSIGNMENT TRADES / OPERATIONS DIVISION**

Trading Assignments must be coordinated by the ERSO. When two members request to trade assignments, they must notify the ERSO of their request by forwarding a Request for Transfer through channels, indicating that a trade is being requested. The ERSO will advertise both positions and indicate that a trade is being requested. Any member who properly files a request for transfer during the advertisement period to one of the stations involved who has more seniority than either or both of the members requesting the trade may veto the trade. The assignment trade process is not intended to allow members to circumvent the Personnel Assignment Procedure. This will be a strong consideration in the decision to approve or disapprove requests.

**RECRUIT ASSIGNMENTS**

The ERSO, Shift Commanders, and the Deputy Chief of Training will select the station assignments for probationary firefighters during the first year with the Department.

After completion of the Academy program, each probationary firefighter will receive three assignments of approximately three (3) months each.

When possible, probationary firefighters will remain in the same District for the probationary period.

The ERSO, Shift Commanders, and the Labor Management team will designate certain positions at stations in their District as probationary firefighter training positions. When these positions are not utilized by probationary firefighters, they will be filled by seniority on a temporary basis. The temporary assigned firefighter at each station will be moved to the roving list to provide an opening for the probationary fighter when necessary.
All personnel reassigned to roving status will be assigned by the Operations Division to a District where their personnel files will be maintained.

LONG-TERM TEMPORARY STATION POSITIONS

Long-term temporary positions are created due to long-term sickness, industrial injuries, special assignments, staff assignments, fire department strategic planning, or vacant probationary firefighter positions. When these positions are projected to be vacant for 90 days or longer (long term), they may be filled by any member utilizing the regular District vacancy process. If assigned to long-term position members will not be eligible for other temporary positions for at least 90 days. Other temporary positions projected to be vacant longer than 30 days and less than 90 days will be filled by the assignment of rovers based on their seniority among others on the specific shift. The Shift Commander will contact unassigned members by seniority until the positions are filled.

FIELD INCIDENT TECHNICIAN

This procedure defines the selection process for filling Field Incident Technician vacancies. The FIT assignment will be a management development position and will be awarded based on the criteria within the M.P. All assignments to this position will be made at the Fire Chief’s discretion; assignments will not be based on seniority. Those wishing to work as FITs must be familiar with the assignment procedures, making every effort not to circumvent these procedures. All FIT assignments will be reviewed by the Shift Commander and Operations Assistant Chief responsible for the District.

FILLING OPENINGS FOR FIELD INCIDENT TECHNICIAN

The criteria for selection as a Captain Field Incident Technician are:

• Assignments to this position will be at the discretion of the Command Officer.
• Length of the assignment will be at the discretion of the Command Officer.
• Member should be on the current Battalion Chief’s list; if not, members interested in the Battalion Chief position.
• Member is required to commit to the assignment for a 6-month minimum.
• Member should have completed the following classes or demonstrate equivalent experience:
  o Tactics and Strategy
  o Command Strategies for Major Emergencies
  o Human Resource Management
• Member should have completed the NFPA 1041 instructor course or demonstrate equivalent experience.
• Member should understand how to operate the station computer including RMS, e-mail and MCT.
• Member should have successfully completed the Code 3 Driving Class offered by the TA
and must be a driver in “good standing” with the department.
• Member will be interviewed in areas pertaining to:
  o Job Responsibilities
  o Incident Command and Tactical Procedures
  o Personnel Management
• Knowledge of personnel management practices.
• Demonstrated skills and experience in conducting training exercises.
• Skills and experience as an instructor.
• Ability to develop and manage various programs associated with the Operations Section.

EXCLUSIONS
• Those who have not completed their 6-month obligation to an assignment should not be considered.
• Members who have not completed two years in a Special Ops assignment should not be considered.
• Members who have a permanent assignment and have been a FIT for one year need to release their permanent assignment or return to it.

CRV ENGINEER

The Command Van position is assigned to Operations. This is an Engineer position that reports directly to the Shift Commander. This position works as a team member on a particular shift. This assignment has a workload that is primarily administrative. There is extensive contact with field members. Sensitive information, including EAP related activities, occurs frequently. The position demands interpersonal skills, with the ability to be extremely discreet and maintain confidentiality.

FILLING OPENINGS FOR CRV ENGINEER

• The affected Shift Commander will advertise an opening. This will be consistent with M.P. 104.02, the Assignment Procedure.
• The SDC may interview for this position.
• Assignments will be based on seniority.

EXCLUSIONS
• Those who have not completed their 6-month obligation to an assignment.
• Members who have not completed two years in a Special Ops assignment.
• Members who have a permanent assignment and have been a CRV Driver for one year need to release their permanent assignment or return to it.

FILLING POSITIONS

Due to the interactions and relationships that certain positions require inside and outside of the Fire Department, Labor and Management have agreed to include an interview as part of the selection process when filling certain positions. This process will mirror the process used throughout the City of Phoenix when filling vacancies. These positions include:
1. Planning Captain
2. EMS Lead Captain
3. RTO Lead Captain
4. Car 957 Captains
5. TLO Captains
6. PIO Captains
7. Mentor Firefighter (TA)
8. Arson Investigators
9. Car 959 Captain

The basic steps of the process are outlined below.

The positions will be advertised with a list of “minimum qualifications” that must be met in order for a member to be eligible to apply.

All candidates will be informed of the expectations associated with the position and given the opportunity to ask questions regarding the details of the position.

The members will then be screened by a joint Labor/Management committee to suggest which members move on to the interview process based on the qualifications and resumes of the candidates.

At the conclusion of the interviews the candidates will be ranked in order of seniority establishing a final eligibility list.

If the most senior member is not chosen, the Fire Chief or his/her designee, in accordance with the existing procedure in Vol 1 MP 104.02, “reserves the right to assign personnel to any assignment considered to be in the best interest of the organization in terms of training, education, personal growth, career development and organizational need”

**SHIFT BALANCE**

Shift balancing is a process and not an event. For the most part it takes care of itself naturally through promotions, filling of vacancies, and the assignment of probationary firefighters. However these, along with other variables, can also cause the shifts to become out of balance. Approximately every 6 weeks a shift count is conducted to give an accurate reflection on the condition of each shift. When the shifts become “out of balance”, any, and all-viable options are considered to get them back into balance. These may include granting request for transfers, considering when recruit classes or other training classes will be completed, etc. The last of the options is to move members.

When members are moved to another shift, to accommodate a shift balance, the following will take place:

1. The member will be called and explained the situation.
2. A shift change date will be set up, usually as soon as possible.
3. If at the time of the call, a member had any vacation or comp time leave scheduled, they will be granted, "like leave" on their new shift.

For a member to return to the original shift he/she must submit a "request for transfer” to the Staffing Captain at the South Shift Commander’s office, which will remain on file for a calendar...
year.

A member may return to their original shift in one of two ways:

1. Accept a permanent assignment to that shift. (You will be required to remain in that position for a minimum of 6 months.)
2. Return via the shift balance process by your request for transfer.

For this to occur, a shift count must reflect vacancies on your requested shift. Request for transfers will then be granted by "seniority in rank" order of those on file.

Note that a member leaving the shift, in which you want to return, does not constitute an opening on that shift. There are many other variables and movement through the normal processes that must be considered.

Some of these include members going into, and returning from staff assignments, long-term industrial and alternate duty leave, training classes, and the normal changing of shifts through the assignment procedure.

Also note that members with less seniority who go roving from permanent assignments, does not allow the more senior member to return to his or her shift by "bumping" the less senior member. If this were true, the shift balancing would never end, as movement would take place every time a new member goes roving.

**SWITCHING SHIFTS**
(See M.P. 104.02A, page 1)

To switch shifts, such as from A shift to B shift, certain criteria must be met:

1. There must be an opening on the shift to which the employee wishes to transfer.
2. E-mail Request for Transfer, must be submitted to the Staffing Captain and approved.

**RESCUE ASSIGNMENTS**

All members will be required to serve a maximum of 200 shifts on a rescue. Based on departmental need, and evaluated in the labor/management process, members may be required to vacate a rescue assignment prior to the completion of the 200-shift requirement to allow other members to begin the requirement. If a member is removed from a rescue assignment for any reason prior to the completion of the required 200 shifts, they may be called upon in the future to complete the 200-shift obligation.

After completing the twelve (12) month probationary period, firefighters are automatically placed on the Rescue Assignment List. The firefighter's position on this list is determined by seniority. Recruit class seniority will determine the seniority/ranking of members who began employment on the same date.

When establishing the cadre of firefighters for the Rescue Assignment List, the firefighter with the most seniority, who has completed the probationary period, but has not completed the rescue shift obligation, is the first to be placed on the Rescue Assignment List. The firefighter with the next most seniority is the second to be placed on the Rescue Assignment List, etc. Shift
assignment changes may be required to maintain a cadre of firefighters available for permanent assignment to rescues.

Members assigned to rescue units must have received training in rescue procedures/protocol and driver training.

**ROVING LISTS**

Firefighters who are not assigned to rescues will automatically be placed on the roving firefighter list. The employee's position on this list is determined by seniority. Recruit class seniority will determine the seniority/ranking of members who began employment on the same date. Captains and Engineers will be placed on a roving list by seniority in rank, until an assignment becomes available. (See SENIORITY - M.P. 104.02A, page 2)

All roving personnel will be assigned to a District for administrative business, i.e., sick leave reports, AWRs, training make-up, or any other administrative functions.

Any person, who voluntarily requests to be placed on a roving list, forfeits his/her regular assignment. Such requests shall be made in writing and are subject to the approval of the affected Shift Commander.

Roving personnel are required to call the South Shift Command between 0615 to 0645 hours on the morning of their shift to receive their station assignment.

**OUT-OF-CLASS**

The Operations Division will maintain an out-of-class list for Engineer and Captain positions. This list will consist of those members on a current promotional eligibility list followed in seniority by others requesting out-of-class assignments. All out-of-class assignments will be made from this list, except when the position to be filled requires special certification or training. In such cases, out-of-class assignments will be made by seniority from the group of qualified eligible individuals. All members on promotional lists are required to work out of classification.

Members requesting the Shift Commander to place them on an out-of-class list will automatically authorize assignment to any station in the City for an out-of-class position.

An Out-of-Class Form, 90-82D, must be signed by members requesting an out-of-class assignment. Members requesting an out-of-class assignment may maintain a vested interest in their permanent assignment, but must agree to rove in an out-of-class position for at least 90 days.

A member wishing to have his/her name removed from the roving out-of-class list must notify the affected Shift Commander.

Anytime the number of members on the out-of-class list is fewer that the number of out-of-class positions available, the Shift Commander will make assignment adjustments as necessary. Firefighters wishing to act out-of-class as either Captain or Engineers must complete an out-of-class request for each position.
Engineers and Firefighters wishing to work out-of-class as Captains will be integrated into one out-of-class list. Seniority will be calculated from the date of hire as a firefighter recruit. If two or more members have the same hire date, recruit class seniority will be used. Paramedic Firefighters and Paramedic Engineers may work out-of-class as Paramedic Captains. Seniority will be calculated based on recruit class seniority.

In the absence of available paramedics to work out-of-class as Paramedic Captains, the South Shift Commander will make personnel adjustments to meet ALS/BLS staffing requirements.

**ASSIGNMENTS TO STAFF POSITIONS**

When a vacancy is anticipated in a staff position, the Section Head will notify the Fire Personnel/Human Resource Section of the opening. The Fire Personnel/Human Resource Section will determine if the position can be filled by a member with a permanent disability to comply with the requirements of the Americans with Disabilities Act. If the above does not apply the Fire Personnel/Human Resource Section will notify the appropriate Section Head.

The Section Head will then announce the vacancy for two consecutive weeks in the Department Buckslip, which will include a description of the duties, preferred knowledge, skills, and requirements, as described in M.P. 104.02A, beginning page 3, for the position. Any member requesting a position other than Operations shall submit a Request for Transfer to the appropriate Section Head by e-mail.

The Section Head responsible for filling the vacancy will review all requests. The review may include a personal interview with each applicant in order to explain the needs and duties of the staff position. The minimum and maximum time period one must remain in the position should be explained during the interview. Assignments to staff positions shall be by seniority when qualifications of requirements are equal. In order to determine qualifications, section heads may require resumes, conduct formal interviews, conduct skills/aptitude assessments and review past performance applicable to the position. If none of the requests contain the minimum qualifications, or no requests are received, the Section Head will make an assignment considered to be in the best interest of the Department.

Certain staff positions are difficult to fill. In the case of a difficult position, the assignment procedure will be followed unless it is unable to satisfy this position. If unable to fill a position, the Fire Chief and the Union President will make the final determination whether an alternate plan is achievable.

Members assigned to staff positions may maintain a vested interest in their assignment in the Operations Division for a MAXIMUM of 12 months. (See M.P. 104.02A, beginning page 3)
CHANGING SHIFTS

Assuming that both items 1 and 2 have been satisfied, the transition will proceed as follows:

<table>
<thead>
<tr>
<th>Current Assignment</th>
<th>Transferring To</th>
<th>Required to Work</th>
<th>Number of Hours Off</th>
<th>Report to work on New Shift</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>B</td>
<td>A Shift until 1600 Hours (8 Hours)</td>
<td>16 Hours</td>
<td>B Shift at 0800 Hours</td>
</tr>
<tr>
<td>A</td>
<td>C</td>
<td>A Shift until 2400 Hours (16 Hours)</td>
<td>32 Hours</td>
<td>C Shift at 0800 Hours</td>
</tr>
<tr>
<td>B</td>
<td>C</td>
<td>B Shift until 1600 Hours (8 Hours)</td>
<td>16 Hours</td>
<td>C Shift at 0800 Hours</td>
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</tr>
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<td>C</td>
<td>B</td>
<td>C Shift until 2400 Hours (16 Hours)</td>
<td>32 Hours</td>
<td>B Shift at 0800 Hours</td>
</tr>
</tbody>
</table>

The preceding examples provide for an employee to have two hours off for each hour on duty. This formula will also be used as a guideline when transferring from a staff position to a line position or vise versa.

SENIORITY FORMULAS

Recruit Class Seniority

1. Recruit Class date
2. City of Phoenix employment date
3. Recruit interview (employment) score
4. Recruit entrance exam score (written)
5. Average of weekly recruit class test score
6. If tie exists after steps 1 through 5, a coin flip will be used

Firefighters (vacation and station assignment)

1. Classification date
2. Recruit class seniority

Engineer (vacation and station assignment)

1. Promoted Classification date
2. Placement on promotional list

Captain (vacation and station assignment)

1. Promoted Classification date
2. Placement on promotional list

Paramedic (vacation)

1. Paramedic certification date (Phoenix Fire Department)
2. Recruit class seniority

Paramedic (station assignment)

1. Paramedic certification date or classification date whichever is most recent.
2. Placement on promotional list (promoted paramedic)
3. Recruit class seniority

Ambulance - Constant - Manning

1. Date of entrance into academy
2. Recruit class seniority

STAFF JOB DESCRIPTIONS

AVAITION TRAINING CAPTAIN

Duties:

- Conducts Aircraft Rescue Fire Fighting (ARFF) classes for all ARFF Certification levels I, II, III
- Prepares lesson plans for all ARFF classes
- Updates ARFF Training Manuals, Volume 16, 16A, 16B, 16C and keeps them current
- Helps Aviation Division Chief to plan and manage the Annual Multi-Agency Disaster Drill
- Plans and executes Hands on Drills for all ARFF Personnel
- Conducts FAA timed Drills
- Conducts Annual MCS for Station 19 crews
- Conducts Annual Part 139 "required" Live Bum Drill for all ARFF Personnel
• Develops and manages an annual training calendar and company activity calendar for ARFF training
• Coordinates all non-ARFF training with Battalion Chiefs and Training Committee
• Coordinates, facilitates and manages the usage of Aviation Fire Operation props, equipment and training room, for Station 19 and other users
• Maintains the Audio Visual Equipment and Library
• Manages the Training Records for FAA & PFD
• Maintains all Personal Certifications, i.e., SCBA, EMT/PEMT, CE's
• Interacts with Aviation Department and other agencies associated with the Aviation Industry
• Must be capable to move up to the post of Aviation Division Chief when the need arises

Preferred Knowledge and Skills:

• Excellent record keeping
• Visionary in anticipation of future training needs

Requirements:

• Seniority as a Fire Captain
• NFPA 1041 Certified Instructor or ability to obtain
• ARFF Tech III or ability to obtain

CAR 957

General Requirements

Seniority as a Fire Captain is required. C957 is a Captain position that also requires the Captain to be certified as a Hazardous Materials Technician and certified as a Technical Rescue Technician. Any member accepting assignment to this position who does not have both certifications will be required to gain and maintain both certifications as a requirement of the position. The Captain assigned to C957 should also have a strong history of a commitment to safety, as this is a major component to the position when responding to incidents. C957 also works as a member of the FEMA USAR Team and must possess or gain a thorough understanding of the USAR Team and the Team’s operations. Other abilities necessary to fill this position include the ability to schedule, write and teach training classes, the ability to manage a budget and control the equipment inventory for the team for which they are responsible. This position requires a minimum commitment of two years from the date the position is filled. (Technician’s Letter of Commitment form is available from Special Operations).

C957 Program Management

Each C957 Captain is responsible to manage one of the following programs within the Special Operations Section, The Hazardous Material Team, the Technical Rescue Team or the FEMA USAR Team. Managing the program requires committing time during the shift to working out of an office at Special Operations. Weekdays from 0800 to 1700 are the typical times C957 is expected to be at Special Operations. C 957 may also be required to manage other teams or projects, as the Special Operations Chief deems necessary. Program management includes but is not limited to the following tasks and responsibilities:
• Assist with conducting and providing training for all Hazardous Materials, Technical Rescue or USAR Teams to maintain compliance with OSHA, NFPA or FEMA standards. This includes development of the classes and lesson plans.
• Schedule training classes, drills, testing and special events for the Hazardous Materials Technical Rescue or USAR teams.
• Maintain inventory control and maintenance of Hazardous Materials, Technical Rescue or USAR equipment.
• Develop purchasing specifications and DSRs for necessary specialized Hazardous Materials, Technical Rescue or USAR equipment.

C957 Program Management

Each C957 Captain is responsible to manage one of the following programs within the Special Operations Section, the Hazardous Materials Team, the Technical Rescue Team or the FEMA USAR Team. Managing the program requires committing time during the shift to working out of an office at Special Operations. Weekdays from 0800 to 1700 are the typical times C957 is expected to be at Special Operations. C957 may also be required to manage other teams or projects, as the Special Operations Chief deems necessary. Program management includes but is not limited to the following tasks and responsibilities:

• Assist with conducting and providing training for all Hazardous Materials, Technical Rescue or USAR Teams to maintain compliance with OSHA, NFPA or FEMA standards. This includes development of the classes and lesson plans.
• Schedule training classes, drills, testing and special events for the Hazardous Materials, Technical Rescue or USAR teams.
• Maintain inventory control and maintenance of Hazardous Materials, Technical Rescue or USAR equipment.
• Develop purchasing specifications and DSRs for necessary specialized Hazardous Materials Technical Rescue or USAR equipment.
• Develop and manage an overtime budget for the Hazardous Materials, Technical Rescue or USAR teams.
• Develop and manage an equipment budget for the Hazardous Materials, Technical Rescue or USAR teams.
• Attend meetings concerning Hazardous Materials, Technical Rescue or USAR teams.
• Monitor operations needs of the Hazardous Materials, Technical Rescue or USAR teams, such as staffing requirements and needs.
• Provide initial training for new members of the Hazardous Materials, Technical Rescue or USAR teams.

C957 Incident Response

C957 provides 24-hour response to all working 1-A (first alarm) fires and Special Operations incidents as well as any other incidents to which it might be dispatched. When dispatched to Special Operations incidents, C957 will be responsible for but not limited to the following:

Assisting Command with technical information and other information as Command deems necessary.

• Assisting Hazard Sector or the Technical Sector officers with technical and operational support.
• Assist in development and approve any plan to be implemented at a Special Operations incident.
• Assume the role of the Safety Officer for the Special Operations sectors on the incident.
• Assume Hazard Sector or Technical Sector as requested by Command. (This should be a rare occurrence and should be at the request of the Command Officer).

**COMMUNITY EDUCATION SPECIALIST**

**Duties:**

- Teaches the Urban Survival Curriculum to the schools
- Schedules and organizes community events
- Schedules, coordinates and participates in one bike rodeo for each urban survival school
- Interfaces with Fire Prevention Specialist in assigned Fire Districts
- Establishes and maintains positive relationships with Fire companies in assigned Fire Districts
- Submits weekly classroom visits and community events reports every Monday to the Chief
- Schedules, coordinates and participates in on-going major Fire Department events such as Just a Few Seconds, Fire Prevention Week, and the Biltmore Children's Health Fair

**Preferred Knowledge and Skills:**

- Background in teaching educational materials
- Working with the community
- Bilingual preferred

**Requirements:**

- Seniority as a Fire Captain
- One year commitment to the position

**DEPARTMENT TRAINING OFFICER**

**Duties:**

- Develop and manage annual training calendar
- Design and conduct training needs analysis
- Interact with Division and Section Heads to determine present and future training needs
- Design and coordinate training programs
- Proctor Department Training and periodically instruct Department Training
- Manage attendance records and provide verification with feedback follow-up
- Develop, coordinate and schedule Captain Academies
- Assist in developing and coordinating Engineer Academies
- Maintain awareness of district training and assist as needed
- Manage and schedule TA for Department and non-Department use
- Research and develop training props for training purposes
- Design and conduct Minimum Company Standards evaluation
- Design and conduct OSHA and other standards training
• Manage and implement maintenance, repairs, remodels and other projects concerning the TA Facility
• Assist in the testing process of Firefighter Recruits
• Provide information and training materials to other City departments and outside agencies
• Assist in the production of training videos
• Respond to and assist the Incident Commander on any multiple alarm incident

Preferred Knowledge and Skills:

• Knowledge of the Department training programs
• Ability to communicate effectively orally and in writing
• Ability to work effectively under time constraints
• Ability to utilize strong Interpersonal skills

Requirements:

• Must posses certification as a NFPA Instructor
• Seniority as a Fire Captain

**DRIVER TRAINING ENGINEER**

**Overview**

The purpose of this document is to describe the job duties of an engineer assigned to the Driver Training Division Engineer position. The Driver Training Program exists to teach all Fire Department members safe driving attitudes and techniques through both classroom learning and hands on skills development. In addition, the program is comprehensive in nature covering other areas such as Apparatus familiarization, maintenance, legal aspects, driving rules and laws, safety, and customer service. The engineers assigned to these 40-hour staff positions, work directly for the Driver Training Captain are an integral part of the Driver Training Program.

The Driver Training Program consists primarily of the following components:

- **Phase I, II and III Probationary Fire Fighter training** - Classroom and hands on driving skills, laws, rules, Rescue operations and apparatus familiarization.
- **Engineer Continuing Education** – Classroom and hands on training for Engineers covering all aspects of Engineer duties including: pump operations, ladder operations, hydraulics, Code 3 driving, fire ground scenarios, apparatus familiarization, maintenance, safety and customer service.
- **Engineer Move-Up Academy** – 80-hour training program to teach fire fighters basic hydraulics and apparatus familiarization, foam operations and driving instruction on the driving track with sedans, pumper and ladders that allows a graduate to move-up out of class into the engineer position.
  o Variations of this may be smaller blocks of training such as engine and ladder training completed in separate blocks.
- **New Apparatus In-servicing** – Train companies in apparatus familiarization for their new apparatus, including instruction on the driving track.
- **Specialty Training** – Includes training on specialty apparatus such as water tenders, brush trucks, utility truck and other support vehicles.
• **Driver Instructor Training** – Engineers must complete the GM Advanced Driving Training Certification course and the “Train the Trainer” certification, develop and conduct instructor CE, and meet all requirements for NFPA instructors.

• **Engineer Exam** – Participate in facilitating the Engineers exam as needed.

• **Civilian and New Hire** – Driver training for civilians and new hires adapted to the vehicles they will be operating. This includes red shirts, cadets, fire prevention, tech services, etc.

• **Remedial Instruction** – Extra driver training for members involved in accidents or who need additional skill development.

• **Community Involvement** – Participate in any future community involvement programs associated with the Driver Training Program.

**Duties:**

• Develop curriculum and lesson plans for classroom and hands-on training for all aspects of the Driver Training Program.

• Develop learning aids such as videos, power-point presentations, and other material to assist in teaching program material.

• Instruct students in classroom setting using lesson plans and course material.

• Instruct students behind the wheel on driving track and over-the-road courses.

• Instruct members in apparatus familiarization and maintenance with all types of PFD apparatus.

• Perform Safety Officer duties as needed at the driving track.

• Instruct students in move-up academy in knowledge areas of hydraulics and pump operations, foam operations, apparatus familiarization, and behind the wheel evaluations.

• Act as a liaison with fleet management to gain knowledge of all new apparatus specs, maintenance and operations.

• Develop knowledge of all types of PFD fleet apparatus.

• Provide in-service training to members with new apparatus, i.e., rig familiarization and behind-the-wheel exercises.

• Complete the 40-hour GM Advanced Drivers Training Certification program.

• Act as an instructor in the GMADT program for new driving instructors.

• Complete the Commercial Drivers License program through the City of Phoenix (optional).

• Under the supervision of the Driver Training Officer, evaluate all members completing the driving course, hands-on skills evaluations, and written tests.

• Document all evaluations through appropriate forms.

• Ensure that all documentation is turned into the Driver Training Officer for placement in members Driver Training file.

• Meet all standards required by NFPA 1002, Standard for Fire Apparatus Driver/Operator Professional Qualifications

• Meet all standards required by NFPA 1451, Standard for a Fire Service Vehicle Operations Training Program

• Meet all standards required by NFPA 1041, Standard for Fire Service Instructor Professional Qualifications

• Attend all Apparatus Labor Management sub-committee meetings.

• Attend all Driver Training Labor Management sub-committee meetings.

• Act as a liaison with all outside agencies for driving track use.

• Maintain inventory of tools and equipment assigned to Driver Training.
• Maintain cones and equipment at driving track including set-up.
• Attend Training Academy and Driver Training staff meetings.
• Assist with producing and updating a Driver Training Manual.
• Check e-mail daily.
• Read weekly Buckslip.
• Maintain apparatus assigned to Training Academy and Driver’s Training.
• Instruct members on driving simulators
• Maintain simulator units and classroom.
• Maintain all other required areas that all members are expected to, such as, EMT or paramedic certifications, special operations training, annual physical, daily physical fitness, leave management, MCS, etc.
• Any other duties that are deemed necessary by the Driver Training Officer

Preferred knowledge and skills:

• Past history of good safety practices
• Past history of acceptable driving record, both with Arizona Motor Vehicles Division and the PFD.
• Ability to work well with others and be a team player
• Commitment to physical fitness.
• History of excellent customer service delivery.
• Commitment to PFD Way and Customer Service Guide.
• Ability to operate computer programs such as Word, and Power Point
• Ability to operate multi media equipment
• Good public speaking and communication skills

Requirements:  (BT – not listed)

EMS STAFF CAPTAIN

Duties:

• Coordinate BLS/ALS continuing education for all personnel assigned to their respective District
• Manage the Quality Assurance (QA) efforts for the District EMS activities
• Liaison for the EMS Section, Emergency Services and the assigned district to the hospitals within the respective response area
• Liaison for the Department to City Law Offices for legal activities relative to the assigned District
• Conduct pilots, trials, and evaluation of equipment supplies, and programs within the assigned District
• Respond to major medical events within the assigned District
• Assist the Battalion Command Officer or Incident Command Officer in the management of 2-1, IA and greater alarm medical incidents as a sector officer and an EMS specialist for after incident critique
• Facilitate needed EMS inventory for emergency services
• Assist the section head in the management of the EMS budget
• Provide the requested followup with base/receiving hospitals
• Provide timely CME reports for field paramedics
• Represent the Department on Regional and State EMS committees
• Organize and facilitate quarterly paramedic joint conferences

Requirements:

• Three years experience as a paramedic
• Seniority as a Fire Captain

EXPOSURE CONTROL OFFICER

Duties:

• Control all documentation of exposure to department members
• Research legislation and regulations that affect the operations of the Fire Department
• Perform follow-up with members who have been exposed to assure proper evaluation and treatment
• Be available and respond after hours to reports of exposures and injuries
• Direct and coordinate the implementation and activities of the Haz Mat /Chem Achieves
• Serve as the "Designated Officer" as required by the Ryan White Comprehensive Aids Resources Act of 1990
• Communicate information to various receiving hospitals
• Develop criteria for the purchase of infection control personal protective equipment

Preferred Knowledge and Skills:

• Exposure Control Technician Training or experience in Infectious Control

Requirements:

• Seniority as a Fire Captain
• Member of APEC or ability to obtain certification

FIRE/ARSON INVESTIGATOR

Duties:

• Investigates fire to determine origin and cause
• Prepares fire loss analysis reports
• Develops fire loss intervention strategies
• Writes reports of all fires investigated
• Arrests fire crime suspects
• Interviews and interrogates individuals relating to fire and arson cases
• Provides testimony in court regarding the origin and cause of fires
• Recommends measures to eliminate fire hazards
• Photographs fires that are investigated and keeps files of photographs taken
• Locates and pursues suspects in fire related crimes
• Provides technical assistance to fire company officers
• Directs and coordinates investigations of fire related crimes
• Works with attorneys for prosecution in fire related crimes
• Works with attorneys or their designees in civil related fires
• Collects, preserves and controls evidence identified at fires

Preferred Knowledge and Skills:

• Knowledge of fire investigation techniques, origin and cause of fires, and fire behavior
• Knowledge of building construction and fire loads
• Knowledge of Rules of Evidence, techniques of interrogation, court case preparation, court procedures, constitutional law, suspect profiling, and laws of arrest
• Ability to recognize incendiary devices
• Ability to produce clear, detailed, and comprehensive written documents
• Ability to use graphic instructions such as blueprints, schematic drawings, layouts or other visual aides in making presentations to explain the origin or cause of a fire
• Ability to move heavy objects (50 pounds or more) short distances (20 feet or less)
• Ability to enter data or information into a terminal, PC or other keyboard device
• Ability to work evenings, weekends, or holidays to investigate fires
• Ability to wear and operate an S.C.B.A.

Requirements:

• Complete I.A.A.I. Arson Investigation Part I, II, III, and IV
• May be required to obtain AZPOST certification, having Peace Officer status by the end of the one year probationary period
• Seniority as a Fire Captain
• Must clear a background check, and meet the standards necessary for courtroom testimony.
• Excellent record keeping skills

LOGISTICS CAPTAIN

Duties:

• Supervises sworn and civilian employees engaged in various support duties
• Provides the highest level of customer service to members of the Phoenix Fire Department and others
• Manages a service quality improvement program in assigned area of responsibility
• Participates in rotating after-hours standby duties and responds to requests for service – involves after-hours callouts for emergency incidents, damage to fire department facilities and apparatus, maintenance requests, and other support needs
• Manages the daily activities and long-term activities of assigned area of responsibility
• Communicates orally and in writing with employees and allied professionals in fields related to the Captain’s area of responsibility
• Interacts with various agencies related to the Captain’s area of responsibility
• Prepares written and oral reports on the activity of assigned area, assures that records are kept appropriately
• Manages procedures related to assigned area of responsibility
• Assures accountability of equipment and supplies in assigned area of responsibility
• Manages purchasing-related activities in assigned area of responsibility
• Other duties as appropriate

Preferred Knowledge and Skills:

• Knowledge of the structure of the Phoenix Fire Department
• Use of e-mail and MS Office software
• Knowledge of purchasing process and familiarity with purchasing documents such as specifications and design drawings
• Knowledge of construction methods, small tool and equipment maintenance
• Knowledge of NFPA standards, construction codes, and related materials
• High level of customer service to internal and external customers

Requirements:

• Two-year commitment, renewed by agreement between Captain and manager at two year increments
• Seniority as a Fire Captain
• Ability to attain certification in required area of responsibility, as appropriate

PUBLIC INFORMATION OFFICER

Duties:

• Responds to emergency incidents
• Responds to immediate media requests for information
• Coordinates planned media activities
• Supervises Media Relations staff
• Serves as spokesman for Department to media
• Centralizes media activity
• Serves as liaison between Department and City officials
• Conceptualizes and co-produces videos on Department
• Produces written reports and documentation of media activity
• Maintains positive relationship between Department and media
• Works cooperatively with City employees, the media and the public

Preferred Knowledge and Skills:

• Fire fighting principles, practices and procedures
• Geographic layout of the City of Phoenix
• Operation and maintenance of various apparatus and equipment
• Emergency medical service techniques
• Fire salvage and overhaul
• Effective supervision
• Journalistic styles
• Principles and objectives of public information and relations programs
• Organize a large variety of simultaneous projects

**Requirements:**

• Seniority as a Fire Captain

**RECRUIT TRAINING OFFICER**

**Duties:**

• Plans curricula
• Develops lesson plans
• Teaches on a one-on-one or group setting
• Develops and administer tests
• Schedules instructions, classrooms, apparatus, materials, etc.
• Conducts scheduled and unscheduled counseling/coaching sessions
• Participates in physical fitness training with recruits
• Evaluates practical skills
• Develops and maintains training files
• Initiates discipline
• Develops and implements final evaluations
• Participates in physical agility testing
• Maintains inventory of equipment and apparatus
• Determines shift and station assignments
• Prepares monthly recruit evaluations
• Assists probationary captains with training or discipline of probationary firefighters
• Schedules and coordinates training for other agencies
• Coordinates battalion probationary firefighter training

**Preferred Knowledge and Skills:**

• Experience in the development of lesson plans

**Requirements:**

• Must posses certification as a NFPA Instructor
• Seniority as a Fire Captain

**RECRUITMENT OFFICER**

**Description:**

It is the goal of the Phoenix Fire Department to reflect the make-up of the community it serves and protects. To accomplish this goal, the Department actively recruits minority and women applicants and works with various organizations and groups to enhance the exposure of the organization to these candidates. The recruitment officer will be dedicated to recruitment efforts that will improve our Fire Department’s target recruitment areas. It will allow our department to be much more pro-active in seeking out recruitment opportunities. Just as importantly it will allow for a centralized point...
for interested candidates to turn to for guidance and assistance in advance of the actual hiring process.

The Phoenix Fire Department is committed to increase its efforts to recruit and hire from target groups. To accomplish this, the Recruitment Officer will provide mentoring and training opportunities to candidates once they show initial interest in becoming firefighters. Personalized mentoring has proven to provide the most success for candidates.

**Duties:**

- To effectively execute a defined recruitment strategy from conception through to completion
- To seek out new sources/methods of recruitment to meet staffing requirements
- Coordinate and participate in several large scale recruitment opportunities
- Coordinate and participate in targeted public recruitment opportunities
- Direct recruiting of women and minority candidates
- Coordinate and participate in pre-hiring training for potential candidates
- Program development and curriculum development
- Coordinate and secure media and print advertising
- Coordinate and participate in the annual Fire Fighter Recruit testing symposium
- Maintenance and purchase of recruitment equipment
- Maintain the recruitment portion of the PFD web site
- Effectively manage recruitment opportunities and relationships with other city departments and/or outside agencies
- Coordinates recruitment efforts with volunteer organizations inside the department
- Participate in all areas of the selection process for fire fighter recruits
- Manage all administrative duties in line with above role

**Preferred Knowledge and Skills:**

- Ability to utilize strong interpersonal skills
- Ability to communicate effectively orally and in writing
- Ability to work effectively under time constraints
- Bilingual (preferred)
- Good intuition and understanding of people’s qualities
- Confidentiality, tact and discretion when dealing with people
- Good familiarity with commonly used word processing, spreadsheet, and database software packages
- Demonstrated ability in recruitment in Fire Fighter Recruit market

**Requirements:**

- Seniority as a Fire Captain
- Excellent work record on the Phoenix Fire Department

**STAFFING CAPTAIN (Emergency Response Staffing Office)**

**Duties:**
- Manage the Tobin Day Program
- Maintain 200 Rescue Shift Tracking Program
- Determine present and future staffing needs with Division and Section Heads
- Back-up for TeleStaff Administrator
- Manage shift count and shift balances
- Establish new paramedic shift assignments
- Maintain seniority lists
- Coordinate new recruit shift assignments with Training Academy
- Manage members Request for Transfer file – change shifts and/or rove
- Assist with Battalion vacancy filling
- Track assignments
- Work with Recruitment Officer on recruit project
- Order and update staffing tags
- Rescue Project regarding “early” release of members
- Aid the Emergency Response Staffing Office and South Shift Command with staffing and office duties
- Assist on special projects and requests, as needed
- Coordinate battalion program managers

**Preferred Knowledge and Skills:**

- Excellent communication skills, verbal and written
- Work effectively under time constraint deadlines
- Utilize strong Interpersonal skills

**Requirements:**

- Seniority as a Fire Captain
- One-year commitment to the position

**REQUEST FOR TRANSFER FORM**

To import image of transfer request form

**REPORT OF ASSIGNMENT CHANGE FORM**

To import form 90-81D Rev. 11/97

**OUT OF CLASS ASSIGNMENT REPORT FORM**

To import form 150-56D Rev 5/03
The Alternate Duty Program is designed to provide alternative work assignments for members unable to perform normal assignments due to injury or illness. A variety of assignments is available depending on the physical limitations of each affected member. A member assigned to alternate duty shall be in a recuperative mode from his/her illness or injury, and shall conform to all limitations indicated by his/her treating physician and/or Fire Department Health Center physician.

The Phoenix Fire Department will try to provide alternate duty assignments for members not able to perform the regular duties, based on medical evaluation of each individual and the needs of the Department. Alternate Duty members will be assigned to various sections or activities based on written requests on file at the Fire Department Health Center.

The Fire Department Health Center in conjunction with the Personnel Control Officer will be assigned the responsibility of managing the Alternate Duty Program.

**FIRE DEPARTMENT HEALTH CENTER RESPONSIBILITIES**

The Health Center will monitor Department leave Roll Calls to identify members who may be eligible for alternate duty. Members on long term sick or industrial leave will be contacted to determine their eligibility with respect to an alternate duty assignment.

The Fire Department Health Center will manage the assignments and records for the alternate duty program.

The Fire Department Health Center will review all medical slips and, if necessary, coordinate with City Safety in determining the physical limitations of the member before an alternate duty assignment is made. The following notifications will be made to the areas indicated below by the Fire Department Health Center when a member is placed on alternate duty or returned to full duty:

1. Member's Battalion Chief or Section Head.
2. The South Deputy when a 56 hour employee is involved.
3. Fire Department Payroll.
4. Personnel Control Officer.
5. Section Head where the member will be assigned while on alternate duty.

The Fire Department Health Center will coordinate a three (3) month follow-up evaluation on members who have been assigned to alternate duty for a period of three (3) months or more.
Members who are eligible for retirement will be counseled about that eligibility at the completion of three (3) months of alternate duty.

**EMPLOYEE RESPONSIBILITIES**

Prior to reporting to alternate duty, members will be evaluated by the Fire Department Health Center physician. The Fire Department Health Center physician will provide the member with an alternate duty (limited duty) release slip. Members who have been released by a physician other than the Fire Department Health Center physician are required to be evaluated by the Fire Department Health Center physician prior to an alternate duty assignment.

Members released for alternate duty (limited duty) by the Fire Department Health Center physician will report in proper uniform or approved work clothing to the Fire Department Health Center for an alternate duty assignment.

Members reporting to the Fire Department Health Center for an alternate duty assignment will complete and sign the appropriate leave forms after consultation with the member's assigned District or Section Office. Copies of those forms will be sent to the member's assigned District or Section Office. Originals are forwarded to Fire Payroll.

**MEMBERS ON INDUSTRIAL LEAVE FOR THREE MONTHS OR MORE SHALL BE PLACED IN AN ALTERNATE DUTY POSITION FOR REHABILITATION AND/OR EVALUATION PRIOR TO FULL DUTY AS PER M.P. 103.06.**

**MEMBERS RETURNING TO FULL DUTY**

Members who have been released for full duty by the Fire Department Health Center physician will report the information to their Alternate Duty Supervisor via telephone, prior to leaving the Health Center. Copies of the doctor's release slip will be distributed to the Battalion Chief/Section Head and Payroll. The South Deputy, the member's assigned Battalion Chief/Section Head, Payroll and Personnel Control Office, will be notified when the member is returned to full duty.

**NOTE:** (Employees released by a private physician must be evaluated by the Fire Department Health Center physician prior to release for full duty.)

**OBTAINING ALTERNATE DUTY PERSONNEL**

Divisions or Sections in need of alternate duty personnel must notify the Fire Department Health Center via a written request containing the nature of assignment. Upon receipt of request, the Alternate Duty Supervisor will note the request on the Alternate Duty Request List.
PURPOSE

This procedure establishes the guidelines for requesting a special assignment of personnel to positions for special projects of a temporary nature.

REQUEST FOR SPECIAL ASSIGNMENT

Requests for special assignments of members to special projects may be requested by submitting a written request to the South Deputy for the Operations Division Head's and Fire Chief's approval. Copies of the request should be forwarded to the Fire Department Personnel Officer. The request should be made at least two weeks prior to the needed assignment. Information contained in the request must include:

A. Description of Special Project.
B. Who or what rank is needed to fill the position.
C. Beginning date of project or assignment. NOTE: Shift changes must be made in accordance with M.P. 104.02
D. Projected ending date of project.
E. Indication of whether the request is for a new or the continuation of an existing special project.

* If continuation, include name and rank of employee previously performing duties of special project.

F. Budget impact and method of funding.

APPROVAL OF REQUEST FOR SPECIAL ASSIGNMENT

Upon receipt of the Fire Chief's decision, approvals only will be forwarded from the South Deputy to the requesting Division Head and Fire Department Personnel Officer.

FINAL APPROVAL FOR SPECIAL ASSIGNMENT MUST BE OBTAINED PRIOR TO FILLING THE POSITION.

Upon approval of a special assignment, form 90-81D, Report of Assignment Change, must be completed as described in M.P. 104.02.
PURPOSE

The purpose of this procedure is to communicate a City and Department policy regarding employment and supervisory relationships among family members.

DEFINITION

For purposes of this policy, "relative" means the spouse, child, child's child, parent, grandparent, brother or sister of the whole or half-blood and their spouses, and the parent, brother, sister or child of a spouse. A court appointed legal guardian or an individual who has acted as a parent substitute is also included within this definition.

A. Appointment of Relatives to City Employment

Members of the Department cannot appoint any relative, as defined above, to any position within the Department. Members within the Department assigned to positions that make appointments, conduct inter-views, promote, etc. cannot participate and must disqualify themselves if a relative is a candidate. Written notice of the disqualification should be forwarded through channels to the Personnel Control Officer. All consideration and appointments of candidates should be in accordance with the Fire Department policy M.P. 104.02D and A.R. 2.91.

B. Immediate Supervisory Relationships

In accordance with A.R. 2.91 members shall not be permitted to directly supervise a relative as defined above. The Personnel Control Officer is responsible for the enforcement of this policy. Supervisors will make every attempt to reassign or transfer members who may find themselves by reason of marriage, promotion, or reorganization, in an immediate a supervisory relationship with a relative.

By way of example, direct or immediate supervision would include any participation in the hiring decision, promotional decision, disciplinary decision, or preparing or influencing the performance evaluation of a relative.
Irrespective of the immediate supervisory relationship, members should not participate in any manner in a decision involving the financial interest of a relative as defined above, including hiring, promotion(s), discipline and merit increase(s). In addition, members should not in any way attempt to influence others in the decision regarding the financial or employment (assignments, shifts, discipline, etc.) interest of a relative.

C. Notifications

Any member that finds themselves in a position that makes appointments, conducts interviews, promotes, etc. not only would remove themselves from the process, but would also need to notify the Personnel Control Officer in writing, disclosing the relationship and the interest involved.
PURPOSE
This procedure defines the selection process for filling Field Incident Technician vacancies. The FIT assignment will be a management development position and will be awarded based on the criteria within this M.P. All assignments to this position will be made at the Fire Chief’s discretion; assignments will NOT be based on seniority. Assignments to FIT positions must be consistent with existing Volume I procedures. Chief Officers and those wishing to work as FITs must be familiar with the assignment procedures, making every effort not to circumvent these procedures. All FIT assignments will be reviewed by the Shift Commander responsible for the Battalion.

DEFINITION
This is a management development position. Positions will first be offered to members who are on the current Battalion Chief’s promotional list.

FILLING OPENINGS
The criteria for selection as a Captain Field Incident Technician are:

- Member should be on the current Battalion Chief’s list; if not, member should be interested in the Battalion Chief position.
- Member is required to commit to the assignment for a 6-month minimum.
- Member should have completed the following classes offered by Phoenix College and received a grade of “C” or better, or demonstrate equivalent experience.
  - Tactics and Strategy
  - Command Strategies for Major Emergencies
  - Human Resource Management
- Member should have completed the NFPA 1041 instructor course or demonstrate equivalent experience.
- Member should understand how to operate the station computer including RMS, E-mail and MCT.
- Member should have successfully completed the Code 3 Driving Class offered by the TA and must be a driver in “good standing” with the department.
- Member will be interviewed in areas pertaining to:
Job Responsibilities
- Incident Command and Tactical Procedures
- Personnel Management

- Knowledge of personnel management practices.
- Demonstrated skills and experience in conducting training exercises.
- Skills and experience as an instructor
- Ability to develop and manage various programs associated with the Operations Battalions

EXCLUSIONS

- Those who have not completed their 6-month obligation to an assignment should not be considered.
- Members who have not completed one year in a Special Operation assignment
- Members who have a permanent assignment and have been a FIT for one year need to release their permanent assignment or return to it.
PHOENIX FIRE DEPARTMENT

VOLUME 1 – Operations Manual

CONSTANT STAFFING

MP104.03  09/09 - R

PURPOSE

The purpose of the Constant Staffing program is to keep all emergency response units adequately staffed with the appropriately trained personnel to provide safe staffing levels at all times to provide the best possible service to the citizens of Phoenix. The staffing levels established are designed to comply with national standards recommended by NFPA standard 1710. This procedure defines the Constant Staffing Program, establishes the responsibilities of members who participate in it, sets the procedures for those who manage it, and defines how problems are resolved.

CONSTANT STAFFING DEFINED

Constant Staffing is defined as the process wherein positions that are vacant on a given day are filled by members of the appropriate rank and qualification on an overtime basis. Constant Staffing is followed to keep staffing levels of all units at required levels for safe and efficient operations. Included in the Constant Staffing Program are 24-hour, rescue, and partial shift positions. Constant Staffing is a privilege, not a right, and all efforts are made to keep opportunities as equal as possible – based on member sign up.

MEMBER RESPONSIBILITIES

Any member wishing to participate in the Constant Staffing Program is required to:

1. Have their correct Resource (contact) information in TeleStaff/WebStaff.
2. Sign up/remove their name for Constant Staffing utilizing TeleStaff/WebStaff prior to 0500 hours the day they would be hired. If a member is at the station, they must utilize TeleStaff/WebStaff for removing their name from the list. As a last resort for removing your name from the Constant Staffing list (such as no internet connection) call the Constant Staffing Line (602-262-7330, option 3, then option 2) and leave a message regarding removing their name from the Constant Staffing list. If a member does not remove his/her name from the TeleStaff/WebStaff sign up list and refuses to Constant Staff when called, that member will receive a refusal. Each refusal counts as 1.5 opportunities (on the 24-hr Constant Staffing list and the PEAK-TIME Rescue Constant Staffing list) and that penalty is immediate.
3. Arrive at their assigned position on time. Late arrivals will be paid for the hours they work. Members with excessive drive times due to their location will not be hired for a 24-hour position. If a member cannot make the start time for a 24-hour position, it is their responsibility to remove their name from the Constant Staffing List, to avoid a refusal. Members with excessive drive times should sign up for 24-hour Constant Staffing ONLY on their off going shift.
4. Work the entire shift - no AWR's, vacation, union business, comp-time, city business, etc., will be allowed while constant staffing. If you can’t work for ANY reason for the entire time you are hired for – do not sign up.
5. Maintain and have in their possession a valid Arizona Driver's License if working in a driving position. While working on a rescue, you need a current DHS EMT-B or EMT-P certification.

6. To remain at their duty station or the phone numbers supplied until 0730. If there are more positions to be filled after 0730, only on-duty members are required to remain at their duty station until the "Constant Staffing is Complete" message is given by AHQ or until 0800 hours. Off-duty members are released of their obligation at 0730 hours.

7. Members must keep their contact numbers current in TeleStaff/WebStaff.

8. Respond as quickly as possible (within 10 minutes) to pages or phone calls from South Shift Command personnel involving Constant Staffing. Numerous phone calls are made each morning to fill various positions. Company officers need to insure that the Do Not Disturb-"DND" light is not activated on the station phones. In order to have all units appropriately staffed and in service at 0800, it is imperative that members be available for phone calls if they are eligible to Constant Staff.

9. Notify South Shift Command personnel as soon as any conflicts/problems are discovered in the Constant Staffing process.

10. Work in a cooperative manner to resolve any Constant Staffing problems.

**Eligibility**

All members are eligible to Constant Staff provided:

1. It has been six months since their date of entry into the academy.
2. Working the shift will not cause them to violate the 72-hour rule. (M.P 103.07)
3. They have signed up via TeleStaff/WebStaff to Constant Staff prior to 0500 hours the day of hiring.
4. They are not on sick leave, industrial or alternate duty assignment or FEMA activation.

**Filling Daily Vacant Positions**

Whenever reasonably possible, positions that are vacant for the day will be filled in the following order to fulfill staffing needs:

1. Rovers.
2. Current promotional lists.
3. Requests to act out-of-class (if qualified).
4. Constant Staff, if vacant positions still exist.

**Note:**

Specialty positions such as HAZ MAT, TRT, ARFF, RM14, CV, Investigations and FITS may be worked out of order to fulfill staffing requirements or equalize opportunities.

On days when we are over-staffed and there are vacancies on 24-hour rescues, personnel who are on the Rescue Move Over list will be used. If you Constant Staff on PEAK-TIME Rescues your name is on this list.

If a member is up for multiple constant staffing lists simultaneously, the member will work one based on staffing needs to be determined by South Shift Command members.
All Constant Staffing Lists will be established using counts (least opportunities or hours worked first) and then sorted in alphabetic order by last name. The order of each list will be reversed at regular intervals as agreed through the RBO Constant Staffing Subcommittee process. The resetting of Constant Staffing lists will also be done as agreed through the RBO Constant Staffing Subcommittee process.

MEMBERS SHALL NOT

Place requests for any Constant Staffing positions except PEAK-TIME rescues. Requests for early or late rescues must be made prior to 0500 hours the day of hiring. Requests can be made by calling the Constant Staffing Line (602-262-7330, option 3, then option 2), and leaving a clear request for early only, late only, or early or late preference.

Personnel on industrial or sick leave will not be eligible for Constant Staffing.

FILLING LATE VACANCIES

If the filling of vacancies will require additional time beyond the 0730 release time, an announcement will be made via appropriate means notifying on-duty personnel to stand-by. When all vacancies have been filled, a second announcement will be made, stating that Constant Staffing has been completed. On-Duty members, who turn down Constant Staffing opportunities after the 0730 time has been extended, will be charged with a refusal up to 0800 hours. After 0800 hours, no refusals will be charged for on-duty members.

HOLIDAY CONSTANT STAFFING LIST

Due to the difficulty in finding personnel to work July 4th, Thanksgiving, Christmas Eve, Christmas Day, and New Year's Eve, Holiday Constant Staffing Lists will be used. Utilize TeleStaff/WebStaff to sign up to Constant Staff for these holidays. The Holiday hiring lists are separate from the regular Constant Staffing lists and the counts will be separate from the regular Constant Staffing lists. The Holiday Constant Staffing Lists will run for three years. All other constant staffing guidelines will be enforced, including refusals.

OUT OF CLASS CONSTANT STAFFING

When a position above the rank of firefighter cannot be filled with a person of the same rank, an "out of class" Constant Staffer may be hired. If the position to be filled is on a Special Operations company, Special Operations qualifications will be adhered to.

SOUTH SHIFT COMMAND PERSONNEL RESPONSIBILITIES

South Shift Command Personnel are required to:

1. Set their station assignment board following established procedures (see below) and inform the off-going shift of Constant Staffing needs in a timely manner.
2. Remove those members from the list who call and request so following these procedures.
3. Work with the on-coming shift to determine Constant Staffing needs for the day.
4. Initiate phone calls to those on the day’s list until all vacant spots are filled.
5. Complete paperwork including those called, who worked, who passed, and who refused.
6. Have Alarm make the “Constant Staffing is complete” notification.
CHIEF OFFICER CONSTANT STAFFING

Fire Management Command Officers who are assigned to and work in the constant staffing program may receive a monthly premium pay as set forth by administrative guidelines.

DEFINITIONS:

REFUSAL

In reference to on-duty members: Between 0600 and 0730 (or 0730-0800 when the announcement that Constant Staffing is not complete has been made), if an on-duty member whose name rotates up on the Constant Staffing List leaves their station, is not at the supplied phone, does not return a page within ten (10) minutes, or refuses the shift, they will receive a refusal. A refusal is given if a member, who for any reason, does not work a Constant Staff on the day that they were signed up for (at the time that the Constant Staffing list was printed) and SDC attempted/got contact with the member.

In reference to off-duty members: Between 0600 and 0730 if an off-duty member whose name rotates up on the Constant Staffing List does not answer the supplied phone numbers, does not return a page within ten (10) minutes, or refuses the shift, they will receive a refusal. If a member is being contacted while off-duty, under no circumstances will a refusal be given after 0730 hours. A refusal is given if a member, who for any reason, does not work a Constant Staff on the day that they were signed up for (at the time that the Constant Staffing list was printed) and SDC attempted/got contact with the member.

72-HOUR RULE

When the member will violate M.P. 103.07.
PURPOSE

The following procedure will provide Constant Staffing (CS) Guidelines for Command Officers.

CONSTANT STAFFING SHIFTS

A constant staffing shift for Command Officers shall be twelve (12) hours.

CS SHIFT DURATION

The constant staffing shift hours shall be as follows:

<table>
<thead>
<tr>
<th>SOUTH DEPUTY</th>
<th>CENTRAL DEPUTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>0600 hours to 1800 hours</td>
<td>0700 hours to 1900 hours</td>
</tr>
<tr>
<td>1800 hours to 0600 hours</td>
<td>1900 hours to 0700 hours</td>
</tr>
</tbody>
</table>

Constant staffing shifts can be worked in either 12-hour or 24-hour increments.

COMMAND OFFICER RESPONSIBILITIES

Each member should try to balance the shifts so as to have nine (9) completed by January each year.

Each member will be responsible for eighteen (18) twelve-hour (12-hr) shifts per fiscal year.

Each member must work the entire constant staffing shift. No AWRs, vacation, E-time, etc. can be taken while constant staffing.

Each member shall be responsible for conducting all scheduled and unscheduled activities during the constant staffing shift, including conducting
critiques of fires that occur during the constant staffing shift.

**SIGN UP**

Available constant staffing shifts will be advertised via E-mail to each command officer participating in the Emergency Services pool. Notifications will be sent out as needed, but no less than monthly.

**FILLING LATE VACANCIES**

When possible an all call via the Q-page system will be used to fill late-occurring vacancies.

**CS OPPORTUNITIES**

The Emergency Services Assistant Chief or his/her designee will manage the constant staffing program. The Time Management Coordinator will monitor the Command Officers’ constant staffing participation. Opportunities to constant staff will be maintained in accordance with this procedure.

Any Chief Officer with questions concerning CS or a desire to review sign-up lists, records, etc., should contact the Time Management Coordinator.

Any Command Officer who is unable to complete the eighteen (18) shifts during the fiscal year, will have the emergency services pay discontinued until all the shifts that were owed are made up.
To promote and maintain the highest possible level of health, fitness and productivity of Phoenix Fire Department members through a coordinated program consisting of:

1. Medical and fitness tracking annually
2. Stress management
3. Nutritional counseling
4. Alcohol and drug abuse counseling
5. Physical fitness
6. Tobacco cessation training
7. Diet and weight management
8. Health education
9. Family counseling
10. Evaluation and Treatment of Industrial Injuries
11. Industrial leave management
12. Alternate duty management

The Phoenix Fire Department Health Center will operate in a professional, safe manner to identify the onset of medical problems as early as possible.

The physician will confidentially discuss any medical problem individually with each member. In the event of injury or illness, the Health Center will offer rehabilitation and retraining.

**LOCATION AND OPERATIONS**

The Phoenix Fire Department Health Center is located at 150 South 12th Street.

The clinic consists of three areas: medical health screening area, physical fitness area and administrative area. The medical health screening area conducts all annual physicals as listed in attachment "A."

A physician dedicated to the Fire Department, the Fire Department Physician, will administer the annual Fire Department physicals and oversee all medical testing.

The physician will be referred to in this procedure as the Fire Department Physician.

Reference to the City Physician will be to any physician who is under contract with the City of Phoenix. Permission to return to work from either sick leave or industrial leave will be determined by the Fire Department Physician at the Health Center, in accordance with Personnel Rule 15E, 1 through 5.

The physical fitness area will be equipped to perform physical fitness evaluations in a confidential setting in accordance with the IAFF/IAFC Wellness/Fitness Initiative, for maintaining regular aerobic conditioning, muscular strength and increasing flexibility. Hours of operation will be determined by need.
The administrative area of the Health Center will be responsible for maintaining communication between the Fire Department Physician and the member, tracking for annual physicals, maintaining equipment, assisting in special programs such as nutrition, weight training, health education, Industrial Leave, Alternate Duty, employee assistance programs and assistance in any other program to promote health/fitness for the Phoenix Fire Department.

**PARTICIPATION**

*** In accordance with NFPA 1500 and OSHA Respirator Standards 29 CFR 1910:134 pertaining to wearing SCBA, all sworn employees of the Phoenix Fire Department shall have an annual physical.

The physical shall consist of procedures listed in attachment "A" of this M.P.

Physicals will be scheduled by the Health Center and Shift Commanders month by month.

All 40-hour members will be scheduled throughout the year. Every effort must be made by the Shift Commander and employees to complete physicals for each member within the appropriate year.

At the completion of the physical examination the Fire Department Physician will discuss the examination results with each member and a copy of the physical results will be sent to the member.

The Health Center is committed to the Phoenix Fire Department to provide the highest level of health maintenance to its members. It is the member’s responsibility to comply with receiving a yearly physical.
1. If a member misses his scheduled annual physical due to vacation, sick leave, Tobin Day, etc, the member will have 30 days from his originally scheduled appointment to reschedule his physical.

2. If the member fails to reschedule his physical within 30 days the Health Center will schedule the second appointment.

3. If the member misses the second rescheduled appointment, the member will be considered not medically cleared for duty, and directed to the Health Center for the first available appointment by their Shift Commander or Battalion Chief.

An employee may waive the annual physical only if he/she has the physical examination performed by a licensed physician. If the member chooses to see his private physician, an appointment MUST be made with their private physician within 30 days of their scheduled physical that was with the Health Center. In this case, the employee is responsible for the cost of such physical performed in lieu of the Fire Department physical. The required results must be mailed or faxed to the Health Center to be reviewed by the Fire Department Physician within 60 days of the physical examination. After the results have been reviewed and have met the required standards, the results will be inserted in the employee's medical file. The physical performed by private physicians must conform to Department standards and consist of all elements specified in Attachment "A." Failure to comply with these timelines will result in the member being classified as “not medically cleared for duty.”

CONFIDENTIALITY

Medical information obtained through the Medical Health and Physical Fitness Evaluations will be maintained according to physician-patient confidentiality standards and HIPPA Guidelines.

If a medical problem is detected during the physical examination that would be deemed threatening for the member to remain on active duty, the Fire Department Physician will recommend an alternative duty status.

The Fire Department Physician will notify the Fire Chief or his designee of the duty status of the member, without disclosing confidential medical information.

MEDICAL ARBITRATION

In the event the member disagrees with the opinion of the Fire Department Physician, the member can seek a second medical opinion by a physician of his/her choice. The member shall assume responsibility for payment of this examination.

The Fire Department Physician and the member's physician will confer to discuss the examination results. If there is no agreement, a third medical opinion will be obtained from a physician selected by the Fire Department's Physician and the member's physician. IME cost of this third medical opinion will be shared equally by the Fire Department and member. The three physicians will confer and the consensus medical opinion will be determined.

In the event the consensus medical opinion is that no life-threatening medical problem exists, the member will return to active duty status.

If the consensus medical opinion is, that in fact, the member's medical problem is life threatening, the consensus medical opinion will be submitted to an advisory panel.
The advisory panel shall consist of the Assistant Chief in charge of Personnel Services, the Fire Department Physician, IAFF Local 493 President and Business Manager or delegate.

The advisory panel will review the physicians' decisions and provide a recommendation concerning the member's duty status to the Fire Chief.

**FITNESS EVALUATION**

At the same time a member is going through his/her physical examination, he/she will also have a fitness evaluation.

In years that a treadmill stress EKG is not performed aerobic capacity will be determined by another form of aerobic testing.

Evaluation results will be provided to each member for comparison with accepted standards. Individual maintenance and improvement programs will be based on the member's previous results.

In any of the above listed events, standard reporting procedures shall be followed.

Industrial provisions in A.R. 2.32 shall be in effect for industrial claims.

**THE TIER 4 HEALTH ASSESSMENT**

Since 1987, the Phoenix Fire Department Health Center has helped to restore the health of department members subjected to injury, illness or exposure. In addition, it was the intent of the Health Center to strengthen individuals so they could withstand both the physical and emotional insults of the job.

As our department increases in size and our members mature, it is necessary to become proactive in our approach to intervene early enough in a member’s health to become effective. With early intervention, activities detrimental to the health of the member can be ceased, lifestyles can be altered, medications can be prescribed, and therapy or treatment can be initiated; with the member taking ownership of their overall health and actively participating in their wellness direction.

It has always been the policy of the Health Center Medical Director and his staff to recognize potentially health and life threatening maladies and initiate an alternative work assignment or complete work removal in order to preserve the health of the member and initiate proper treatment. With this in mind, the Fire Fighter Wellness Labor/Management Subcommittee created a guideline for this purpose entitled the **Tier 4 Health Assessment**.

The **Tier 4 Health Assessment** is designed to categorize a member’s health and place him in a Tier for assessment, monitoring and, if needed, removal from active duty field assignment.
### Health Parameters for Firefighters with Tiers to Assess Need for Health/Wellness Intervention

#### Standards

<table>
<thead>
<tr>
<th>Health Standards</th>
<th>Tier 4</th>
<th>Tier 3</th>
<th>Tier 2</th>
<th>Tier 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Body Fat %*</td>
<td>&gt;30% Male</td>
<td>25%-30% Male</td>
<td>20%-24% Male</td>
<td>&lt;20% Male</td>
</tr>
<tr>
<td></td>
<td>&gt;34% Female</td>
<td>30%-34% Female</td>
<td>24%-29% Female</td>
<td>&lt;24% Female</td>
</tr>
<tr>
<td>Blood Pressure</td>
<td>&gt;160/110</td>
<td>&gt;150/100</td>
<td>&gt;140/90</td>
<td>&lt;140/90</td>
</tr>
<tr>
<td>FEV₁/FVC** Ratio</td>
<td>&lt;59%</td>
<td>&lt;65%</td>
<td>&lt;75%</td>
<td>≥75%</td>
</tr>
<tr>
<td>METS***</td>
<td>&lt;12.0</td>
<td>12.0-12.9</td>
<td>13.0-13.9</td>
<td>&gt;14.0</td>
</tr>
<tr>
<td>Blood Sugar</td>
<td>&gt;300</td>
<td>200-299</td>
<td>100-199</td>
<td>65-99</td>
</tr>
<tr>
<td>HbA₁c⁺</td>
<td>8.0</td>
<td>&gt;7.5</td>
<td>6.5-7.4</td>
<td>&lt;6.5</td>
</tr>
</tbody>
</table>

**Tier 4:** Health issues sufficient to mandate removal from field and mandatory referral for wellness/fitness intervention

**Tier 3:** Health issues sufficient for mandatory referral for wellness/fitness intervention, but removal from field not yet required

**Tier 2:** Health issues noted where interventional support or change is recommended

**Tier 1:** Minimal health parameters fire members should maintain for field conditioning

* Body Fat as measured by the caliper method. When considering for Tier 4, this measure should not be used independently, but considered along with other health risk factors.

** Measured as part of Pulmonary Function Testing without use of bronchodilators

*** Measured as part of Cardiac Stress Testing, using Gerkin Protocol or other equivalent testing

+ Blood Sugar tested during fasting state. HbA₁c performed for all Blood Glucose levels above 120 mg/dL.
CATEGORIZATION OF MEMBERS:

Members found to be in Tier 1: Encouraged to maintain current health and fitness levels
   Support is available

Members found to be in Tier 2: Encouraged to increase their current health and fitness levels
   Support is available

Members found to be in Tier 3: Mandatory referral for health and fitness intervention
   Support is initiated

Members found to be in Tier 4: Removal from active duty due to health and fitness levels
   Support is mandatory
   Member will be reassigned to an Alternative Duty position until that member meets Tier 3 status.

FOLLOWUP:

Members found to be in Tier 1: No follow up is needed unless requested by member.

Members found to be in Tier 2: No follow up is needed unless requested by member or doctor.

Members found to be in Tier 3: Follow ups are mandatory at the date scheduled by doctor.

Members found to be in Tier 4: Follow ups are mandatory at the date scheduled by doctor.

REASSIGNMENT:

The reassignment process for those members found to be in Tier 4 status is not intended to be punitive, but rather rehabilitative. The member will receive support in the areas in which he/she is in need including Peer Fitness Trainers, nutritionists and physical therapists. During the time the member is assigned to Alternative Duty, meetings with support staff and daily exercise routines are mandatory in order to expedite the return of that member to full active duty. It will be the discretion of the medical director as to when that member may return to full active duty.
Sworn Fire Personnel Medical Examinations (Mandated by NFPA 1500 and OSHA Respiratory Standards 29 CRF 1910:134)

1. COMPLETE MEDICAL HISTORY
   
a. Medical and surgical history  
b. Stress evaluation  
c. Allergy history  
d. Review of body systems  
e. Prior work/exposure history  
f. Prior history of toxic involvement  
g. Reproductive history

2. OPHTHALMOLOGIC SCREENING
   
a. Visual acuity - near and far point  
b. Color vision  
c. Field of vision  
d. Lateral phoria  
e. Stereopsis

3. AUDIOMETRY
   
a. Hearing thresholds for 500 to 8,000 hertz

4. URINALYSIS
   
a. Specific gravity  
b. Albumin  
c. Sugar  
d. pH  
e. Blood  
f. Microscopic examination (if clinically needed)

5. VITAL SIGNS
   
a. Temperature  
b. Height and weight  
c. Blood pressure  
d. Pulse rate

6. ELECTROCARDIOGRAM
   
a. Twelve-lead resting tracing  
b. * Treadmill exercise cardiac stress test

** 7. RADIOLOGY
   
a. Chest X-ray, PA, 14 x 17
8. PULMONARY FUNCTION SCREENING TEST

a. Vital capacity  
b. One second forced expiratory volume

9. HEMATOLOGY PROFILE

a. Hemoglobin count  
b. Hematocrit  
c. Red blood count  
d. White blood count  
e. WBC differential count

10. BLOOD CHEMISTRY PROFILE

a. Calcium  
b. Phosphorus  
c. Glucose  
d. Urea nitrogen  
e. Uric acid  
f. Cholesterol  
g. Total protein  
h. Albumin  
i. Total bilirubin  
j. Alkaline phosphatase  
k. LDH  
l. SGOT  
m. Globulin  
n. Triglycerides  
o. SGPT  
p. GGPT  
q. HDL  
r. CHOL/HDL ratio  
s. Sodium  
t. Potassium  
u. Chloride  
v. CRP

11. OTHER LAB STUDIES

a. PSA on all males 45 years of age and older  
b. Hepatitis B antibodies titer

12. STOOL OCCULT BLOOD TEST (3) FOR STOMACH AND INTESTINAL TRACT BLEEDING FOR THOSE OVER AGE 40
13. COMPLETE PHYSICAL EXAMINATION BY FIRE DEPARTMENT STAFF PHYSICIAN, INCLUDING:

   a. Fundoscopic examination of the retina of the eyes
   b. Rectal examination for men over 35
   c. Proctoscopic examination every 4.5 years for those over age 45 or with history of bleeding (This test is advisable, but optional.)
   d. Extensive physical examination
   e. Body composition will be determined by accepted caliper method.

14. A COMPLETE REVIEW OF EXAM RESULTS WILL BE DISCUSSED WITH EXAMINEE

   a. Specific laboratory testing as directed by the work history and the physical examination

15. WRITTEN DOCUMENTATION OF EXAMINATION RESULTS TO BE PLACED IN THE HEALTH MAINTENANCE NOTEBOOK

16. TB TESTING TO BE PERFORMED AT THE ANNUAL PHYSICAL USING CURRENTLY APPROVED METHOD

17. WHEN INDICATED OR REQUESTED, A COPY OF THE EXAM RESULTS CAN BE FORWARD TO THE EXAMINEE'S PERSONAL PHYSICIAN

18. SCBA FACE MASK FIT TESTING WILL BE CONDUCTED AT ANNUAL PHYSICAL USING CURRENTLY APPROVED OSHA STANDARDS

   * Members will be tested on the treadmill or other approved test at every physical.

   ** Administered on pre-employment and every 3 years.

**INFECTION CONTROL**

**EXPOSURES:**

The exposed member should contact the alarm room and request the on duty infection control officer immediately after an exposure. The infection exposure officer will determine the severity of the exposure. If the exposure is considered significant, the infection control officer will work with the member to establish baseline testing, prophylaxis (PEP line utilized for HIV concerns), and follow up testing. All options will be thoroughly discussed with the member and a suggestion will be made by the infection control officer. If needed or requested a doctor will also be consulted.

**IMMUNIZATION ADMINISTRATION:**
**Policy:** All sworn Phoenix Fire Department personnel shall be offered a highly encouraged to receive immunizations against the following diseases: Hepatitis A, Hepatitis B, Tetanus, Diphtheria, Measles, Mumps, Rubella, and Influenza B.

All visits to the Health Center for laboratory tests or immunizations will generate a computerized immunization record that will be reviewed by the medical assistant or registered nurse and updated as needed.

**Procedure:**

1. Obtain a green chart sheet prior to administering any vaccinations.
2. Provide the patient with a vaccine information sheet and allow time for them to read it and ask questions.
3. Explain the dosing and spacing requirements insuring the patient will be able to complete the series once started.
4. Ask the patient to read and sign their “Medication Consent Card” by the appropriately dated vaccine.
5. Prepare the vaccines according to the manufacturer recommendations. If giving a vaccine within a series, check the spacing for appropriate timing. If the patient is early by one day, the vaccine should not be given and the patient should be asked to return at a later date. The following vaccines require accurate spacing:

   - **MMR:** 2 doses – 1 month apart
   - **Hepatitis B:** 3 doses: 1st dose given anytime, 2nd dose after 1 month, 3rd dose after 6 months, blood test 1 month after last dose
   - **Hepatitis A:** 2 doses – 6 months apart
   - **Tetanus/Diphtheria:** 1 dose every 8-10 years

6. If giving the first dose of a series, have the patient complete the purple reminder cards for the remaining doses. Place the date on the card when the follow-up immunizations are due and file it in a tickler file. Pull the cards once every two weeks and mail.
7. Prepare the site by swabbing it with an alcohol swab. All IM injection shall be given in deltoid area. All subcutaneous injections shall be given in the posterior arm.
8. Vaccines need to be given IM or SC and need to be spaced at least 1 inch apart when giving more than 1 vaccine.
9. Patient needs to remain at the health center for at least 15 minutes to monitor for allergic reactions.
10. If patient experiences an allergic reaction, they need to notify the health center physician immediately and prepare to administer epinephrine SC, or Benadryl IM/IV as directed by the physician. A VAERS form shall be completed and forwarded to the VAERS office for any adverse or allergic reaction.
11. All vaccines shall be recorded in the patient’s medical file.
Background

The Phoenix Fire Department Member Services Program is Labor and Management working together to provide resources and tools to enhance our member’s quality of life. Our members encounter the same daily stress as the general population such as: finances, relationships, raising a family, caring for sick or injured family members and elder care issues. In addition to these, firefighters are also exposed to on the job stress such as sleep deprivation, traumatic and cumulative effects of calls, repeat callers, and industrial injuries. The combination of life and job stressors can negatively impact our member’s wellness if not properly dealt with throughout our careers / lives.

Member Services

Member Services is a Joint Labor/Management team created to monitor the efficiency of services provided and to ensure compliance with policy and procedures. Our mission: Our Family Helping Our Family

Member Services exists to support our fire department family through any challenges they may face and assist in connecting each other to available resources. Member Services encourages members to watch out for each other, and to seek support early and to deal with life challenges while they are still small. The success of Member Services relies on you, if you see a member that could use help, we are here to help you get them connected.

United Phoenix Fire Fighters Local 493 provides Behavioral Health programs for sworn and non-sworn employees and their families. These services are free of charge to employees and their families. Additional services are provided by the City of Phoenix health care benefit plan. These resources can be accessed and found at www.firestrong.org.

Phoenix Fire Department

Phoenix Fire Department Member Services section staff positions:

**Deputy Chief**

Facilitate the Member Services Subcommittee, peer support team, Firestrong resources, retiree program, develop and coordinate trainings, oversee leave tracking and high stress incident programs, develop and maintain community partnerships, provide ongoing support, outreach and referrals.

**Captain**

Work with battalion chiefs to develop a plan to communicate with their battalion members and rovers to identify those experiencing high levels of stress and providing the proper resources to mitigate the stress. Monitor high stress incidents, assign peers to follow up with members and crews after high stress incidents (HSI) (see MP 105.01B, High Stress Incident Protocol) as needed, and follow-up with battalion chiefs. Monitor sick leave usage report and follow up with battalion chiefs. Maintain communication with members on industrial leave.

**Member Services Coordinator**

The Member Services Coordinator works with department members and their families to help find the appropriate resource to mitigate their crisis. This position provides consultation, outreach and training, and helps advise the Peer Support Team to ensure compliance of policies and procedures. The Member Services Coordinator is a member of the Mental Health Task Force Advisory Board and assists with training of Peer...
members. Assist with compliance of High Stress Incident follow up. Provide relevant mental health education during battalion wide company, Captain, and Battalion Chief trainings.

**Peer Support Team Coordinator**

This position assists with the peer team profiles and resources on the Firestrong.org website, coordinates marketing of programs, assists with training of Peer Support Team members, and updating of resources and testimonials on department webpage, assign and follow up with members and crews after high stress incidents (HSI) as needed. Available to assist all members and their families with accessing mental health resources.

**Peer Support Team Members**

Members on this team have successfully completed the Peer Support Team training course, as well as maintain the mandatory continuing educations classes. They provide support to the membership through self referral and high stress incident support and outreach. Member of the team maintain their knowledge of the mental health benefits and resources available to the members and their families.

**Local Union 493**

Local 493 Member Services programs and positions:

**V.P. of Member Services**

The V.P. of Member Service facilitates an array of services to fire department members such as oversight of Behavioral Health Assistance Programs contract, Employee Assistance Program contract, Firestrong website management and resources, assisting with funeral arrangements, following up with crews and members after high stress incidents, acquiring medical equipment and special charity events, following up and assisting with retirees.

**Member Services Trustees**

Assist the V.P. of Member Services carry out services and assist with funeral arrangement, hospital visits, medical equipment, charity events, and any other assistance necessary to help our members, their families, and retirees.

**Behavioral Health Assistance Program (BHAP)**

The services for these programs are contracted by Local 493 and are in place to provide the following services to the Phoenix Fire members and their families as recommended by NFPA 1500 (section 11.1.1 – 11.1.4). Services are provided free of charge and are confidential in protection afforded by the Health Insurance Portability and Accountability Act (HIPAA).

- Provide assessment and coordination to appropriately trained EAP counseling providers for Trauma, Substance Abuse, or general mental health counseling.
- Trauma/Post-Traumatic Stress related evaluations from High Stress Incidents
- Assist with crisis stabilization of members and their family
- Consultation to supervisors on mental health related issues and assist with evaluation and oversight of member’s ability to perform essential job functions and adhere to Conditions of Employment/Remand

The EAP provides counseling sessions to Members and anybody living in their household. Pursuant to Arizona House Bill 2310 (effective July 2017) members are eligible to receive up to 12 counseling sessions by a licensed counselor who has had training and expertise in Trauma.

Examples of situations that the state has deemed a requirement to offer counseling
• In the case of a public safety employee: visually witnessing the death or maiming of one or more human beings
• Responding to or being directly involved in a criminal investigation of a dangerous crime against a child
• Requiring rescue in the line of duty where one’s life was endangered

Behavioral Health Assistance Program (BHAP) services will work with the member or household member to find a therapist that will accept their medical insurance if long term counseling is needed.

• All behavioral health resources, instructions and benefits are listed on the Phoenix Fire Department resource page on the FIRESTRONG.ORG website.

Firestrong Website

Firestrong is a website with online resource for members of the Fire Service and their families. The mission of Firestrong is to offer mental, emotional, and physical support to each member of the fire department and their families by providing educational tools, resources, crisis intervention assistance (crisis line) and peer support services.

Fire Support Line

This is a member support line that is completely confidential and separate from the department or union and available 24 hours a day. They can provide crisis stabilization and referrals on the phone or send out a trained crisis intervention team, in unmarked vehicles, to help members and their family on or off duty. The Fire Support contact number is 602- 845-FIRE (3473)

Behavioral Health Assistance Program (BHAP) Supervisory and HR/Personnel Services Supervisory Consultation

Supervisory consultation is a resource tool for supervisors and managers to use for employees who are experiencing emotional issues which are or have the potential to impact job performance. The supervisor’s focus should be on job performance issues and refer to the appropriate professional for counseling. Counseling services are available for employees who have been recommended or remanded.

Supervisors may also need Member Services Support. Any member regardless of rank can help another member get help.

Recommendations

Supervisory referrals are made in the event a supervisor notes that employee is experiencing emotional/psychological difficulties but have not reached the point of significantly impacting job performance. Supervisors noting or being informed by the employee that they are experiencing personal problems may be provided information about counseling services as a matter of concern and caring by the supervisor.

When recommendations are made, the supervisor is not informed of the employee’s attendance, course of treatment, or discharge date. Employees receiving counseling services through supervisor recommendations are covered by all the statutory rights of confidentiality afforded a self-referral.

Remanded

In the event a supervisor determines that job performance is negatively impacted and the employee is requiring counseling services, he or she may be mandated to the Program as a condition of employment.

When an employee is remanded for care he or she will be required to sign a release of information during their consultation with their supervisor. This release specifies that the provider release to the Department and the supervisor:

1. Confirmation that the employee is attending counseling sessions
2. Progress on treatment plan
3. Reports of drug screens where this is required
4. Cooperation and motivation of the employee in counseling
5. Date of completion of services

**Client Records and Files**

An individual client record documenting presenting problem, treatment process and termination/close-out information for everyone who utilizes the employee assistance program is maintained. Those records are the property of the provider and are confidential and maintained accordingly.

**Policy**

Federal confidentiality regulations, data privacy acts and State Statues regarding confidentiality of client information are strictly followed. Exceptions to these standards may be required by law if the member presents an obvious danger to self or others, child or elder abuse. The other two exceptions will be to fulfill the requirement of a court subpoena or national security risks.

Names of employees or dependents that utilize this service shall not be made available either directly or indirectly to any party as explained in the above paragraph.

In the case of supervisory referral, the supervisor will be notified when the initial appointment is made only with the written approval of the client.

Employee Assistance Program records and information will not be disclosed or provided on receipt of a subpoena for records without a signed consent from the client on file with EAP, unless EAP subsequently receives a court order ordering disclosure, and that the court order has been reviewed by legal counsel before compliance with the order.

**Additional Resources**

**Crisis Response (CR) Supervisors**

The CR supervisors can be directed by Fire Department Management or Member Services Staff to assist with member service issues. They are master level clinicians with a wide range of experience navigating mental health and social services resources, grief, child IEP school issues, elder care issues, domestic violence, custody, and crisis intervention and management.

**Peer Support Team Program Policies**

**Mission Statement: Listen, Refer, & Support**

Peers are to Listen to the member to understand their situation and possible needs. If it is appropriate according to the member's situation they are to then Refer the member to the appropriate Professional Provider and/or Program. Afterwards, the Peer is to continue to Support and reevaluate their needs. The Peer Team member's role is one of support and allowing the Professional Provider to facilitate the members' reactions to a critical incident, job related stress or personal crisis.

**Purpose**

The Peer Support Team functions as a means for members to utilize other members for emotional support of everyday issues, and to provide information and assistance. The support team acts as a liaison for connecting members with complex or more severe issues to wellness professionals. Peer Support Team members are not trained mental health professionals, but are trained to Listen, Refer and Support fire department members and their family.

The Peer Support Team is comprised of department members who have been specially trained in stress management, crisis intervention and communication techniques. Support team members will work in conjunction with designated mental health professionals.
Policy

The Peer Support Program shall consist of volunteer Peer Support Team Mentors who have had training in active listening skills, referral and crisis intervention. This includes common issues and feelings associated with critical stress. These volunteers will be trained to provide support and reassurance to fellow members who are experiencing job or personal stress, a critical incident and/or are in crisis. Peers will not break confidentiality unless the person is a danger to himself/herself or to others.

Peer support is not to be considered a substitute for professional counseling. Peer Support members are not trained mental health professionals; they are peer support providers. All peer support activities shall be voluntary. It is only meant to be an extra available resource to the members when needed. Members may choose to utilize or reject Peer Support services.

Peer Support Advisory Board (Consists of Member Services Deputy Chief, L493 Member Services Vice President, and Licensed Behavioral Health Professional)

- Oversees the selection of Peers
- Develop and advise on policy
- Constitute a line of authority from the Mental Health Professional to the department
- Receive information on the progress of the program
- Help find funding for the program
- To provide administrative support to the program
- Evaluate the program's operation
- Maintain adherence to the Peer Support Program Standard Operating Procedures

Peer Support Team Coordinator

The Peer Support Team Coordinator manages the program and coordinates the team of peers and the role is designed to be the link between the program and the Board.

The functions of the Peer Support Team Coordinator are:

- The Peer Support Team Coordinator is appointed by the Advisory Board and their main responsibility is to assist the Advisory Board in continuous evaluation and maintaining of the Peer Support Program.
- Have a running list of professional resources for potential referrals.
- Maintain an accounting of resources utilized by the Program, including appropriate statistical data.
- Coordinate the educational materials for the Peer Support Program.
- Coordinate individual peer support outreach to members after high stress incidents.
- Ensure that Peers adhere to the Program's confidentiality policies.
- Receive complaints regarding any part of the Program, process, advise Advisory Board of major complaints, and notify complainants of action taken

Goals of the Peer Support Team Program

- To provide an added resource that will aid members and their families in their personal and professional crisis situations and to continue to nurture their mental and emotional wellness.
- To provide a liaison between the member and their resources for support.
- To continue to build a reputation that members can trust and ultimately a successful program.

Member Services Leave Use Tracking and Industrial Injury Leave Use Tracking

An increase in sick leave use is often an indication that a member is dealing with some type of life stressor. Leave use tracking is a means to identify these members and get them connected early with appropriate resources. A leave report is generated and analyzed each quarter and presented to battalion chiefs and sections heads by Member Services staff.
The criteria for a member to appear on this report is 100 hours or less accumulated sick leave, or 4 or more sick leave occurrences in 90 days. This report is generated as an awareness to supervisors and is non-punitive in nature.

**Industrial Injury**

Being off of work due to an industrial injury for an extended period of time can significantly impact a member’s quality of life. These members are usually in pain and are placed off of work and often become distanced or isolated from their crews at the station. This situation can both physically and psychologically affect the injured member and their family. Members who are on industrial leave will be contacted by Member Services on a monthly basis to see how they are doing and if additional support or resources are needed. This contact is in addition to the communication already provided by Health Center staff.

*8 Function of Crisis Care Flow Chart*
8 Functions of Member Services
Crisis Care
Listen, Refer, and Support
(Call for help early before things get big)

- Person is Safe.
- No need for crisis professionals.
- Offer support, CR Supervisors, Peer Support Team, (Department Counselor, Member Services, EAP, or Counseling through insurance
  all resources are on Firestrong.org.
- Assign person to check in with this member before next shift.
- Remember you can use Supervisor Referral to aid in accountability for them to seek help.

Assume Command
- Point of contact.
- Define issue and problem.
- Start thinking what you need support.
- Second person to assist you.
- Do you need to take truck out of service.
- Bring others in before it gets big

Evaluation / Size up
- Evaluate:
  - Member Condition
  - History of Behavior
  - Red Flags at home.
  - (Divorce, substance use)
  - Danger to Self or Danger to Others (DTS/DTO).
  - Do they have a Plan?
  - Can this be de-escalated
  - What does your gut say?
  - Can this person be left alone. If YES go up.
  - If NO continue flow chart.
  - “For-Cause” Drug Test?

Communications
- If this person can not be left alone.
- Initiate phone contact with professionals.
- Don’t work alone.
- Be open and transparent with the member on your concerns.
- Convince them to stay with you.
- DO NOT LEAVE THIS PERSON ALONE.

Deployment
- If resources are coming let the person know the plan, as appropriate.
- Do they need hospitalization.
- See if they have a peer they would like to call for support.
- What support do they already have in their life; spouse, therapist.

Strategy
- Develop an action plan with member and professionals.
- Is this Offensive (Need to act fast) Crisis mobile teams/Rescue to get member to a facility.
- Is this defensive (slow down operations) Talk the person into going to the facility.

Organization / Sectors
- Organize the plan into sections.
- Who is going to take the person.
- Who will contact Shift Command.
- Do you need a move up truck as the crew may need some time to get their heads straight.
- Do you need somebody for the crew. Let professional and personnel know

Review Evaluate Revise
- Review and revise strategy as needed.
- Hand operations over to Member Services and or Personnel.
- They will revise and work with ongoing treatment of member including paperwork, remand, or Referral therapist - Dept. Counselor and then Alternative Assignment as needed.

Termination / Transfer
- Member Services/Personnel will provide continuity of care working with Dept. Counselor.
- They will keep appropriate persons involved of progress as needed until discharge of member back into field as they are determined fit for duty.
Assume Command: Point of Contact
Evaluate:
Member Condition
Are they a Danger to Themselves or Others (DTS/DTO)
If they are not DTS or DTO go over resources and phone numbers
Think about Supervisor Referral
Communication:
If they are DTS or DTO call professionals
Deployment:
Bring in others to help you before it gets Big
Do Not Leave this Person alone
Strategy:
Make a plan with Professionals on where the best place is to take this member
Organization / Sector:
Who will transport the member, who will stay with the member?
Review, Evaluate, Revise:
Member Services will continue with treatment and follow-up
Termination / Transfer:
Members Services / Personnel will keep appropriate persons involved of progress and “fit for duty” status

High stress incident - HSI

- Let crew know that you are aware of the call they have been on
- Ask them about the call. “Tell me what happened on this call?”
  “What information were you given prior to arrival?”
  “What happened on-scene?”
- Listen for information or cues on how they feel about what took place. If you sense anger or frustration at customer, parents, PD, hospital staff, or other members don’t agree or disagree, just listen and tell them you hear and understand their frustration
- If you sense they are feeling good about how the call was handled, commend their actions if they were beneficial
- Try to ascertain if any of the crew members have personal circumstances that are similar to the HSI and remind them of FIRESTRONG.org to find resources and peers and/or advise them to go home.
- Tell crew that they know each other better than anyone and to look out for each other. If the call continues to carry with them in their thoughts, remind them to talk about it with other peers, trusted supervisors, family, and friends. Utilize FIRESTRONG.ORG for other helpful options. Emotions and stress are normal to experience in this type of job. Every call will affect everyone differently. It depends on what’s going on in your life at this moment and what has gone on in your life prior to this moment.
- CR supervisors can assist in retrieving answers to questions crews may have about the incident by gathering info from CR crews that were on scene or PD detectives that worked the incidents. CR supervisors and member services staff available to have reach out respond and allocate peers for support services.
- It is normal to replay an incident over in your mind but if this starts to affect your ability to concentrate, sleep etc and is not diminishing over a couple of days then you should seek out the following resources. Once you reach out and talk through this incident or others that might be contributing to the reaction you will unload the stress. If you don’t it will keep accumulating with each call or stressful situation you encounter at home or at work.

Physical distress: Headaches, Muscle spasms, Fatigue/exhaustion, Indigestion, nausea, vomiting
Severe Physical distress: Chest pain, Re-current headaches, Persistent Irregular heartbeats
Emotional distress: Anxiety, Irritability, Anger, Mood swings, Depression, Grief
Severe Emotional Distress: Panic attacks, Overwhelming feelings, Persistent flat affect, Lack of emotional expression, Speaking in monotone voice, Absence or diminished facial expressions, Immobilizing depression
Behavioral Distress: Impulsiveness, Alcohol/Drug Use, Hyper startle, Sleep disturbance, Withdrawal, Family Discord
PURPOSE

This procedure provides a positive alternative means to the formal complaint process for Fire Department members needing help and guidance in resolving conflict or situations that are negatively affecting them at work.

BACKGROUND

Normally conflicts that occur at work are resolved either through individual initiative, peer pressure, or supervisory intervention. However, these approaches have not always been effective in resolving disputes between supervisors and subordinates, and those involving cultural, race, personality or gender issues. With no intervention, these incidents often continue to escalate until a formal complaint is filed or the Department becomes aware and takes formal action. This usually occurs late in the evolution of the problem when relationships have suffered irreparable damage and performance has deteriorated and those involved possibly feel alienated and disconnected from the work group. Addressing these complicated problems through the formal complaint process often results in the incident being investigated and concluded without ever resolving the circumstances that allowed the problem to develop and grow. An alternative resolution process can shift the intervention focus to problem solving and resolution that involves only those directly involved.

PROCESS

This procedure provides two non-traditional options that are available to department members. Both options are in concert with the Phoenix Fire Department's philosophy that values mutual respect, support and interpersonal communication with emphasis on tolerance, unity and consideration.

Option One: Recognizes and endorses the tradition of handling differences informally at the level at which they occur in the organization. To facilitate problem solving, a worksheet is provided to assist those involved in identifying the problem, recognizing how it impacts the crew or individual, and as an aid to generating possible solutions. It also can be used as an agreement contract with a review process. To be effective, Option One should be accessed early with the goal to restore effective workplace relationships. At this point in the process the intent is not to determine fault or administer discipline.
Rather, this option can be used as a tool to proactively address workplace conflicts by creating win-win agreements where employees themselves manage the resolution process.

Option One can be initiated by anyone in the workgroup affected by the problem, optimally by the individual(s) most directly involved. It is not necessary for the workplace supervisor to initiate the process, although he or she may choose to do so.

Option Two: Makes assisted mediation available to bring the parties toward successful resolution of the problem.

Employee differences and disputes frequently arise in an emotionally charged atmosphere. In mediation, a neutral third party helps the disputants focus on the issues and possible solutions in a setting away from the background and personal circumstances that may have triggered the dispute. The mediator helps the parties identify the substantive issues and explore areas of agreement. The mediator's most valued attribute is neutrality. Their role is to improve communication, clear up misunderstandings, recognize differences in perception and facilitate the exchange of information. Often times, with the "roadblocks" removed it will be possible to work out an agreement.

In general, you can expect a mediator to: work with involved parties jointly and separately; explain the mediation process; identify misunderstandings; facilitate communications; explore areas of agreement; facilitate problem solving.

What is discussed in the mediation is confidential and nothing the parties say can be used against them should the matter not be resolved. The mediator cannot be compelled to testify concerning what was said during mediation.

Mediators can be selected from within the department or a professional mediator can be used. The decision on whether to use an internal or external mediator is up to the parties involved in the dispute.

The options listed in this procedure are alternatives to filing a formal complaint and should be considered in the early stages of a problem. Supervisors may initiate the process as a first step in handling a formal complaint if in their judgment it would be beneficial.

The Alternative Dispute Resolution Process is a confidential process and participation is voluntary. The Personnel Section or your union representative can arrange for mediation service.

This process is not intended to discourage any department member from filing a formal complaint.

Alternative Dispute Resolution Worksheet
(Informal process for dealing with issues on the job)
STEP I  Identify and/or discuss the problem as you see it
(filled out by person initiating problem solving worksheet)

____________________________________
____________________________________
____________________________________
____________________________________
____________________________________

STEP I a  How does this matter affect you personally or your work group?

____________________________________
____________________________________
____________________________________
____________________________________
____________________________________

STEP II  Identify and/or discuss the problem as you see it.
(filled out by other person or persons in the workgroup)

____________________________________
____________________________________
____________________________________
____________________________________
____________________________________

STEP II a How does this matter affect you personally or your work group?

____________________________________
STEP III What steps can be taken by each involved party to resolve this problem? (Possible Solutions)

Employee #1

Employee #2

Employee #3

Employee #4
The agreement:
(How we are going to solve the problem)

________________________________________

________________________________________

________________________________________

________________________________________

________________________________________

Review date
(Mutual agreement on a date to reevaluate how agreement is working for all parties)
Month ___ Day ___ Year ___

Signatures of all parties

Employee#1 __________________________ date ___/___/____
Employee#2 __________________________ date ___/___/____
Employee#3 __________________________ date ___/___/____
Employee#4 __________________________ date ___/___/____
The death of any member of the Phoenix Fire Department while on duty, or while undergoing medical treatment for any injury or disease resulting from such duty, is considered a line of duty death. This also includes the death of a Fire Department member while traveling in connection with such duty or while engaged in fire fighting or EMS activities off duty.

This procedure defines the policies and responsibilities to be followed in the event of a line of duty death, and can be escalated in the event of multiple deaths or a number of members seriously injured.

**BATTALION CHIEF'S RESPONSIBILITIES**

In the event of a line of duty death, the on-duty Battalion Chief shall insure that the following occurs:

1. Notify the Fire Chief, the Assistant Chief of Personnel Services, the Assistant Chief of Operations, the South Deputy and the Public Information Officer.
2. Secure the scene of the incident with the assistance of Fire Investigations and Police Department personnel.
3. Direct the Public Information Officer and Alarm Headquarters to withhold release of personal data relating to the employee or the death, pending notification of next of kin.
4. Have the Safety Officer respond to the scene.
5. Begin to gather all available information concerning the incident and circumstances leading to the death.
6. Assign personnel from Personnel Services to assemble as much personal data as possible concerning the deceased. Particular information needed includes name, date of birth, social security number, marital status, dependents, and name(s) and addresses of next of kin.
7. Assign a Performance Auditor to secure the personal effects of the deceased and deliver them to Fire Administration.
8. Establish a record of all actions, contacts, requests and other pertinent data. This information will be furnished to the Survivor Action Officer when assigned.

**NOTIFICATION OF NEXT OF KIN**
Prompt and judicious notification of the next of kin is of the utmost importance in the case of a line of duty death. Notification shall be made by an official representative of the Fire Department, through personal contact if possible.

The official notification serves to assure the next of kin of the validity of the information and to provide a knowledgeable source of information concerning the death.

The Fire Chief is responsible for the notification of next of kin. The Assistant Chief of Personnel Services will make the specific assignment of this duty (Notification Officer). In incidents involving multiple deaths or serious injuries, more than one notification officer should be assigned.

**NOTIFICATION OFFICER**

The Notification Officer is responsible for making the initial contact with the next of kin. This shall be done in person whenever possible. This official notification must be made before any details of a death are released to the news media.

The Notification Officer should be prepared to assist the next of kin with the immediate emotional trauma associated with the notification. A friend of the family or a clergy member may be of valuable assistance at this time.

The Notification Officer should be prepared to stay with the next of kin until a family member or friend arrives, or as long as requested.

The Notification Officer shall:

1. Wear dress uniform with tie (if time permits).
2. Assign a Fire Department member to accompany him/her, also in dress uniform with tie.
3. Have an official Fire Department identification card in their possession.
4. Familiarize themselves with the circumstances of the death and the personal data concerning the deceased before making the notification.
5. Once the notification has been made, the Notification Officer will advise Alarm Headquarters and the Public Information Officer. An official announcement may then be made and details may be released to the news media.

**SURVIVOR ACTION OFFICER**

The Fire Chief will appoint a Survivor Action Officer to act as representative in providing liaison with the next of kin. To provide a sense of continuity and familiarity for the surviving family, it may be advantageous in some cases for the Notification Officer to assume the duties of the Survivor Action Officer. The Survivor Action Officer is a special staff assignment. As a direct representative of the Fire Chief, the Survivor Action Officer will receive the full cooperation of the entire Fire Department. Functionally, the Survivor Action Officer will report directly to the Assistant Chief of Personnel Services.
The Survivor Action Officer is responsible for the management of several important activities. The principal concern is the ongoing welfare of the next of kin. The Survivor Action Officer will render whatever assistance is necessary to settle the personal affairs of the deceased member and assist the next of kin and immediate family through the crisis. In incidents involving multiple deaths, more than one Survivor Action Officer should be assigned.

SURVIVOR ACTION COMMITTEE

The Survivor Action Officer also coordinates the activities of the Survivor Action Committee. The Survivor Action Committee will consist of a number of personnel assigned to handle specific aspects of the funeral arrangements and to assist the surviving family. These assignments will be made by the Assistant Chief of Personnel Services and include:

FAMILY LIAISON OFFICER...on call to the surviving family 24 hours per day as a logistical contact. Provides transportation for family and maintains constant communication with the Survivor Action Officer.

FUNERAL OFFICER...provides coordination and interaction with: 1) The Funeral Home Director; 2) The Minister and church to arrange the funeral service; 3) The agency responsible for the cemetery.

PROCESSION OFFICER...arranges and directs the funeral procession.

DEPUTY CHIEF/SHIFT COMMANDER...provides interaction and coordination with Procession Officer.

DEPUTY CHIEF/RESOURCE MANAGEMENT...provides necessary support functions.

LOCAL 493 OFFICER...makes notification to and assists with activities of pallbearers, honorary pallbearers and ushers.

Other assignments will be made as necessary by the Assistant Chief of Personnel Services at the request of the Survivor Action Officer.

It is important for the Survivor Action Committee to convene as soon as is practical after the line of duty death to begin making the necessary arrangements. This becomes especially important when the line of duty death occurs on or immediately prior to a weekend or holiday.

In all cases, the level of Fire Department participation with the funeral arrangements will be at the discretion of the surviving family. In incidents involving multiple deaths, planning funeral arrangements between the surviving families will require the assignment of more than one officer.
PALLBEARERS

The pallbearers for a line of duty death will be eight members of the Fire Department with the family's approval. The family may request certain individuals to act as pallbearers. In the absence of such a request, the Survivor Action Officer will appoint a friend of the deceased to form the party of pallbearers. The Funeral Officer will coordinate the pallbearers' activities with the Funeral Director.

USHERS

The ushers to be used for church services and visitation will be ten Fire Department members. In the absence of family requests for specific individuals to act as ushers, the Survivor Action Officer will appoint a friend of the deceased to form the party of ushers. The Funeral Officer will coordinate the ushers' activities with the Funeral Director.

PERIOD OF MOURNING

Following notification of the next of kin, a C.A.D. announcement will be made informing all members of the line of duty death.

EXAMPLE:

"The Fire Chief regrets to announce the death of (rank), (name) who died in the line of duty." A brief description of the circumstances will follow.

Immediately after the announcement, all flags on Fire stations and other Department facilities will be lowered to half-mast and all badges will be shrouded. Flags will remain at half-mast until the day following the funeral, and badge shrouds will be worn for 30 days after the funeral.

FUNERAL/PROCESSION UNIFORM

Members attending the funeral in uniform shall wear dress uniform to include tie and badge shroud.

Members assigned to apparatus stationed along the procession route shall also be in dress uniform to include tie and badge shroud. They will take a position near the apparatus and maintain an orderly, visible and respectful formation until the entire procession has passed their position.

EMERGENCY NOTIFICATION INFORMATION

The Emergency Notification Card is a confidential record, completed by members of the Fire Department, indicating next of kin and emergency notification information. This
information will be used only in case of an emergency involving a member of the Department and will remain confidential for all other purposes.

Each employee will be asked to complete a card at the time of original employment with the Department. The card will be reviewed annually during the member's performance appraisal. Updates to the information may also be made at any time by sending a revised card to the Personnel Services Section at Fire Administration.

Members of the Fire Department should list at least two persons to contact in case of emergency. These should include immediate family members, close friends and preferred clergy members, if any. This information should include work addresses and phone numbers where applicable.
PHOENIX FIRE DEPARTMENT
VOLUME 1 – Operations Manual

DISPOSITION OF THE PERSONAL EFFECTS OF DECEASED MEMBERS

MP105.02A  11/08 – R

PURPOSE

The purpose of this procedure is to ensure the security and proper disposition of the personal effects of a member in the event of his/her death. Personal effects shall include all property owned by the deceased member that is on Fire Department property at the time of the member's death.

RESPONSIBILITIES

In the event of the death of a member, whether on or off duty, the following steps shall be followed in the gathering and disposition of his/her personal effects:

The Performance Auditing Section will be assigned to secure the personal effects of the deceased member and deliver them to Fire Administration.

The deceased member's vehicle will be secured at the worksite and the keys forwarded with the personal effects.

The Personnel Section will conduct an inventory of the personal effects upon receipt and make a written record of all items.

- The next of kin will be given priority consideration to receive the property.
- Care should be exercised in selecting a tactful time for delivery of the personal effects to the next of kin.
- Documentation is required indicating the date, time and location of disposition. The name and the relationship of the individual accepting the property will also be noted. Documentation will then be forwarded to the Personnel Section for placement in the deceased Member's personnel file.
As soon as possible after a line of duty death has occurred, the Fire Chief shall assign an Investigation Team to conduct an investigation of the circumstances of the event. The objective of this team shall be to thoroughly analyze and document the events leading to the death and to make recommendations aimed at preventing similar occurrences in the future.

This procedure may also be utilized in the event of a serious accident involving Fire Department personnel that may or may not have resulted in death or injuries.

The principal goal of the Investigation Team shall be to identify the causal factors pertaining to the event and to recommend actions that would prevent or reduce the risk of a similar event.

A secondary objective shall be to obtain, document and secure evidence, which may be a factor in any regulatory actions or litigation resulting from the incident.

The Investigation Team report shall be separate and distinct from any Fire Cause Investigation. A copy of the Fire Investigation report should be included in the final report package.

The Investigation Team report and all related documentation shall be an internal Fire Department administrative report.

The investigation of incidents involving death or serious injury to Fire Department members shall be directed by an officer designated by the Fire Chief. The Investigation Team shall report to the Fire Chief through the designated Team Leader, who shall be responsible for the management of the investigative process.

The Investigative Team shall include the Fire Department Safety Officer, a Performance Auditor and such additional personnel as may be required by the specific circumstances of the event.

When a member of a represented employee group is involved in the incident the union shall be invited to appoint a member to the Investigation Team.
All members of the Fire Department shall give their full and complete cooperation to the Investigation Team.

The duties and responsibilities of the Investigation Team shall include:

- gathering and analysis of all physical evidence relating to the event
- written interview summaries of all witnesses with direct or indirect knowledge of the circumstances
- documentation of radio traffic, telephone conversations, witness statements, photographs, film, videotape and related information
- consultation with persons having special knowledge of the factors involved in the incident, including experts and consultants from the private sector
- liaison with other agencies involved in investigation of the incident
- development of a full written report on the incident, including conclusions and recommendations

The Investigation Team Leader shall establish and maintain an ongoing liaison with the City Attorney, Personnel Safety Division and Risk Management Division relating to the investigation.

It is the policy of the Fire Department to cooperate fully with all other governmental agencies having legal cause to be involved in the investigation of a Line of Duty Death incident and to cooperate voluntarily with organizations working in the areas of fire service occupational safety and health education and training.

The Division of Occupational Safety and Health of the Arizona Industrial Commission will conduct an investigation of incidents resulting in serious injury or death of Fire Department members. The Investigation Team will provide liaison with the OSHA investigators.

Other governmental agencies that may be involved in an investigation include:

United States Fire Administration  
National Institute for Occupational Safety and Health  
Law Enforcement Agencies  
State Fire Marshal  
Arizona Industrial Commission

The participation of these agencies shall be at their own discretion, depending on the circumstances of the particular incident. These agencies may or may not produce their own reports of the incident with recommendations or corrective actions. These reports do not supersede or substitute for the Investigation Team Report.

The Investigation Team shall utilize the resources of individuals and agencies outside the Fire Department to assist in the investigation and/or provide technical consultation when necessary. These resources include:
The Investigation Team shall ensure that the scene of the incident is fully documented, including diagrams, photographs and observations.

When feasible, all witness interviews shall be recorded and/or transcribed. An investigator's notes should be used only to refresh the memory, and once they are reduced to report form, destroyed.

NOTES:

1. Employees who are members of represented groups shall have the right to have a union representative present during an interview.
2. The Investigation Team shall coordinate its activities with Fire Investigations to avoid interference in any criminal investigation relating to the incident.

THE INVESTIGATION TEAM SHALL

Obtain and secure tapes and printouts of telephone and radio conversations and CAD transactions relating to the incident. The pertinent aspects of the radio and telephone tapes shall be transcribed.

Gather and document any physical evidence relating to the incident. Physical evidence shall be secured and labeled.

Obtain, examine and secure all protective clothing and equipment used by the personnel involved in the incident. The performance of the protective clothing and equipment shall be included in the report of the incident.

Review and comment on the application of standard operating procedures to the incident, the observance of procedures, their effect on the situation and recommendations for changes, additions or deletions.

Attempt to obtain any photographs, videotape or other information relating to the incident from news media or other sources. Such evidence shall be obtained with the written agreement that it is to be used only for investigative and educational purposes.

Interact and cooperate with Fire Investigations and law enforcement personnel in their activities related to the incident.
When feasible, the Investigation Team shall obtain copies of autopsy reports, medical treatment records, injury reports and other information relating to the members involved in the incident.

The Fire Chief shall determine the schedule and method of presentation for the final report of the Investigation Team.
PHOENIX FIRE DEPARTMENT
VOLUME 1 – Operations Manual

COMMUNICATING SERIOUS ILLNESS OR INJURY OF FIRE DEPARTMENT MEMBERS

MP105.02C  04/06 – R

PURPOSE

The purpose of this procedure is to outline the responsibilities for communicating serious illnesses or on duty injuries of Fire Department Members to their families and other Members of the Department.

This procedure will be managed by the Chief of Personnel Services or the Shift Commander.

DISPATCH AND DEPLOYMENT RESPONSIBILITIES

1. Notify Assistant Chief of Emergency Services, the Assistant Chief of Personnel, and the South Deputy of serious injury or illness.
2. Notify Local 493 member services and the Department Good and Welfare Officer for all on or off-duty serious injury or illness.

SHIFT COMMANDER RESPONSIBILITIES

1. Provide follow-up at the hospital in cases of on-duty injuries.
2. Insure the Assistant Chief of Personnel Services has been notified of serious illness or injury.
3. Insure Local 493 Member Services and the Department Good and Welfare Officer have been notified.
4. Follow-up with the Case Manager at the Department health Center to estimate time the member will be off and begin coordination of leave management for the injured/ill member.

GOOD AND WELFARE OFFICER RESPONSIBILITIES

1. Obtain information about the incident from the Shift Commander.
2. Insure that any on-duty relatives have been notified.
3. Obtain information from personnel records regarding emergency notification; i.e., party to be notified.
4. Initial contacts will be made in Fire Department uniform and in a marked Fire Department vehicle whenever possible.
5. Whenever possible, contacts should be made in person. Out-of-town contacts will be made by phone.
6. Once contact has been made, provide transportation to the hospital for the responsible family member. It may be necessary to assist in arranging care for young children if this is a consideration.
7. While at the hospital, seek assistance from hospital personnel to unite the injured member and the responsible family member and have the doctor explain the member's condition.
8. Provide ongoing assistance/information to the family regarding payroll, sick leave, insurance, etc.
9. Maintain family contact (unless the family specifies otherwise) to provide information to the Department as to the patient's progress.

**PROVIDING PATIENT PROGRESS REPORTS**

The Good and Welfare Officer/Local 493 Member Services should obtain permission from the family or the member involved to provide information to the Department concerning the patient's condition/progress. Notification should be made via E-mail through the Fire/Help Desk and include an indication as to whether visitors are appropriate.

Initial patient information shall include the name of the Good and Welfare Officer and the Local 493 Member Services Representative. The Good and Welfare Officer and the Local 493 Member Services Representative will provide contact for further information concerning the member’s progress.

Subsequent patient updates should be sent via E-mail through the Fire/Help Desk every shift that the ill or injured member would have been on duty. If the patient's condition changes significantly, updates may be required more often.

As patient's condition stabilizes, reports may be made on a more infrequent basis.
PHOENIX FIRE DEPARTMENT

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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
PURPOSE

In the event of separation from the Department for reason of retirement, long-term disability, extended leaves of absence, termination, (voluntary/involuntary) etc., the following procedure has been established. The purpose of this procedure is to make a member's separation from the Department as pleasant and expedient as possible.

Employees separating from the Phoenix Fire Department shall:

1. Notify the Personnel Officer who will schedule them for an interview and provide them with information on the separation process. Notification should be made at least 30 days prior to anticipated separation if possible.
2. Notify the South Deputy/Section Head of their anticipated separation.

SEPARATION CHECK LIST

The separation checklist will provide a guide for all personnel leaving the Department. It must be completed and returned to the Fire Department Personnel Officer prior to final processing. It will then be placed in the separating members personnel file.

The checklist denotes all the areas the separating member needs to contact prior to separation, i.e.,

- Fire Department Personnel Officer
- Resource Management
- Retirement Board
- City Benefits Office
- Credit Union
- Union
- Health Center

Separation checklists will be available at each District Office and Information Services.
In case of voluntary separations, notifications should be made a minimum of 30 days in advance of the projected separation date. This will provide time for both member and Administration to prepare required forms, request a final performance rating and make all check list contacts.

CITY OF PHOENIX ARIZONA
FIRE DEPARTMENT
Separation/Retirement Check List

Employee Name_____________________________ Date of Separation/Retirement__/__/__

Rank at Separation/Retirement______________ Reason for Separation ___Retirement
___Resignation
___Other

NOTE: This list of requirements is in the order of maximum convenience for the separating employee.

- Retirement Board requires 30 days advance notice
- Personnel Officer requires 2 weeks advance notice - Call (602) 262-7110.

1. RETIREMENT BOARD: 101 South Central, Suite 600 – (602) 534-4400.

   Documents Necessary

<table>
<thead>
<tr>
<th>Birth Certificate of Retiree</th>
<th>Birth Certificate of Spouse</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank deposit slip if automatic deposit is desired</td>
<td>Sign retirement application forms</td>
</tr>
<tr>
<td>Call for pension estimates forms</td>
<td>Birth Certificate and Marriage License (if applicable) of children under 18 years of age</td>
</tr>
</tbody>
</table>

Signature of Retirement Board Secretary indicates completion of Retirement Board Requirements.

   Signature of Retirement Board Secretary日后/日后/日后
   Date of Completion日后/日后/日后

2. BENEFITS OFFICE: 135 North 2nd Avenue, 4th Floor – (602) 262-4777

   Insurance Documents

   - Medicare card if 65 years of age or older
o Non Public Safety employees need to furnish most recent pay stub showing sick leave balance
o Sign insurance conversion forms

Deferred Compensation

o contact one of the Benefits Analysts, (602) 256-4777
o Sign required application(s)

Signature of Benefits representative indicates completion of Benefits requirements

_________________________________________ / ___ / ___
Signature of Benefits Representative Secretary Date of Completion

Complete application for Pensioner Bonus
Retirement gift applicable

Signature of C.O.P.M.E.A. representative indicates completion of C.O.P.M.E.A. requirements. Employee signature indicates non-membership.

_________________________________________ / ___ / ___
C.O.P.M.E.A. Representative Date of Completion

4. CREDIT UNION: 5151 N. 19th Avenue – (602) 242-0002
Sign loan payments arrangement if necessary

Signature of Credit Union representative indicates completion of Credit Union requirements. Employee signature indicates no arrangements are necessary.

_________________________________________ / ___ / ___
Credit Union Representative Date of Completion

5. LOCAL 493/2960/2384
Sign life insurance conversion application if life insurance is carried.

Signature of Local representative indicates completion of Local requirements. Employee signature indicates no action necessary.

_________________________________________ / ___ / ___
Signature of Local Representative Date of Completion

6. RESOURCE MANAGEMENT: 2625 South 19th Ave – (602) 262-7431
Turn in Equipment
Obtain Receipt
Signature of Resource Management representative indicates completion of Resource Management requirements.

____________________________  ____/____/_____
Signature of Resource Management Representative               Date of Completion

7. **FIRE DEPARTMENT PERSONNEL OFFICER:** 150 S. 12th Street – (602) 262-7110

- Turn in Fire Department ID Card
- Complete Departmental Retirement forms
- Turn in Fire Department Equipment Receipt
- Make arrangements for receipt of final salaries
- Obtain Fire Department Retiree ID Card if applicable
- Sick leave/vacation sell back

Signature of Personnel Officer indicates completion of Personnel requirements.

____________________________  ____/____/_____
Signature of Personnel Officer                                          Date of Completion

RETURN COMPLETED FORM TO FIRE DEPARTMENT PERSONNEL OFFICER FOR PERSONNEL FILE

_____/_____/_____  
Date Returned

The following procedure is to be used as the exiting function for all Phoenix Fire Department personnel. The division in which the employee worked is responsible for the planning, ordering, etc.

1. Notification:

   A. Assistant Chief of the employees division
   B. Division Head
   C. District Battalion/Section
   D. Local 493
   E. City Department heads (depends on the level of exiting employee

2. **Plaque** - (e.g. Axe, bugle, helmet, nozzle, mounted on a plaque) The preceding are available by DSR (Divisional Supply Request) through Fire Resource
The time frame needed to fill a request is approximately two weeks, unless something has to be specially ordered, which may take additional time. Information needed for plaque is as follows:

- A. Employee Name
- B. Years of Service
- C. Badge Number
- D. Hire – Leave Date

DSR Info: Cost Center, the division where employee worked. GL Account is 520990.

3. **Function** - The following is a suggestion list only.
   - Food: Cake, punch, catered lunch, pot-luck
   - Location: Union Hall (1431 E. Dunlap), Training Academy, Great Room
   - Gift: Donations for group purchased gift

4. The following are to be handled by the exiting employees first level supervisor.
   - A. Notification to employees family to attend function.
   - B. Buckslip announcement - needs to be to Public Information Operations Center by 5 p.m. Monday of the week it is to appear.

5. **Optional**:
   - A. Photographer, x40953 - (may compile a photo history/collage of the employee's fire department career)
   - B. Speaker - e.g. boss, co-worker - acts as MC at the exiting function
   - C. “Roast” - Humorous incidents related
This MP is currently out for review.
PHOENIX FIRE DEPARTMENT  
VOLUME 1 – Operations Manual  
EMPLOYEE AND CITIZEN RECOGNITION  
MP105.05  09/18 – R

It is the policy of the Phoenix Fire Department to appropriately recognize members of the Department, on or off duty, or members of the community, who perform an act of distinct heroism or who provide an outstanding service to the Department, or to the public safety of the community.

A member of the Fire Department is any employee of the Department, person active in the Department Cadet program, or citizen in active volunteer service.

AWARDS COMMITTEE

A selection board composed of a cross section of Fire Department members and a representative from Local 493 are appointed by the Fire Chief. The board will review the recommendations and acts for each individual nominated, select those persons who are to receive an award, and determine under which category they will be honored.

NOMINATIONS FOR AWARDS

Any employee of the Department may recommend a person for an award. The recommendation must include a statement which outlines the person's eligibility for that award, time, and location of the incident or event; including the incident report where appropriate. The award recommendation should be forwarded in writing to the Awards Committee, Public Affairs Section. The Awards Committee will acknowledge receipt of the recommendation if requested by the sender.

NOMINATIONS FOR DIVISION/SECTION/SPECIAL AWARDS

Individuals eligible to receive a Division/Section Award will be determined by the Division/Section Head. The award recommendation should be forwarded in writing to the Public Affairs Section.

PRESENTATION OF AWARDS

Awards will be presented annually in, or during, an appropriate ceremony by the Fire Chief or his or her representative, with the exception of: Certificates of Commendation; Unit Citation/Commendations; Individual Citation/Commendations; Safety Awards; and Citizen Lifesaving Awards, which may be presented during the course of the year.

There is no limit placed on the number of awards that may be made to any one individual or the number awarded, in total, during any one year.
DESCRIPTIONS OF AWARD CATEGORIES

Departmental

Medal of Valor

Awarded for a conspicuous act of valor and heroism by a PFD member under hazardous conditions in which the person is placed in a life threatening position to save the life of another.

Medal of Honor

Awarded to a PFD member who has performed outstanding service to the department or to the public safety of the community with regard to fire and emergency service in the city.

Individual Citation

Awarded to a Fire Department member who has performed in an outstanding manner worthy of recognition. (Any member of the Phoenix Fire Department can nominate someone for this category.)

Unit Citation/Commendation

Awarded to any two or more Fire Department members who make up a company, section, team or employee work group which has performed in an outstanding manner worthy of recognition.

Award of Merit

Awarded to a PFD member or unit based on the performance of duties which have been carried out in an outstanding manner such as to merit recognition. (Any member of the Phoenix Fire Department can nominate someone for this category.)

Community Service Award

Awarded to a member of the Fire Department who has donated considerable time and/or effort toward the betterment of the community, not necessarily in a job related manner.

Safety Award

Awarded for an outstanding and/or exemplary act or accomplishment by a PFD member with regard to the safety of department members. (Criteria and selection for this award will be determined by the Deployment Section Award Committee.)

DIVISION/SECTION/SPECIAL AWARDS

Randy Potts Memorial Award - Outstanding Firefighter of the Year
Awarded to a PFD member naming them as the Outstanding FF of the Year for having performed an act of valor and heroism; or for outstanding service to the department, or to the public safety of the community.

**Ricky Pearce Memorial Award - Hazardous Incident Response Team**

Awarded to a PFD member(s), based on significant contributions to the continuing development of the Special Operations Hazardous Materials Team, outstanding performance during a hazardous materials incident, or a significant contribution to improving team safety. *(Criteria and selection for this award will be determined by the Special Operations Section.)*

**Urban Survival Instructor of the Year**

Awarded for an outstanding and/or exemplary act or accomplishment by an Urban Survival instructor with regard to public fire and life safety education. *(Criteria and selection for this award will be determined by the Urban Survival Award Committee.)*

**John Kavanaugh Memorial Award - Resource Management**

Awarded for an outstanding and/or exemplary act or accomplishment by a member of the Resource Management Division. *(Criteria and selection for this award will be determined by the Resource Management Award Committee.)*

**Barbara J. Roland Memorial Fire Prevention Achievement Award**

Awarded for an outstanding and/or exemplary act or accomplishment by a member(s) of Fire Prevention. *(Criteria and selection for this award will be determined by the Fire Prevention Award Committee.)*

**CITIZEN**

**Citizen Heroism Award**

Awarded for a conspicuous act of valor and heroism by a citizen under hazardous conditions in which the person is placed in a life threatening position to save the life of another.

**Citizen Lifesaving Award**

Awarded to a person outside the PFD who has been involved in a lifesaving effort at an emergency scene before the arrival of the fire department, or who has provided extraordinary assistance to fire department members in a lifesaving effort.
MEMOS/LETTERS/CERTIFICATES OF COMMENDATION

May be issued throughout the year by the Fire Chief or Supervisors to Departmental members and/or citizens for recognition of commendable actions or performance.

SPECIAL AWARD PLAQUES

Plaques may be presented throughout the year to individuals and/or organizations for special recognition as determined by the Fire Chief and/or his representative.

RECOGNITION BY NON-DEPARTMENTAL ORGANIZATIONS

Selection of members to receive annual recognition by a non-departmental organization will be made by the Fire Chief and/or his representative or when appropriate by the Battalion Chief for organizations within his district.

When selection is made by the Fire Chief and/or his or her representative, the Awards Committee Coordinator will coordinate and process the award.

When selection is to be made by the Battalion Chief, a copy of the organization's request for nomination(s) will be forwarded to the appropriate battalion for coordination and processing by the B.C. Copies of the nomination submitted to the organization will be forwarded by the B.C. to both the Awards Committee Coordinator and the nominee's personnel file.

When an award/commendation is made to a Fire Department member, a copy will be placed in the member's personnel file as a matter of permanent record.

Medal of Valor and Honor breast pins are miniature reproductions of the Medal design. Breast pins for other awards are of appropriate design.

Breast pins are approved for wear on the Phoenix Fire Department Uniform. Pins will be worn on the right breast pocket on the dress shirt or directly under the name/rank tag of the Department jacket.
PHOENIX FIRE DEPARTMENT

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RECORDS OF EXCEPTIONAL PERFORMANCE

(GREEN SHEETS)

MP105.05A 12/18 – R

PURPOSE

The purpose of this procedure is to establish an additional method for Fire Department members to be recognized for exceptional performance. This procedure will guide Phoenix Fire Department supervisors in dealing with exceptional performance by using the Record of Exceptional Performance (Green Sheet) to document the incident. If supervisors have any questions concerning exceptional performance, they should be directed to the Department Personnel Section.

POLICY

It is the policy of the Phoenix Fire Department to appropriately recognize members of the Department for exceptional performance.

Green Sheets may be presented to any member of the Fire Department, a person active in the Department Cadet program, or citizen in active volunteer service.

There is no limit placed on the number of Green Sheets any individual may be awarded.

RECOMMENDATIONS FOR GREEN SHEETS

Any supervisor of the Department may recommend a member for a Record of Exceptional Performance (Green Sheet). The recommendation should be made to the member's immediate supervisor via telephone or written documentation. The member's supervisor will acknowledge receipt of the written recommendation if requested by the sender.

PRESENTATION OF GREEN SHEETS

Green Sheets will be presented to the member(s) by the immediate supervisor at an appropriate time. The original will be forwarded through proper channels to be placed into the member's personnel file. A copy will be given to the member and another copy is to be forwarded to the Fire Chief.

ROUTING AND RETENTION

The immediate supervisor will forward the original copy to the Battalion Chief or Section Head for review. The Battalion Chief or Section Head will forward the original copy to the Personnel Services Division to be placed into the employee's personnel file for the duration of employment.
PURPOSE

The purpose of this procedure is to provide incentive to all Phoenix Fire Department personnel to assist them in safe driving habits.

Recognition awards will be offered to employees that have no preventable accidents involving a city vehicle for a specified period of time.

The awards have been divided into two categories: engineers and all other Fire Department employees.

The awards schedule for this category is as follows:

- 3 Years = Swiss Army Knife
- 5 Years = Wristwatch and Certificate
- 10 Years = Engraved Lock Blade Knife and Wall Plaque
- 15 Years = $50 Savings Bond and Wall Plaque
- 20 Years = $100 Savings Bond and Wall Plaque
- 25 Years = $500 Savings Bond and Wall Plaque

Drivers of other department vehicles will receive awards for this category as follows:

- 5 Years = Swiss Army Knife
- 10 Years = Wristwatch
- 15 Years = Engraved Lock Blade Knife

Preventability of a vehicle accident will be determined by Fire Safety Section.

A vehicle accident is determined to be preventable if the Fire Department member failed to exercise any reasonable defensive driving options, or has operated the vehicle in any unsafe manner or violated any procedures.
PURPOSE

This procedure identifies the means by which Fire Department Personnel Files will be accessed.

Fire Department Files are confidential and all individuals accessing them will be expected to maintain that confidentially.

GUIDELINES

The following Fire Department personnel shall have full access to the files:

- Fire Chief
- Chief of Personnel Services
- Management Services Administrator
- Division Heads (except other Division Heads or the Fire Chief's files)
- Personnel Control Officer
- Fire Department Personnel Officer
- Performance Auditors
- Payroll Section Employees
- DISTRICT/SECTION SECRETARIES/FOR DISTRICT/SECTION PERSONNEL FILES

All other Chief Officers and supervisors shall have access only to the files of the employees that they supervise. Access to files of employees of equal or superior rank is prohibited.

All personnel shall have access to their own file. Arrangements must be made with the Personnel Aide, Records Clerk or district/section secretary prior to actual review (Administration's phone number is 261-8010).

The Personnel Aide or Records Clerk will monitor all access to Fire Department Personnel Files. The district/section secretaries will monitor access of the district/section files. It will be their responsibility to maintain a log of request to access the files, and to verify that the individual seeking access has the proper authority to do so.
Prior to furnishing a file to an individual, the Personnel Aide, Records Clerk or district/section secretary will complete an entry in the log, listing the following.

- date
- file name and rank
- requestors name and rank

Log entries for requests by full access personnel will be made only when a file is to be removed from the Personnel Aide or Clerk's location.

Only individuals with full access authorization may remove a file from the Aide or Clerk's location. If a file is removed, the Aide or Clerk will make an entry in the logbook. Upon return of the file, the Aide or Clerk will note the date of return as part of the original log entry.

Access of the files will be conducted only for official Fire Department business. Duplication or removal of document(s) from a file must verbally be authorized by the Fire Chief, Chief of Personnel Services, Management Services Administrator, Personnel Control Officer, or Fire Department Personnel Officer. Permanent removal of documents from personnel file(s) is outlined in M.P. 105.11. Any unauthorized removal of documents will result in disciplinary action.

The Personnel Aide, Clerk, or district/section secretary will verify by the daily roll call and/or permanent assignment roster, the authority of an individual requesting to access another's file. If unable to verify the authority in this manner, the requestor will be referred to the Fire Chief, Chief of Personnel Services, Management Services Administrator, Personnel Control Officer, or Fire Department Personnel Officer for approval. The Battalion Chief/Section Head will be contacted regarding the district/section files.

The Personnel Aide, Records Clerk or district/section secretary will complete all log entries, and the log will be kept in a secure place at the Aide, Clerk or district/section secretary's location. Personnel in the Payroll Section will act as alternates in the absence of the Aide or Clerk.

The log will be subject to review only by the following:

- Fire Chief
- Division Heads
- Chief of Personnel Services
- Personnel Control Officer
- Management Services Administrator
- Fire Department Personnel Officer
- Performance Auditors
- Payroll Section Employees
- Battalion Chiefs/Section Heads for the district/section files
INTRODUCTION

The Phoenix Fire Department provides the opportunity for high school and college students to become familiar with career opportunities available in the fire service and related fields.

Through classroom instruction, hands-on training, and volunteer (work), cadets are provided a base of knowledge and experience that will benefit them not only in fire service careers, but also in all future endeavors. This is accomplished under the umbrella of fire safety practices and exceptional customer service.

OBJECTIVES

1. Identify career fields that are related to the fire service.
2. Provide career path advisement, mentoring and information.
3. Teach fire and life safety education through the Urban Survival curriculum.
4. Teach basic emergency medical education.
5. Assist the community through volunteer work in Urban Survival and related community service work.
6. Identify and discuss the organizational components of the Phoenix Fire Department.
7. Identify and perform some of the basic duties required of an entry-level firefighter and fire service related careers.

PROGRAM

It is the intent of the Phoenix Fire Department to organize the Cadet Program so as to operate in an environment that promotes maximum internal management. Cadets are offered the opportunity to advance to leadership positions within the program where they will be encouraged to develop interpersonal effectiveness and management skills.

The Cadet Program is open to high school and college students, a minimum of 18 years of age. Upon completion of a four (4) year term, each member's status will be reviewed by the Program Managers in conjunction with the Cadet Officers and the future status of a Cadet member will be determined at that time.

Meetings are conducted from 1800 to 2100 hours on the 1st and 3rd Monday nights of each month. Each meeting will consist of instruction covering a variety of subjects related to the fire service, including hands-on and classroom activities.

REQUIREMENTS
• Open to high school and college students a minimum of 16 years of age
• Candidate must pass Local and Federal background checks
• Candidate must be able to purchase the required uniform
• Cadets are required to volunteer a minimum of 32 hours per quarter (every 3 months) to the department
• Attend monthly meetings (1st and 3rd Monday night of each month)

APPLICATION

Download application by visiting our website: www.phoenix.gov/fire

OR

Pick up application Monday – Friday, 0800-1700 hours at Phoenix Fire Department Training Academy, 2430 South 222nd Avenue, Phoenix, AZ 85009

OR

Pick up at Cadet meetings, which are held the 1st and 3rd Monday night of each month from 1800-2100 hours (except holidays).

Candidates will be considered upon their performance in a personal oral interview.

ACCEPTANCE

Upon acceptance into the program, the Cadet must:

1. If under 18 years of age, must provide a liability release form #90-41.2D, signed and notarized.
2. Must attend meetings on a regular basis:
   • Attendance is mandatory
   • Cadets may not have more than two (2) unexcused absences from meetings within a calendar year
   • If attendance becomes a problem, Cadet is subject to disciplinary action, to include dismissal from the Cadet Program.
   • Attendance is one of the criteria for being granted approval to ride on Phoenix Fire Department apparatus.

Must be available to volunteer a minimum of 32 hours per quarter including Cadet meeting hours.

Must purchase official Phoenix Fire Department Cadet uniform, which consists of the following:

• **Pants** – Phoenix Fire Department (PFD) approved (dark blue) pants
• **Shirts** – “Phoenix Fire Department Cadet” T-shirt 100% Cotton (gray with dark blue lettering)
• **Shoes** – Black leather (Safety shoe recommended/Tennis shoes for PT only)
• **Belt** – Buckle (Official PFD or silver)
- **Shorts** – Dark blue PT shorts with PFD markings and approved PFD uniform shorts
- **Sweatshirt** – (Optional) Gray sweatshirt with PFD markings
- **Sweatpants** - (Optional) Dark blue with PFD markings
- **Jacket** – (Optional) Dark blue/PFD approved
- **Hats** – (Optional) PFD approved ONLY

The Cadet Uniform is to be worn ONLY to Cadet functions, and in its entirety with changes made at the discretion of the Program Management. The wearing of the Cadet shirts at any other time will be cause for dismissal from the program. Grooming will be in accordance with the Phoenix Fire Department Standards.

**RULES OF CONDUCT**

All Cadets shall abide by the Phoenix Fire Department "Rules of Conduct," M.P. 102.01. Disciplinary action is based on those "Rules of Conduct" outlined in the Phoenix Fire Department's M.P. 102.01, Volume 1.

**OTHER CONSIDERATIONS**

- Cadets will not function in lieu of paid members.
- All injuries to Cadets, regardless of how minor or seemingly trivial, must be reported immediately to Company Officers and Program Managers.
- Station volunteer assignments: Cadets will report on-time to their assigned stations or call the station Captain if they are to be late or absent.
- During the volunteer assignments, Cadets will be evaluated by their Supervisors. Emphasis will be on initiative, attitude, quality or work and interpersonal effectiveness.
- Cadet Evaluation Reports, #90-62D, is to be provided by the Cadet to the Company Officer upon arrival to the station for the ride-along shift. The Company Officer will complete the form and forward both copies to the Cadet Program Manager via inter-departmental mail.
1. A Cadet, only in good standing, can ride in an official capacity with an Engine/Ladder/Heavy Rescue a maximum of once a month, or 12 times a year.
2. The Cadet may ride only with crews of at least three (3) sworn members.
3. The hours a Cadet may ride are at the discretion of Company Officers.
4. The Cadet is to wear an approved uniform.
5. If seating permits, two Cadets may ride the same apparatus.
6. All Cadets wishing to ride are to make contact with the Company Officer at least two shifts prior to the requested ride day.
7. Crew activity, training, call volume, outside agency representative requiring ride times, or any unforeseen events may preclude a Cadet from riding that particular shift. This could occur last minutes. All attempts will be employed to advise Cadet of this prior to the shift start time.
8. Cadet Evaluation Report (form #90-62D) will be provided to the Company Officer at beginning of shift.
9. Please be aware the station ride time will not be counted towards the 32-hour minimum volunteer hours required each quarter.
10. It is important that each Cadet be aware that riding at a station is a privilege and should be regarded as such; she/he is there to observe and learn.
11. The Cadet will not be permitted to operate in a “hot-zone” where an SCBA would be required.
12. The Management Team expects that the Cadet will be fully informed of the riding procedures/limitations and be able to share the rules with the Company Officer.

COMPANY OFFICERS HAVE THE FINAL SAY ON WHETHER A CADET WILL RIDE ON HER/HIS APPARATUS THAT SHIFT.

PLEASE CONTACT THE CADET MANAGEMENT TEAM WITH ANY QUESTIONS/COMMENTS.
This procedure describes the steps necessary to request and process a position reclassification originating with the Fire Department.

It is the policy of the Personnel Services Division to process all reclassification requests as effectively and expediently as practical.

PROCEDURE

1. Division head requests reclassification study via memo to the Assistant Chief of Personnel.
2. The Personnel Assistant Chief will review the request and forward to the Fire Department Personnel Officer.
3. The Fire Department Personnel Officer will work with the appropriate Division/Section Head and affected member to complete Personnel data form.
4. Fire Department Personnel Officer forwards completed Study Request to the Deputy City Manager, after approval of the Fire Chief or his designee.
5. The Deputy City Manager returns study to the Fire Department Personnel Officer. If approved the request is forwarded to the City Personnel Office.
6. Personnel Department assigns an analyst to study request.
7. Personnel analyst conducts study and forwards his report to the Assistant Chief of Personnel.
8. If results support reclassification, the Assistant Chief of Personnel returns report to Personnel Department for Personnel Committee action.
9. If results do not support a reclassification, Assistant Chief of Personnel contacts originating Division Head for additional support. Report is then returned to the Personnel Department with Department comments.
10. Personnel Committee reviews recommendation of study.
11. Personnel Committee decision is forwarded to City Manager.
12. City Manager reviews recommendations and forwards his recommendation to the City Council.
13. City Council reviews recommendation and informs Personnel Department of decision.
14. Personnel Department informs Assistant Chief of Personnel of final disposition.
15. Assistant Chief of Personnel informs originating division head of disposition and implements reclassification when indicated.
Former Phoenix Fire Department members applying for reemployment with the Department may request to be placed on a reinstatement eligibility list. Placement on the reinstatement eligibility list can be considered under the following criteria:

1. Placement on the reinstatement eligibility list must occur within twenty-four (24) months of the date of termination.

2. The member's final grading must "meet standards" in the class to which reinstatement is requested.

Placement on the reinstatement eligibility list is requested by the former employee through the City of Phoenix Personnel Department.

Individuals on the reinstatement eligibility list will be considered for reemployment according to the following rules:

1. There must be a vacant position to which the applicant may be assigned.

2. The applicant must have been a member in good standing at the time of termination.

3. An applicant who is rehired within 90 days of resignation must repay all funds withdrawn from the pension system, plus any interest due within six months following return to employment.

4. The applicant must be capable of performing the essential functions of the position prior to the reemployment date.

5. The applicant must meet all background requirements of the position prior to the reemployment date.

6. Any sworn employee who has once been reinstated after separation of employment will not be considered for reinstatement after a second separation of employment.

If all listed criteria are satisfied, the applicant may be considered for reemployment. This does not assure approval of the reemployment request.

THE DECISION OF THE FIRE CHIEF IS FINAL on all applications for reemployment. When an applicant is reemployed, he/she will also be reinstated to any promotional lists, which have not yet expired.

In accordance with City of Phoenix Personnel Rules, employment separation cancels all previous seniority credits as applied to vacation selection and work assignments. A member reinstated must also serve a one-year probation from the date of rehire.
PHOENIX FIRE DEPARTMENT

VOLUME 1 – Operations Manual

REMOVING DOCUMENTATION FROM PERSONNEL FILES

MP105.11 09/13 – R

POLICY

All Phoenix Fire Department members are expected to conduct themselves in a highly self-disciplined manner. Incidents of poor performance or misconduct may result in documentation being placed in a member's Personnel/District File. Negative documentation may become a permanent part of the member's City Personnel File depending on the seriousness of the offense and the member's previous record since. Those documents designed to correct a minor occurrence of misconduct or poor performance may be petitioned for removal if the corrective action was successful and the misconduct was not repeated. It is the policy of the Phoenix Fire Department to remove those documents that may serve as a distraction to an otherwise positive and effective member.

The following non-disciplinary documentation shall be maintained as follows:

- **Letters of Counseling**: Letters of Counseling are to be kept in Supervisor’s employee file.
- Other documentation initiated in order to correct minor occurrences of misconduct or poor performance such as Supervisor’s notes – Shall be kept in Supervisor’s employee file.

The following disciplinary documentation shall be maintained as follows:

- **Written Reprimand**: First level of disciplinary counseling. Shall be placed in the members Personnel File at Fire Administration. A copy of this documentation shall also be retained by the City of Phoenix Human Resources Department.
- **Suspensions**: Shall be placed in the members Personnel File at Fire Administration. A copy shall also be retained by the City of Phoenix Human Resources Department.
- **Demotions**: Shall be placed in the members Personnel File at Fire Administration. A copy shall also be retained by the City of Phoenix Human Resources Department.

The length of time a non-disciplinary document, as described above, is to remain a part of the Supervisors employee file will be determined by the supervisor, and a date for petition for removal shall be indicated on the document. (May be petitioned for review in 1 year, 3 years, etc.). In most cases, the minimum length of time before a document can be petitioned for review is one year. Once that length of time has expired, the member may petition (by memo) to the Supervisor requesting that the documentation be removed. If the supervisor who initiated the documentation is still employed by the Department in a supervisory capacity, he/she and the current supervisor will be consulted by the Fire Department’s Deputy Chief of Human Resources and the decision will be made jointly. If the initiating supervisor is no longer a member, or is no
longer in a supervisory capacity, the decision will be made by the current supervisor/section head and the Assistant Chief of Personnel Services. Once again, the criteria for the decision will be the seriousness of the offense and the employee's record during the ensuing time period.

The length of time a **Written Reprimand (disciplinary document)** is to remain a part of the employee’s Fire Department file will be determined by the supervisor; with consult from his/her chain of command and the Fire Department’s Deputy Chief of Human Resources and a date for removal shall be indicated on the document. (May be petitioned for review in 1 year, 3 years, etc.). In most cases, the minimum length of time before a document can be petitioned for review is one year. Once that length of time has expired, the member may petition (by memo) to the Supervisor requesting that the documentation be removed from the Fire Department’s Personnel File. The document will also be removed from the member’s active City Personnel file and moved to an inactive section of the file. If the supervisor who initiated the documentation is still employed by the Department in a supervisory capacity, he/she and the current supervisor will be consulted by the Personnel Officer and the decision will be made jointly. If the initiating supervisor is no longer a member, or is no longer in a supervisory capacity, the decision will be made by the current supervisor/section head and the Chief of Personnel Services. Once again, the criteria for the decision will be the seriousness of the offense and the employee's record during the ensuing time period.

The length of time a **Suspensions of 80 hours or less** is to remain a part of the employee’s Fire Department file is for a minimum of 10 years. Once that length of time has expired, the member may petition (by memo) to the Personnel Officer requesting that the documentation be removed from the Fire Department’s Personnel File. The document will also be removed from the member’s active City Personnel file and moved to an inactive section of the file. The decision will be made by the Chief of Personnel Services. Once again, the criteria for the decision will be the seriousness of the offense and the employee's record during the ensuing time period.

**Suspensions of more than 80 hours** along with **demotions and dismissals** are a permanent record to be kept in the employee’s Fire Department file and a copy shall be retained with the City of Phoenix Human Resources Department.

Documentation that is in personnel files that does not indicate a date for removal may be petitioned in the same manner described above, providing a minimum of three years has passed since the occurrence. The document will be removed from the member’s Fire Department personnel file as well as placed in the inactive section of their City Personnel. The decision will be made based on the criteria previously described.

The following types of incidents for which documentation exists shall be a permanent part of the Personnel File:

- Any separation notice of over 80 hours.
- A repeat of any offense within a three year period;
- Numerous unrelated offenses within a three year period;
- Any felony conviction or plea of guilty to a felony charge (on or off duty);
- Any violation of Departmental Rules 15, 16, 17, 18 or 20 as noted in M.P. 102.01;
- Any violation deemed by the Fire Chief to be extremely detrimental to the Department.
- Documentation relating to original employment history, police record checks, etc.
- Probationary Firefighter Performance Reports
- Scheduled Performance Ratings
PURPOSE

All companies, agencies or individuals with whom the City contracts for goods or services are required by ordinance to comply with certain equal employment and affirmative action requirements. Those vendors or contractors participating in the regular City bid process, or other vendors selected by the City are monitored by City Purchasing to determine compliance. Ibis procedure outlines the process to be followed to monitor compliance with EEO/Affirmative Action requirements when the Fire Department selects a vendor or contractor outside the regular City process.

RESPONSIBILITIES

It is the responsibility of each City Department to monitor EEO compliance of vendors, speakers, consultants, firms, etc. selected outside the regular City bid process. The Personnel Officer will have the responsibility for this activity in the Fire Department.

Many of the Divisions/Sections in the Fire Department participate in contracts or agreements in which services or goods are provided to the Department. In the future, certification forms must be completed by the firm, submitted to the Fire Department and assessed for compliance before a bid or quotation can be considered for acceptance. Firms that employ less than fifteen people and are not construction contractors need only complete the Certification of Less than 15 Form. (Example: Pg. 6) Firms with fifteen or more employees, or firms that are construction contractors must complete the following:

- Guideline for Affirmative Action Program (Example: Pg. 3)
- Combination EEO Questionnaire/Employer Information Report (Example: Pg. 4 Example: Pc.. 5)

These reports are required for both the primary contractor and any subcontractors. If the firm is to be utilized or considered on a continual basis, the reports must only be filed once annually.

After completion, all forms required will be submitted to the Fire Department Division/Section seeking the contract/agreement. They will then be forwarded to the Personnel Officer who will review, maintain a file copy and forward the forms to the City Equal Opportunity Department for assessment. After assessment, the Personnel Officer will notify the requesting Section of the firm's compliance or non-compliance. Fiscal Management should clear initial payments for certain contractual services through the Personnel Officer to insure compliance with this requirement.
Attention: Part A, B and D of the Phoenix City Code Affirmative Action Requirements are currently available from the City Clerks Office. We hope to provide the form from this location in the near future. Thanks - March 19, 1999.

City of Phoenix
EQUAL OPPORTUNITY DEPARTMENT
AFFIRMATIVE ACTION DIVISION

IMPORTANT NOTICE
PHOENIX CITY CODE
AFFIRMATIVE ACTION REQUIREMENTS

Suppliers, Contractors and Lessees wishing to enter into a business relationship with the City of Phoenix, must comply with either Article IV or V of Chapter 18 of the City Code, as appropriate.

Compliance is achieved by submission of the affirmative action reporting forms as indicated below:

Individuals or Firms Who Employ Fewer Than 15 People:
Certificate of Less Than 15 (Part D)

Firms Who Employee 15 or More People:
1. Employer Information Report (Part A)
2. Employer EEO Workforce Profile (Part B)
3. An Affirmative Action Plan (Part C)

These reports must be completed accurately and on file with the Equal Opportunity Department prior to bid opening, proposal submission, response to a request for quotation, response to a request for qualification or the date set forth as part of any other request response process initiated by the City.

The above referenced reports must be submitted to:

Equal Opportunity Department
Affirmative Action Division
550 W. Washington Street
Phoenix, AZ 85003-2107

Failure to comply with the affirmative action requirements outlined in the Articles will result in your being considered ineligible for any City business.

Questions may be directed to the City of Phoenix Equal Opportunity Department, Affirmative Action Division at V/(602) 262-6790, TDD/534-1557, FAX 534-1785.

Thank you for your cooperation.

3 Attachments
PART C: AFFIRMATIVE ACTION PLAN

PLEASE PRINT OR TYPE Instructions:

If your firm has an Affirmative Action Plan, please submit a copy.

If not, please complete a plan on your company letterhead utilizing the outline below. City staff will determine if you are complying with your plan and will review your firm.

AFFIRMATIVE ACTION PLAN

In order to comply with the Affirmative Action reporting requirements of Article IV or V of Chapter 18 of the Phoenix City Code, and to ensure equal employment opportunity, the following measures will be taken:

1. Equal and fair treatment will be provided to all employees regardless of race, color, religion, national origin, gender, age or disability.
2. A complete up-to-date workforce profile which records employees by race or ethnicity, gender, and job classification will be maintained and annual reports will be submitted to the City of Phoenix Affirmative Action Division.
3. All employees will be advised at time of employment that the firm is an Equal opportunity/Reasonable Accommodation Employer and that hiring, promotion or demotion is based only on the individual's qualifications and ability to perform the work.
4. The firm will cooperate with and support apprenticeship training programs based on strict non-discrimination.
5. The firm has appointed ________________________ to serve as the Equal Employment Officer who is authorized to supply reports and represent this firm in all matters regarding this affirmative action plan.
6. The name, address and telephone number of the Equal Employment Officer will be posted in a conspicuous place or places.

This Officer will be responsible for:

   a. Seeking to utilize minorities, females and disabled individuals to the same degree as all others based on the following factors:

      1) Percentage of minorities, females and disabled individuals in the company's workforce as compared with the labor market in the area.
      2) Local availability of minorities, females and disabled individuals having the skills we employ.
      3) Availability of promotable minorities, females and disabled individuals in our company.
      4) Existence of training institutions to train minorities, females and disabled individuals in the area.
5) The internal skills training our company offers for minorities, females and disabled individuals.

b. Supervision of periodic audits of employment practices including: (1) applicant flow (2) promotion (3) training.

c. Contacts with recruitment sources for qualified minorities, females and disabled individuals. Notification to employees regarding promotions or vacancies to ensure equal opportunity.

d. Instruction of all supervisory personnel regarding their responsibility for equal employment opportunity and nondiscrimination requirements.

e. Periodic reviews with all supervisory personnel to ensure that the program is being implemented at all levels.

SIGNATURE AND TITLE

FIRM NAME____________________________________________________________

DATE_______/_______/_______
PURPOSE

In 2007, the Smoke-Free Arizona Act (“Act”) went into effect. The Act prohibits smoking in all public places and places of employment with only a few limited exceptions. Failure to comply with the Act may result in the imposition of penalties against individuals and the City. As a result, it is important for all employees to be familiar with the requirements and to understand their rights under the Act. E-cigarettes are not subject to the Smoke-Free Arizona Act; however, given their impact to the work environment, the City limits the use of e-cigarettes by employees in the workplace.

The City of Phoenix supports a smoke-free and vapor-free workplace. The creation of smoke-free and vapor-free workplaces is sound economic policy and provides the maximum level of employee health and safety. The purpose of this MP is to provide general smoking guidelines for City employees, in accordance with AR 2.63.

POLICY

The Phoenix Fire Department fully supports the concept that all members have a right to work in facilities that are free of pollution, which may affect their health and comfort. Because evidence indicates that smoking presents severe hazards to health, the department is opposed to smoking and supports activities, which encourage department members to stop smoking. In support of this commitment.

DEFINITIONS

For the purposes of this AR, the following definitions apply:

**Designated Smoking Area.** Any area where smoking is specifically permitted by the City or department.

**Drift.** The physical movement of tobacco smoke or vapor from an e-cigarette, regardless of cause, into any area where smoking is prohibited.

**E-cigarette.** A device which produces a vapor, rather than cigarette smoke, which the user inhales to provide a similar feel to tobacco smoking. These devices may also be known as personal vaporizers (PVs) or electronic nicotine delivery systems (ENDS). This definition does not include metered-dose inhalers (MDIs), such as those used for asthma or chronic obstructive pulmonary disease.

**Entrance.** A doorway in a building or facility that is used by an individual for ingress and egress to the outdoors. It excludes an emergency exit.
**Places of Employment.** An enclosed area under the control of the City of Phoenix that City employees normally frequent during the course of employment, including, but not limited to, City buildings, City vehicles and equipment, work areas, auditoriums, employee lounges, restrooms, conference rooms, meeting rooms, classrooms, cafeterias, hallways, stairs, elevators, and private offices. Smoking and vaping is prohibited in City vehicles and equipment regardless of whether the occupant area is enclosed.

**Smoke-Free Zone.** A distance of at least 20 feet in all directions measured from each outer edge of an entrance, an open window, or a ventilation system of an enclosed building or facility.

**Smoking.** Inhaling, exhaling, burning, carrying or possessing any **lighted** tobacco product or vapor-producing product, including cigars, cigarettes, e-cigarettes, hookahs, pipe tobacco and any other lighted tobacco product or vapor-producing product.

**Vapor.** An aerosol produced from a liquid which is emitted from an e-cigarette.

**GENERAL GUIDELINES**

Smoking and vaping are prohibited in all places of employment, including City buildings, City vehicles, work areas, auditoriums, employee lounges, restrooms, conference rooms, meeting rooms, classrooms, cafeterias, hallways, stairs, elevators, and private offices. In addition, a smoke-free zone of at least 20 feet must be maintained around all entrances, open windows, and ventilation systems of an enclosed building or facility.

In the interest of the health and safety of its employees, the City may also declare that smoking and vaping are prohibited in other areas, including outdoor areas. As described below, all designated no-smoking areas should be clearly marked with the appropriate signs.

Smoking and vaping are permitted outdoors during employee breaks and lunch periods. To help avoid confusion as to where smoking and vaping are allowed, departments are encouraged to create designated smoking areas. Designated smoking areas will be located outdoors at least 20 feet away measured in all directions from each outer edge of an entrance, an open window, or a ventilation system of an enclosed building or facility.

Any employee observed smoking or vaping in a no-smoking area or allowing his or her smoke or vapor to drift into a smoke-free zone, may be subject to disciplinary action. An employee smoking or vaping in an area where smoking is prohibited shall stop smoking or vaping immediately when asked to do so. This is true regardless of whether the employee is asked to stop smoking or vaping by a supervisor, co-worker, or a member of the public.

**PROGRAM MANAGEMENT**

City employees have the right to a smoke-free and vapor-free work environment. Any employee who has reason to believe a potential violation of this AR has occurred shall report the facts and circumstances to his/her immediate supervisor and/or Human Resources Liaison as soon as practicable. The department will be responsible for investigating the allegations and taking any appropriate action.
City employees are also encouraged to be proactive by reporting potential violations of the Smoke-Free Arizona Act committed by members of the public in or near City buildings or facilities. The employee should report the incident to his/her immediate supervisor and/or Human Resources Liaison. The department will be responsible for investigating the allegations and taking any appropriate action. Unless specifically instructed, employees should not confront members of the public.

In the event an employee receives a complaint from a resident regarding potential violations of the Smoke-Free Arizona Act committed by a City department, facility, or employee, the employee should document the information provided by the resident. The employee should report the facts and circumstances to his/her immediate supervisor as soon as practicable. In addition, the employee should explain to the resident that, although the City will attempt to address the resident’s concerns, the Arizona Department of Health Services is the agency authorized to enforce the Smoke-Free Arizona Act. The employee should also provide the resident with the telephone number and/or website designated by the Arizona Department of Health Services for making complaints.

Employees should direct complaints regarding smoking to their immediate supervisor. Supervisors shall work with their Battalion Chief or Section Head to resolve complaints.

Employees should attempt to resolve potential violations of the Smoke-Free Arizona Act with their department prior to contacting the Arizona Department of Health Services.

The telephone number designated by the Arizona Department of Health Services for making complaints: 1-877-4-AZNOSMOKE (1-877-429-6676);

The website designated by the Arizona Department of Health Services for making complaints: www.smokefreearizona.org.

No employee shall be terminated or retaliated against as a result of his or her complaint about smoking in the workplace
PHOENIX FIRE DEPARTMENT
VOLUME 1 – Operations Manual
LABOR/MANAGEMENT TEAM PROCEDURE
(Local #493 and Department Administration)

MP105.16  08/08 – R

PREAMBLE

- The purpose of the labor/management process is to make the Phoenix Fire Department more effective as an organization. The focus of our efforts is the total commitment to the quality of our services - internally and externally. The labor/management process assists in planning policy and procedures as well as resolving a variety of challenges/issues that arise.
- The Fire Chief and the Local 493 Union President chair the Correlating Team and are committed to requiring compliance with agreements made through "the process" and participation in "the process".
- Management and labor leadership commit to participate in planning and development (not co-manage). In doing so, management shares authority and Labor shares responsibility or the process will not work.
- There is equal representation in the labor/management process, but outside of that process we carry out our own roles within the structure of our Department. We are Firefighters, Engineers, Captains, ALS, BLS, Chiefs, Specialists and other roles in specific positions.
- Labor and Management must continually work on the issue of trust, respect and credibility in the "process." In turn, these values foster trust, respect and credibility among the "participants" individually.
- It is okay to agree to disagree on certain issues, when this occurs go ahead and process areas of agreement. If we disagree, yet management proceeds with their plan, it shouldn't be represented as a labor/management agreement. When we make a "deal," follow through. If we can't, then get back together and change the deal.
- Meet and communicate regularly, deal with each other directly, and take care of problems when they are small. Call first and talk to each other before you make a big deal out of a conflict.
- Always work on the relationship as well as the issues. Don't sacrifice a relationship for an outcome. The most important strength we have for the future is the relationship that we have with each other. It's really not a secret how the individual participants really feel about the labor/management process.
- It should not be a secret how the individual participants really feel about the labor/management process.
- Represent the labor/management process for what it really is - it is not in place to take advantage of either group or to abuse the process. Understand that conflict will occur and use the process to change the process.
- The Fire Chief has the final decision-making capability for management decisions.
- The Union President has the final decision-making capability for labor decisions.
PURPOSE

The purpose of this procedure is to help Phoenix Fire Department members understand the labor/management team process so that they can become involved and to establish guidelines for Teams and subcommittees to conduct meetings and process issues. This procedure will:

1. Assure that all Fire Department members are kept informed of upcoming meetings through the use of Labor/Management Support Team.
2. Assure that issues discussed in the meetings are brought to the attention of all Department members.
3. Insure that all team and subcommittee meetings, pre-meeting work, and post-meeting work is conducted in a standard manner.
4. The use and coordination of the Labor/Management Support Team “in the process” is an effective tool.

DISCUSSION

Teams and subcommittees are important parts of the operation of the Phoenix Fire Department. Within this framework, any member of the Department may have an impact on everything from deployment of our resources, to the design of our equipment, or the Department's Customer Service Program and the like.

PROCEDURE

The following guidelines are intended to provide a basis for the process and to assure uniformity:

1. All Fire Department labor/management teams will operate within the guidelines set by this procedure. The only exceptions to this policy are Committees that deal with sensitive personnel issues, such as the Critical Incident Debriefing Team.
2. Meetings are open to all Department members and the public, except as indicated by the Correlating Team.
3. Every team and subcommittee shall have a management and a labor co-chair. The management co-chair shall be appointed by the Fire Chief or designee and the labor co-chair shall be appointed by the Union President or designee.
4. If a team or a subcommittee needs to meet on an emergency basis, reasonable effort shall be made to notify each committee member of the meeting by phone. Actions taken at a meeting called on an emergency basis shall be reported at their next regularly noticed and scheduled meeting. Again, use of the Labor/Management Support Team would be of benefit.
5. Teams shall attempt to meet quarterly but shall meet not less than two times a year. The co-chairs shall consult with each other to see if a meeting is needed or shall pre-schedule meetings quarterly. Subcommittees will meet as needed. Notification of such meetings shall be coordinated by the co-chairs through the Labor/Management Support Team.
6. Actions recommended or taken by subcommittees shall be reported to and validated by the respective labor/management team.
7. The date, time, location, and a summary agenda for each team and certain subcommittee meetings shall be posted in the Buckslip a minimum of two weeks prior to the meeting. Co-chairs shall provide the Labor/Management Support Team with this information for inclusion in the weekly notices.
8. In order to make sure that all points of view are heard, team and subcommittee members shall attend and participate in meetings and make every effort to represent their respective Constituencies. This effort shall include discussion of issues with the people that they represent. For example, a member of the Apparatus and Equipment Committee who is an Engineer should talk to other Engineers about team or subcommittee issues and represent those opinions at the Committee meeting.

RESPONSIBILITIES

LABOR/MANAGEMENT TEAM CO-CHAIRS

The Committee Co-chairs shall:

1. Develop agendas for team or subcommittee meetings.
2. Assure that all points of view are heard at all meetings; the co-chairs have the right to limit the amount of time devoted to any one subject or speaker.
3. Assure that there is a balanced membership of labor and management and assure that teams and subcommittees have representatives from all areas of the Department affected by the work of the group. Sunset subcommittees when their work is completed unless they are identified as a "standing subcommittee."
4. Assure that regular meetings of the team are held as needed, but not less than twice a year.

Provide the Research and Planning section with the following information for inclusion in the Team Directory:

a. Name of the Team  
b. Purpose of the Team  
c. Names of the co-chairs  
d. Frequency of meetings  
e. Name and phone number of the Team  
f. Updated list of the team's membership liaison (secretary), if any.

5. Co-chairs make every effort to contact all team and/or subcommittee members by telephone in the event of an emergency meeting.
6. Provide the Labor/Management Support Team with the following information by 1600hrs Monday, at minimum two weeks prior to the team meeting for inclusion in the weekly meeting notice:
   a. Name of the Team  
   b. Date, time, and location of the meeting  
   c. List of key items to be discussed
7. Upon receipt of upcoming meeting information from co-chairs, the Labor/Management Support Team will notify all team members by utilizing Buckslip, e-mail, or PFN.
8. Co-chairs to assure that within two weeks after a team meeting, summary minutes of the meeting shall be published in the Buckslip and/or e-mail.
9. In the vast majority of issues, the labor/management teams and subcommittees will be able to reach consensus. However, from time to time there will be issues on which they simply cannot reach agreement. When this occurs, as co-chairs of the Correlating Team, the Fire Chief and Union President may be of assistance in reaching consensus. If this is not successful, the labor/management preamble should guide the actions that the Department takes.

All Fire Department members shall review the meeting notice in the Buckslip, e-mail, or PFN. Members should always attend meetings as desired and express their viewpoint or contact a team or sub-committee member prior to the meeting to express their views.
A. EQUAL EMPLOYMENT OPPORTUNITY

I. STATEMENT OF COMMITMENT
The Department is committed to providing a discrimination-free environment for all employees. The Department will not tolerate prohibited discrimination in the workplace.

II. PURPOSE
This Management Procedure ("MP") describes and defines prohibited discrimination, reaffirms the City of Phoenix’ policy ("the Policy") prohibiting discrimination, and outlines the Department’s responsibilities for compliance with the Policy. This Procedure further sets forth the procedures available to Department employees who believe they have been discriminated against or denied equal employment opportunity in any aspect of City/Department employment because of race, color, religion, gender, age, disability, sexual orientation or national origin.

In the event there is deemed to be any conflict between this revised MP (MP 105.17, Sections A, B, and C), and the City of Phoenix Administrative Regulations or Personnel Rules, such Regulations or Rules shall control.

III. DEFINITIONS
"Discrimination" is any act taken because of race, color, religion, gender, age, disability, sexual orientation or national origin by a City employee or group of employees that adversely affects another employee or applicant in any aspect of City employment. It also includes such acts directed at an employee because of their record of a disability, because they are regarded as having a disability or have a relationship with a person who has a disability.

Discrimination can occur in any process or function in achieving or maintaining City employment such as in work assignments, working conditions, job classification, disciplinary actions, promotions, salaries, performance ratings and merit pay increases.

"Sexual orientation" refers to heterosexuality, homosexuality or bisexuality.

"Department employment” shall be defined as employment by the City of Phoenix.

IV. POLICY
Discrimination will not be tolerated in any aspect of Department employment. Supervisors, managers, and executives are required to take proactive steps to prevent discrimination and to take prompt corrective action wherever it occurs.

Retaliation against any employee because of that employee’s filing of a discrimination complaint is prohibited. Any Department employee found guilty of retaliation due to the filing of a discrimination complaint shall be disciplined according to the applicable Management
Procedures and/or Administrative Procedures, or such other laws or rules applicable to such violations.

Department employees are urged to raise discrimination issues promptly so that such alleged issues can be addressed and corrected as appropriate to the extent necessary to resolve such issues.

The Department shall not deny any City service to any person on the basis of such person’s sexual orientation as defined above and outlined in Phoenix City Code Section 18-10.01.

V. REPORTING DISCRIMINATION

A. When/where to make a report.

1. Any employee who believes s/he has been discriminated against because of race, color, religion, gender, age, disability, sexual orientation, national origin, or any other protected basis must report it immediately. Any employee or supervisor who knows or believes that employment discrimination is occurring, or has occurred, must file a report immediately with a supervisor, Department management, Personnel Officer, Equal Opportunity Liaison, or to the Equal Opportunity Department’s Compliance and Enforcement Division.

   If a supervisor/manager is advised of potential discrimination that supervisor must:
   • stop the action;
   • investigate the incident;
   • notify their supervisor/manager and/or battalion chief immediately;
   • follow up with a written report of alleged actions, steps taken, etc.;
   • Supervisors/managers must then report any allegations to the Fire Personnel Deputy Chief.

2. If there is uncertainty as to whether a situation or event constitutes discrimination, such employee is encouraged to discuss the matter with the Department’s Personnel Officer/Equal Opportunity Liaison or the Equal Opportunity Department before filing a formal complaint.

3. An employee may choose to raise the complaint with a state or federal agency without first pursuing it through City of Phoenix or Department channels. Complaints may also be filed with the Civil Rights Division of the Arizona State Attorney General’s Office or the U.S. Equal Employment Opportunity Commission.

HOW TO MAKE A REPORT

1. All employees have a right to redress for prohibited discrimination. In order to secure this right, a complaint, preferably in writing, should be filed as soon as possible to the following staff at the Department or City of Phoenix:
   a. Supervisor or another person in the chain of command;
   b. Department Personnel Officer;
   c. Department Equal Opportunity Liaison, or;
   d. The Equal Opportunity Department, Compliance and Enforcement Division.
VI. INVESTIGATION OF COMPLAINTS

Pursuant to A.R. 2.35, the following procedures will be followed when a report of discrimination is made:

1. DEPARTMENT INVESTIGATION
   The Department may, if appropriate and feasible, conduct its own investigation in consultation with the Equal Opportunity Department.

2. EQUAL OPPORTUNITY DEPARTMENT (“EOD”) INVESTIGATION
   When a possible discrimination concern is brought to the Equal Opportunity Department, the Compliance and Enforcement Division will evaluate the situation and decide on a proper course of action. In accordance with A.R. 2.35, the following actions can be taken:
   
   a. The EOD can facilitate, if it deems it appropriate, an informal resolution between the parties.

   b. If a formal complaint is filed, the EOD will:
      1. Notify the Deputy City Manager, Department Head and Equal Opportunity Liaison;
      2. Immediately initiate an investigation to obtain all relevant facts concerning the complaint.

   c. The EOD may:
      1. Schedule interviews with all relevant individuals. Such interviews may be tape-recorded or a written statement of the testimony may be provided for the signature of the witnesses.
      2. Review personnel records or other documents; and
      3. Make site visits to discover relevant facts.

   d. The EOD will work with the department(s) involved to obtain and evaluate all relevant evidence.

   e. The EOD will analyze all relevant information and evidence and will reach a conclusion as to whether or not a violation of this MP and A.R. 2.35 has occurred.

   f. Notice of the conclusion of the investigation will be given to the Complainant, the appropriate Deputy City Manager, the Department Head, the Department Equal Opportunity Liaison, and the Respondent.

3. ALL PERSONS INVOLVED IN AN INVESTIGATION OF DISCRIMINATION SHALL ATTEMPT TO KEEP THE MATTER CONFIDENTIAL.

VII. RESOLUTION OF COMPLAINTS
Any employee who engages in discrimination is acting contrary to this MP and to City of Phoenix policy and will be subject to discipline, up to and including termination of employment.

1. If this MP and City policy has been violated, the EOD will make recommendations for the resolution of the complaint.

2. Management will take prompt, corrective action. Such actions may include verbal counseling up to and including involuntary termination of employment.

3. A finding that the conduct does not constitute discrimination/Sexual Harassment/Protected Category Harassment does not limit a Department’s right and responsibility to discipline or to take such remedial action for conduct deemed unacceptable which is unbecoming of a City employee or which conduct is in violation of any other MP or City Regulation or policy.

VIII. NON-DISCRIMINATION INCIDENTS

1. Other alleged acts of unfair or unequal treatment which do not involve discrimination which are not based upon an individual’s gender, race, color, sexual orientation, religion, age, disability, national origin, or any other protected basis, or which does not involve sexual harassment shall be addressed pursuant to Administrative Regulation 2.61.

IX. RETALIATION

1. No supervisor, manager, executive, or coworker may retaliate against an employee who makes a report of discrimination or who otherwise cooperates with any investigation regarding alleged discrimination.

2. Retaliation is unlawful and will not be tolerated. Retaliation must be reported and addressed in the same manner as complaints of discrimination.

3. Retaliation is a serious offense that may result in discipline up to and including termination of employment.

4. A person found to have committed retaliation in response to a charge of discrimination will be subject to discipline. Exoneration of the underlying charge of discrimination will have no effect on the investigation of or possible discipline imposed for retaliation.

X. PROCESS AND PROCEDURES

1. The process and procedures described above in Paragraphs V and VI shall apply to Paragraph B and C below relating to Sexual Harassment and Protected Category Harassment as if such process and procedures were fully set forth in said Paragraphs V and VI below.

B. SEXUAL HARASSMENT

I. The City of Phoenix is committed to providing a harassment-free environment for all employees. The City will not tolerate sexual harassment in the workplace.

II. PURPOSE
1. The purpose of this MP is to define sexual harassment, set forth the compliance policy, and procedures relating to such allegations, including investigation and complaint procedures.

III. DEFINITIONS

1. Sexual harassment is behavior directed at an individual due to gender is not welcome, offensive, demoralizing, and/or interferes with work effectiveness.

2. The prohibited conduct applies to persons of the same or opposite sex and persons who are peers or in a hierarchical relationship.

3. There are two forms of sexual harassment:

   A. QUID PRO QUO: When a supervisor or other person in authority conditions the granting of an economic or other job benefit, such as a raise or advancement, upon the receipt of sexual favors from a subordinate, withholds such benefits, or punishes that subordinate for refusing sexual favors.

   B. HOSTILE ENVIRONMENT: This is created by persons in the workplace through unwelcome sexual advances or other verbal or physical conduct of a sexual nature that has the purpose or effect of unreasonably interfering with an individual’s work performance or job conditions.

IV. POLICY

1. The Department and the City of Phoenix will not tolerate sexual harassment in the workplace.

2. No employee of the City should be subjected to unwelcome verbal or physical conduct that is sexual in nature, shows hostility to the employee, or subjected to a hostile work environment because of the employee’s gender.

3. Supervisors, managers, and executives are required to take proactive steps to prevent sexual harassment and to take prompt corrective action whenever such prohibited conduct occurs.

V. EXAMPLES:

1. Examples of conduct prohibited by this MP are set forth in City of Phoenix Administrative Regulation 2.35(A) and are incorporated herein by this reference.

VI. PROCEDURE IF SEXUAL HARASSMENT OCCURS

1. **Tell the offending person to stop.**
   A. A person who receives such a request must immediately comply with the request and must not retaliate against the employee for the rejected the prohibited conduct.

2. **Duty To Report.**
   A. The City requires all employees to report conduct that is prohibited by this policy,
whether or not they are personally involved. Failure to report harassment can be a serious offense and may be grounds for disciplinary action.

B. The failure of a supervisor, manager, or executive to monitor, intervene, or report sexual harassment as set forth herein can be a serious offense and will result in discipline.

VII. REPORTING SEXUAL HARASSMENT

A. When/where to make a report.

1. Any employee who believes s/he has been sexually harassed must report it immediately. Any employee or supervisor who knows or believes that sexual harassment is occurring, or has occurred, must file a report immediately to a supervisor, Department management, Personnel Officer, Equal Opportunity Liaison, or to the Equal Opportunity Department’s Compliance and Enforcement Division.

If a supervisor/manager is advised of potential sexual harassment that supervisor must:
   • stop the action;
   • investigate the incident;
   • notify their supervisor/manager and/or battalion chief immediately;
   • follow up with a written report of alleged actions, steps taken, etc.;
   • Managers must then report any allegations to the Fire Personnel Deputy Chief.

2. If there is uncertainty as to whether a situation or event constitutes sexual harassment, such employee is encouraged to discuss the matter with the Department’s Personnel Officer/Equal Opportunity Liaison or the Equal Opportunity Department before filing a formal complaint.

3. An employee may choose to raise the complaint with a state or federal agency without first pursuing it through City of Phoenix or Department channels. Complaints may also be filed with the Civil Rights Division of the Arizona State Attorney General’s Office or the U.S. Equal Employment Opportunity Commission.

VIII. INVESTIGATION OF COMPLAINTS

1. See Paragraph I above.

2. If the Department has the resources and expertise to do so, it may conduct its own investigation in consultation with the Equal Opportunity Department.

IX. NON-SEXUAL HARASSMENT INCIDENTS

1. Alleged acts of unfair or unequal treatment that do not involve discrimination, sexual harassment, or other protected category harassment should be addressed through the established grievance procedure and other provisions outlined in Administrative Regulation 2.61.

X. RETALIATION

1. See Paragraph A. IX above.
C. PROTECTED CATEGORY HARASSMENT

I. STATEMENT OF COMMITMENT

The City of Phoenix is committed to providing an harassment-free environment for employees. The City will not tolerate prohibited harassment of any kind in the workplace.

II. PURPOSE

This MP regulates persons identified in protected categories as defined herein and also protects employees from harassment based on their record of a disability, because they are regarded as having a disability or have a relationship with a person who has a disability.

III. DEFINITIONS

1. “Protected category harassment” and “harassment” have the same meaning.
2. This type of harassment is behavior based upon an individual’s gender, race, color, sexual orientation, religion, age, disability, national origin or any other legally protected basis, that is not welcome, offensive, demoralizing, and/or interferes with work effectiveness.
3. This type of harassment does not cover acts otherwise described in Paragraphs A and B above. However, such conduct at issue might nevertheless be unprofessional and inappropriate in the workplace and actionable under Administrative Regulation 2.61.
4. Protected category harassment is evaluated from the victim’s perspective. What may not be offensive to one person may be offensive to another. Whether such conduct constitutes a violation depends upon the facts and context in which the conduct occurs as well as the severity or frequency of such conduct.

IV. EXAMPLES OF PROHIBITED CONDUCT

1. Examples of conduct prohibited by this MP are set forth in City of Phoenix Administrative Regulation 2.35(B) and are incorporated herein by this reference.

V. PROCESS AND PROCEDURES

1. The same process and procedures for Protected Category Harassment claims is the same as set forth for Equal Opportunity Discrimination claims as set forth in Paragraph A above.

VI. RETALIATION

1. No supervisor, manager, executive, or coworker may retaliate against an employee who makes a report of discrimination or who otherwise cooperates with any investigation regarding alleged discrimination.

2. Retaliation is unlawful and will not be tolerated. Retaliation must be reported and addressed in the same manner as complaints of discrimination.

3. Retaliation is a serious offense that may result in discipline up to and including termination of employment.
4. A person found to have committed retaliation in response to a charge of discrimination will be subject to discipline. Exoneration of the underlying charge of discrimination will have no effect on the investigation of or possible discipline imposed for retaliation.
I. TRANSMITTAL MESSAGE

Questions regarding this Social Media policy may be directed to the Public Affairs Section at 602-534-0953.

II. PURPOSE

To address the fast-changing landscape of the Internet and the way people communicate and obtain information online, the Phoenix Fire Department uses social media tools to reach a broader audience. Communicating with our diverse audiences is important and we recognize the value of using social networking to enhance the way we engage with our customers, build new relationships, and initiate conversations about Phoenix Fire Department services.

Social media sites allow anybody to post anything, and anything posted on the Internet can stay online forever. The Phoenix Fire Department has an overriding interest and expectation in deciding what is communicated on behalf of the department on social media sites. This policy establishes procedures for the use of social media, guidelines for referencing the Phoenix Fire Department on social media platforms, and addresses social media in general.

Nothing contained in this Management Procedure shall be construed as denying employees their civil or political liberties as guaranteed by the United States and Arizona Constitutions.

Nothing contained in this policy shall be construed as interfering with the rights of employees and employee organizations under the City’s Meet and Confer Ordinance. In addition, nothing contained in this policy shall be construed as interfering with the rights of employees and employee associations under the City’s Meet and Discuss Ordinance.

III. APPLICABILITY

This policy provides information to all employees. Additional direction is provided to employees who are authorized to speak on behalf of the Phoenix Fire Department; however, all employees should be aware of the guidelines regarding use of social media for official Phoenix Fire Department business.
IV. DEFINITIONS

**App** – An application that can be downloaded for use on a desktop or mobile device.

**City** – Refers to the City of Phoenix.

**City Business** – All work performed that has a direct relation to the City’s operation and activities. City business also includes authorized activities of labor unions and labor associations in coordination with management.

**City Spokespersons** – City employees who are authorized by the City Manager’s Office to speak on the City’s behalf, includes City department and function heads and their designees.

**Comment** – A response that is provided as an answer or reaction to a post or a message on social media sites.

**Personal Site** – A profile created on a social media platform by an individual for personal use and to share personal communication with friends and acquaintances. Personal sites do not include social media sites of labor unions, labor associations, or groups and organizations of City employees.

**Platform** – The software or technology that helps users to build, integrate or facilitate community, interactive and user-generated content. For example, a blog or a wiki is a social media tool, but the technology used to create and host them, such as Facebook or Twitter, is considered the platform.

**Post** – Content a person shares on a social media site or the act of publishing content on a site.

**Professional Networking** – A type of social media service that is focused solely on interactions and relationships of a business and professional nature rather than including personal, non-business interactions. Professional networking sites allow users to make connections through which they can find jobs, and also allow other users and possible employers to view profiles and share recommendations. Additionally, these sites allow professionals from different fields of interest to ask questions and share opinions and knowledge. LinkedIn is an example of a professional networking site.
Profile – Information provided about a person or an entity on a social media site. A person’s social media profile is generally created by that individual.

Public Record – A record made or maintained by a City employee in the performance of that employee’s job, to memorialize official transactions, or as required by law.

Repost – Content an individual shares on a social media site that is created or generated by someone else or the act of publishing content on a site that is created or generated by someone else.

Social Media – Refers to the interaction among people in which they create, share, and/or exchange information and ideas in virtual communities and networks. Social media is the collective of online communication channels dedicated to community-based input, interaction, content-sharing and collaboration. Websites and applications dedicated to forums, blogging, social networking, professional networking, and wikis are among the different types of social media. Social media includes social networking and professional networking sites.

Social Networking – The practice of expanding social contacts by making connections through individuals. A social networking service is a platform to build social networks or social relations among people who may share interests, activities, backgrounds or real-life connections. A social networking service consists of a representation of each user (often a profile), social links, and a variety of additional services. Social networking allows individuals to create a profile, create a list of users with whom to share connections, view and cross the connections within the system, and share information, photos, links, and items of interest. Examples include Facebook, Google+, Instagram, Pinterest, Tumblr, Twitter and YouTube.

V. ROLES AND RESPONSIBILITIES

1. Employees are responsible for understanding and complying with this policy.

2. Department Heads are responsible for authorizing official Phoenix Fire spokespersons and for notifying the Public Information Director about these employee assignments.

3. Department Directors and Function Heads are responsible for ensuring their employees comply with this Management Procedure.
4. The City Clerk Department is responsible for the City’s Records Management Program, including retention requirements related to social media.

5. The Human Resources Department is responsible for providing guidance regarding appropriate employee behavior on social media.

6. The Public Information Office is responsible for providing guidance on how social media is used to represent the City.

7. Employees are responsible for understanding and complying with this policy.

VI. POLICY STATEMENTS – All Employees

1. Personal Social Media Presence. Employees may express themselves as private citizens on social media sites. An employee’s use of any social media site must comply with copyright laws, data security and privacy regulations, criminal laws, and any other applicable federal, state, and local law.

2. Privacy and Social Media. Social media and Internet use should not be considered anonymous. Employees should be aware that privacy settings for social media sites are constantly in flux, and they should not assume that personal information posted on such sites is protected. Published social media content may be explored, transmitted, stored, and archived by external entities. Even the strongest privacy settings cannot prevent an approved friend or authorized recipient from independently choosing to forward or repost the information. There is no such thing as a “private” social media site.

For example, while personal social media privacy settings may be adjusted so only friends or authorized individuals can view content, those same individuals can forward comments, posts, and pictures to anyone, or they could take screenshots of what is posted. As a result, what is posted on a personal social media site may be forwarded to co-workers and supervisors, which could negatively impact the work environment or have consequences in the workplace. Personal social media postings that relate to co-workers, other City employees, supervisors, or management, or activities that occur at work, can be considered as part of human resource or equal opportunity investigations and Notices of Inquiry.

Keep the “headline test” in mind when posting content or pictures to social media sites. Use your best judgment – if it is not something you would feel comfortable seeing in the media, or being seen by co-workers, other City employees, supervisors, or management, do not post it.
3. **Speaking on Behalf of the Phoenix Fire Department.** Only those employees specifically authorized by management may speak on behalf of the Phoenix Fire Department. Employees must not mislead the public to believe the employee is an official spokesperson if they are not authorized to function in this capacity.

4. **Identification of City Employment in Social Media.** Employees who participate in social networking and professional networking sites may decide to include information about their work with the Phoenix Fire Department as part of their personal profile, as it would relate to a typical social conversation. This may include:

   a. work information included in a personal profile, to include City name, job title, and job duties;
   b. status updates regarding an employee’s own job promotion or other professional or work-related advancements, achievements, and honors; and
   c. personal participation in City-sponsored events, including volunteer activities.

5. **Perception.** With social media, the lines between public and private, personal and professional can be blurred. Employees identifying themselves as working for the Phoenix Fire Department should be mindful that they may be creating perceptions about themselves and about the City by customers, business partners, and the general public, and perceptions about themselves by co-workers, other City employees, supervisors, and management.

   Employees must not represent or speak on behalf of the Phoenix Fire Department on their personal social media sites when they are not authorized to do so. Employees must not give the *appearance* that they are speaking on behalf of the department or posting comments as an official Fire Department representative on personal social media sites, when they are not authorized to speak on behalf of the department. This perception may be avoided by choosing to not post work-related information, featuring themselves while wearing a Phoenix Fire Department uniform or displaying the City logo, public safety patches, badges, or Phoenix Fire Department vehicles on a personal site – especially in profile images. These actions could cause people to believe employees are posting as authorized Phoenix Fire Department spokespersons, official department representatives, or on behalf of the City of Phoenix.
Permitted and prohibited uses of City of Phoenix logos and symbols is set forth in A.R. 1.87, entitled “Use of the City of Phoenix Corporate Symbol.”

6. **City Business, City Time, and City Resources.** Employees must be engaged in City business while at work or while on City time. Accessing and posting to a personal social media site while at work or on City time is not appropriate.

Employees should not use their City of Phoenix e-mail addresses for communication on their personal social networking sites.

7. **Reposting.** Employees may repost official Phoenix Fire Department information and posts on their personal social media sites on their own time and using their own devices. Employees may choose to share and repost department news, events, and information from the Phoenix Fire Department’s website, pages, and social media sites or choose to become a fan of the various City and Department Facebook pages, Twitter accounts, and other social media sites. Employees also may visit the City’s “Current City News” page for a comprehensive list of daily news headlines and social media sites. Linking directly to the City’s website is the most effective way to share complete information.

8. **Confidential or Proprietary Information.** Social media postings that contain proprietary images or materials belonging to the Phoenix Fire Department are prohibited except where authorized by official designees of the City. This includes, but is not limited to, Personal Identifying Information of individuals, Restricted City Information, and information about City business development, partnership negotiations and projects, investigations, or procurements. Examples and definitions of Personal Identifying Information and Restricted City Information are set forth in A.R. 1.90, entitled “Information Privacy and Protection.”

Employees may not disclose information on any social media network that is confidential to the Phoenix Fire Department or its employees or that is protected by data privacy laws.

Employees may not post any non-public images of Phoenix Fire Department premises and property, including floor plans.

9. **Decorum and Electioneering.** City employees must be mindful of policies and procedures regarding City elected officials or candidates running in a City
Election. City employees may not engage in political activities involving City of Phoenix municipal elections, including recall elections, for Mayor and City Council except as set forth as “Permitted Activities” in A.R. 2.16. Permitted Activities for City elections include: registering and voting in any City election; privately expressing an opinion on candidates for Mayor and City Council; and being politically active in connection with a charter amendment, bond issue, referendum, or issue of similar character. These activities are permitted for an individual on his or her own time, but are not permitted while on duty, on any City property, or when the individual is in a uniform normally identified with the Phoenix Fire Department. City employees may not participate in any way whatsoever in campaign activities for candidates for the Mayor and City Council.

Examples of Permitted Activities and Prohibited Activities for City Elections, as well as National, State, and County Elections are set forth in A.R. 2.16, entitled “Political Activity – Time Off to Vote.”

VII. POLICY STATEMENTS – City Spokespersons

In addition to the policies that apply to all employees, Phoenix Fire Department spokespersons must also abide by the following standards:

1. **Privacy Expectations and Records Management.** In accordance with Arizona’s Public Records Law, the public may request information made or received by City employees in the performance of their jobs. Therefore, employees must consider all information, including social media postings, open to public view. Additionally, employees must comply with all records retention policies when posting to social networking forums and sites.

2. **Social Media Account Management.** Employees authorized to speak on the Phoenix Fire Department’s behalf must follow City standards when creating and managing social media accounts.

3. **Preserving the Public Trust.** Posts made on social networking sites on the Phoenix Fire Department’s behalf directly reflect the department. Employees authorized to speak on the Phoenix Fire Department’s behalf must:
   a. not use their official roles to disparage the City organization, City elected officials, or fellow employees;
   b. not endorse or disparage any commercial products, services, entities or political candidates;
   c. promptly correct and acknowledge errors made in any posts;
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d. not delete any posts unless they clearly violate the City’s Social Media Terms of Use;
e. document unique, non-duplicative posts per the City’s Records Management Program overseen by the City Clerk Department. Posting information on social media that is already part of another public record does not require documentation. However, any substantive response to any posting should be documented;
f. ensure information is approved by the appropriate supervisor or manager prior to posting;
g. use appropriate grammar and style when posting;
h. not conduct personal business on department social media sites or through City or department social media accounts;
i. only post electronic media that reflects the Phoenix Fire Department’s high standard of ethical behavior.

4. Respecting Intellectual Property. Employees authorized to speak on the Phoenix Fire Department’s behalf must comply with all laws and City policies related to intellectual property. This includes all copyright and trademark laws regarding use of the City bird logo, for posting electronic media to City social media sites, and for providing attributions for third party content.

5. Guarding Against Privacy and Security Breaches. Employees authorized to speak on the Phoenix Fire Department’s behalf should exercise caution when downloading or using apps on Phoenix Fire Department social media sites. These apps may contain malicious software, collect excessive information about employees, or ask for more permissions than are needed to run. Be wary, regularly check app permissions, only download apps from legitimate app sources, and only use apps that benefit the City.

6. Learning and Following Terms of Use. Employees authorized to speak on the Phoenix Fire Department’s behalf are responsible for learning and following corporate policies, such as “terms of use,” on social media platforms to ensure an official department account is set up properly within the platform’s environment.

7. Using City Social Media Only During Working Hours. Hourly employees authorized to use social media on behalf of the Phoenix Fire Department must do so during normal working hours unless otherwise authorized by their supervisor. Overtime is not approved for social media usage outside of normal working hours unless prior approval has been granted by the supervisor.

VIII. PUBLIC RECORDS REQUESTS AND RECORDS RETENTION
City departments and functions are responsible for handling public records requests for the comments posted on their social media sites. Additionally, departments and functions are responsible for working with their Law, Human Resources, City Clerk, and Public Information Office representatives, as needed, before making the records available to the public.

If a new public record is created, its content must be maintained per its specific retention schedule. Input received on a policy or service must be saved and kept per its retention schedule. Refer to the City’s Records Retention Schedule for detailed information regarding records maintenance and handling.

IX. PERSONAL USE

Employees are prohibited from posting on any networking or internet site any photographs, video, or audio recordings taken on department property and/or in the performance of official duties (including all official department training, activities, or work specific assignments) that are detrimental to the mission and functions of the department, that undermine respect or public confidence in the department, could cause embarrassment to the department or City, discredit the department or City, or undermine the goals and mission of the department or City.

1. Employees have no expectation of privacy for any personal communication or information sent or received via the City’s network or City’s devices.

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

X. COMPLIANCE

Violation of this Social Media policy may result in disciplinary action, up to and including termination of employment.

XI. RELATED POLICIES, STANDARDS AND PROCEDURES

a. A.R. 1.60 – Public Records Request Processing
b. A.R. 1.61 – Records Management Program
c. A.R. 1.63 – Electronic Communications and Internet Acceptable Use
d. A.R. 1.87 – Use of the City of Phoenix Corporate Symbol  
e. A.R. 1.90 – Information Privacy and Protection  
f. A.R. 1.92 – City Presence on the Internet  
g. A.R. 1.95 – Privacy Program  
h. A.R. 2.16 – Political Activity - Time Off to Vote  
i. A.R. 2.35(a) – Sexual Harassment  
j. A.R. 2.35(b) – Protected Category Harassment  
k. Citywide IT Standard - s1.10 Collaborative Technologies  
l. Citywide IT Standard Operating Procedure - s1.2.1 Access to Blocked Sites  
m. Employee Manual  
n. Ethics Handbook  
o. Department Social Media Policies

XII. QUESTIONS

Questions regarding this social media policy and appropriate employee behavior on social media may be directed to the Human Resources Department at (602) 262-6608. Questions regarding Phoenix Fire Department social media sites and how social media is used to represent the department may be directed to the Public Affairs Section at (602) 534-0953.
PURPOSE AND SCOPE

This procedure will establish guidelines for interview requests and subpoenas issued to employees of the Phoenix Fire Department in both civil and criminal cases. This procedure pertains only to interview requests and subpoenas that relate to the performance of an employee’s official duties or responsibilities.

INTERVIEW POLICY

It is the policy of the Phoenix Fire Department that interview requests in civil cases will not be granted, except under extraordinary circumstances. Where extraordinary circumstances exist, a civil interview request may be granted only upon approval of the City Attorney. This policy applies equally to written and verbal interview requests.

It is the policy of the Phoenix Fire Department that employees will grant interview requests in all criminal cases.

ADMINISTRATIVE RESPONSIBILITIES FOR INTERVIEW REQUESTS

Phoenix Fire Department Administration, Section Heads, Battalion Chiefs, and Personnel staff is responsible for the efficient and expeditious distribution of interview requests to Fire Department employees.

Personnel staff will receive and log all interview requests. Personnel staff will notify those requesting civil interviews that the Phoenix Fire Department does not grant civil interview requests as a matter of policy. A civil interview request may be granted only when the employee subject to the request believes extraordinary circumstances exist, and the City Attorney approves the interview. For criminal interview requests, Personnel staff will verify the employee’s contact information and obtain pertinent documentation from ETS staff. Personnel staff will contact the Emergency Services Staffing (ERS) Officer/Deputy Chief and or staff at South Shift Command. ERS staff will notify the employee by telephone that the employee has received an interview request. ERS staff also will notify the employee that the interview request will be sent to the employee via email, or that the employee may pick up the interview request packet at Fire Administration in the Personnel Section.

EMPLOYEE RESPONSIBILITIES FOR CIVIL INTERVIEW REQUESTS

Upon receiving an interview request in a civil case, the employee should notify the Personnel Section of such request. The employee does not need to take any action. The Personnel Section will notify the requestor that the Fire Department does not grant interview requests in civil cases as a matter of policy.

If an employee feels that extraordinary circumstances exist to grant an interview, the employee should notify the Personnel Section of the circumstances. The Personnel Section will contact the Law Department to determine whether the City Attorney will approve the interview request. Under no
circumstances shall an employee grant an interview request in a civil case without prior approval of the City Attorney.

EMPLOYEE RESPONSIBILITIES FOR CRIMINAL INTERVIEW REQUESTS

Upon receiving an interview request in a criminal case, the employee will coordinate scheduling of the interview with the employee’s supervisor and the Emergency Response Staffing Officer/Deputy Chief at South Shift Command or his staff. The interview should be scheduled during the employee’s work hours from 8:00 to 18:00 hours, Monday through Friday.

(1) Maricopa County Criminal Case Interviews

For criminal cases under the jurisdiction of the Maricopa County Superior Court, the employee will contact the prosecutor assigned to the case for assistance. If the employee does not have the prosecutor’s contact information, the employee may obtain the information by calling the Maricopa County Attorney’s Office at (602) 506-3411. The prosecutor will assist the employee with setting the date, time, and location of the interview, giving consideration to the employee’s work hours and days off. The prosecutor will normally attend the interview.

(2) Phoenix Municipal Court Case Interviews

For criminal cases under the jurisdiction of the Phoenix Municipal Court, the employee will contact the City Prosecutor’s Office at (602) 262-6461 to determine if the prosecutor wishes to be involved in the interview. If the prosecutor wishes to be involved in the interview, the prosecutor should assist the employee with scheduling the interview, giving consideration to the employee’s work hours and days off. If the prosecutor does not wish to participate in the interview, the employee will contact the defense attorney to schedule the interview. Interviews for Municipal Court cases may be conducted by telephone upon agreement of the attorneys and the employee.

SUBPOENA POLICY

It is the policy of the Phoenix Fire Department to record, log, and distribute all subpoenas to Fire Department employees in an efficient and expeditious manner, so that the employees may comply with the subpoena.

It is the policy of the Phoenix Fire Department that all employees shall comply with all properly issued subpoenas.

ADMINISTRATIVE RESPONSIBILITIES FOR SUBPOENA DISTRIBUTION

Phoenix Fire Department Administration, Section Heads, Battalion Chiefs, and Personnel staff is responsible for the efficient and expeditious distribution of interview requests to Fire Department employees.

Personnel staff will receive and log all subpoenas. Personnel staff will verify the employee’s contact information and obtain pertinent documentation from ETS staff. Personnel staff will contact the Emergency Response Staffing (ERS) Officer/Deputy Chief at South Shift Command or his staff. The ERS Deputy Chief or his staff will notify the employee by telephone that the employee has received a subpoena. The ERS Deputy Chief or his staff will notify the employee that the subpoena packet (subpoena, Incident History Report, EMS Report and the emergency transportation report) will be sent
to the employee, via email, or that the employee may pick up the subpoena packet at Fire Administration in the Personnel Section.

If a subpoena is received with less than five (5) days remaining before the employee’s appearance, the Personnel Section will contact the Law Department to see if the appearance can be rescheduled. The Personnel Section also will contact the Battalion Chief/Section Head, who will immediately contact the employee to provide all pertinent information, including the defendant's name, the case number, and the date, time, and location of appearance. If available, the fire incident report number and type of incident (DUI, Assault, etc.) will be given. A copy of the incident report, if available, will be attached to the subpoena and furnished to the member being subpoenaed. If the reports are not with the subpoena, copies may be obtained at Computer Services for F.I.R. reports or E.T.S. for E.M.S. reports. All disseminated information will meet HIPPAA requirements. The employee will be notified if the appearance can be rescheduled.

**EMPLOYEE RESPONSIBILITIES FOR SUBPOENAS**

Employees must comply with all subpoenas, or be subject to contempt of court proceedings. When an employee is notified of a subpoena, the employee shall obtain a copy of the subpoena along with the corresponding documents (Incident History Report, EMS Report and the emergency transportation report) either via email or in person at Fire Administration in the Personnel Section. The employee must follow the instructions on the subpoena, including calling the contact number on the subpoena on the afternoon before the required appearance to verify the need to appear. To inquire about a trial or hearing, use the defendant's name and the case number. **DO NOT** use the EMS/FIRE incident report number.

When appearing for a hearing or deposition, employees should wear the Fire Department dress uniform, be on time and conduct himself/herself as a representative of the Phoenix Fire Department.

In the event that an employee has pre-scheduled leave on the day of the appearance, the employee shall contact Personnel staff. Personnel staff will contact the Law Department to attempt to reschedule the appearance. If the appearance cannot be rescheduled, the employee will be responsible to comply with the subpoena or be subject to contempt of court proceedings. Personnel staff will contact the employee if the appearance is rescheduled.

There may be occasions when subpoenas relating to an employee’s official duties are served personally to an individual employee. Should this occur, the employee shall call the Personnel Section so that the proper information can be logged.

The employee must attach a copy of the subpoena to all leave forms and overtime slips submitted for witness duty.

If an employee has any questions regarding a subpoena, the employee should contact Personnel staff, who will contact the Law Department if necessary.

**COURT WITNESS TIME AND COURT STANDBY TIME ON A REGULARLY SCHEDULED DAY OFF**

When an employee is placed on official "standby" status by the court while off duty, the employee must be able to return to court within one hour of a telephone contact by the court. When an employee is on Court "standby," the employee will be compensated at a rate of one dollar and fifty cents ($1.50) per hour. In all cases a photocopy of the subpoena must be attached to an overtime slip with the words
"Court Standby" written in the reason box of the O.T. slip. Comp time may not be accrued for Court Standby time.

All "Court Witness Time" will be paid at the "Call Back" rate specified in the M.O.U., provided that a photocopy of the subpoena is attached to an overtime slip and the words "Court Subpoena" are written in the reason box of the overtime slip. Comp Time credit may be accrued for court witness time worked.

**COURT WITNESS TIME AND COURT STANDBY TIME ON A SCHEDULED SHIFT DAY**

Employees who are subpoenaed on a scheduled shift day must coordinate the time away from their assignment through their assigned District office. In most cases the subpoena will require the witness to phone the Court on the afternoon before the trial or hearing to verify the need to appear. Immediately following this verification with the Court the employee must contact the District office to schedule City Business for the time at Court.

When an employee is placed on Court Standby Status while on duty the employee will report to work, but must provide the Court the station telephone number where the employee can be reached (includes Rovers). The employee is also responsible for informing his/her immediate supervisor and the District/Section office of the employee’s Court standby status.
PURPOSE

The purpose of this procedure is to establish guidelines for processing requests for Phoenix Fire Department audio and visual media, including written material such as policies, procedures, reports, and training programs.

All requests must be reviewed and approved by the Assistant Fire Chief responsible for the Public Affairs Section. Requests must be submitted on form # 95-102, Media/Information Request Form.

EMPLOYEE REQUESTS

Requests from City employees for all types of media prepared by the Phoenix Fire Department shall be reviewed and approved by the Assistant Fire Chief responsible for the Public Affairs Section prior to release. All requests shall be submitted on Media/Information Request Form # 95-102.

Requesting employee must provide specific information about where and for what purpose the media will be used.

Material used for non-commercial purposes on approved city business time shall be provided at no charge to the requesting employee.

Material used for commercial purposes that may directly or indirectly result in personal gain to the requesting employee or the employee’s associates must be approved by the Assistant Fire Chief. If granted, approval shall be limited to the specific use listed on the Media/Information Request Form, and shall not pose conflict of interest issues for the employee and/or the City. All costs associated with producing and copying the material shall be paid by the requesting employee.

OUTSIDE REQUESTS

Requests for media/information from persons/organizations not affiliated with the City shall be made on the Media/Information Request Form # 95-102.

The Assistant Fire Chief responsible for the Public Affairs Section may approve the request with the following stipulations:

- The material will not violate privacy issues of any individual or organization.
• The material is deemed appropriate for the specific use requested.

• The material is used only for the purpose stated on the Media/Information Request Form.

• The full cost of providing the Media/Information is paid by the requesting party.

NOTE: Requests from participants in the Phoenix Regional Automatic/Mutual Aid System for media used as documentation of incidents occurring in their respective jurisdictions, or solely for training purposes, can be exempted from these stipulations with the approval of the Fire Chief.

REPRODUCTION OF MEDIA

Audio or visual media produced on CDs, DVDs, audio and videotapes, and television programming is the property of the City of Phoenix Fire Department and may not be reproduced without the express written consent of the City of Phoenix.

REQUEST LOG

The Public Affairs Section shall maintain a record of all media requests.
PHOENIX FIRE DEPARTMENT
MEDIA/INFORMATION REQUEST FORM

I, ____________________________________________________________,

Print Name

request the use of the following Phoenix Fire Department media/information:

Circle the Media requested:

Audio  Video  Photograph/s  Information

Description of Media/Information:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Media/Information will be used for/to:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Requestor Signature ___________________________  Date: ___________

Division Head Approval: ___________________________  Date: ___________

Division Head Comments: ____________________________________________

________________________________________________________________________

________________________________________________________________________

95-102 Rev. 07/07
PURPOSE

The purpose of this procedure is to outline the Phoenix Fire Department’s approach to establishing working conditions and standards for Fire Stations and Staff interaction with the public at these facilities.

DEFINITIONS

Fire Stations are designed and intended for the sole purpose of housing Fire Department Field Personnel (Firefighters) and their applicable equipment to allow the fastest response possible to customers within their specific response area. Although Fire Stations are funded with Public Tax money, they are not intended for public use unless specific areas, like Community Rooms, are indicated as such.

While conducting station tours to any visitor, group or Citizen Observer, precautions for safety must be taken. Tours shall be limited to public areas, i.e., Apparatus Bay, Day Room, Dining Room and associated corridors. Restricted areas are Kitchen, Laundry, Weight Room, Employee Restrooms/Shower and Dorm Rooms.

PROCEDURE

This standard provides for a ‘public use’ area in the form of the Community Room. Due to security, safety and liability concerns, station staff should limit their interaction with the public to ‘limited to public areas’ as described above. In the event a civilian or public group requests a tour of the facility, all visitors must comply with the Citizen Observer Program requirements and complete the application prior to their request being approved, unless approved by the appropriate Battalion Chief. Once the visit is
approved, all visitors must have a staff member present and the tour should be limited to basic overview of station activities.

Staff members may display and/or demonstrate the utilization of Fire Department tools or equipment such as apparatus, power tools and medical equipment as well as how to slide down a fire pole. For safety reasons civilians are prohibited from using these types of tools and/or equipment under any circumstances.

Non-fire department personnel who wish to observe Fire and/or EMS related activities must complete the Citizen Observer Request application which includes authorization for a criminal background check. This application is available on the Phoenix Fire Department website and the observer’s responsibility to complete and submit for approval.

Formal tours should be scheduled in advance and coordinated through the Battalion Office. Groups should be limited to a manageable size in the event that a tour must be terminated due to an emergency response. Tours by informal groups or individual(s) will ultimately be at the discretion of the stations command officer.

During times of elevated security threat levels, or during Tier 2 and 3 response criteria, no station tours should be permitted, and the facility must be in a 'lock-down' mode. Refer to MP 206.02 ‘Civil Disturbances’ for additional requirements.
INTRODUCTION:

The Citizen Observer Program provides interested citizens an insight into fire department activities and functions. It is a vital part of service excellence, employee retention, and department recruitment. Many, if not most, of the department membership got their start by networking through the Citizen Observer Program. The program is open to family members of Fire Department personnel, City officials, members of the press, visiting fire personnel from other cities, qualified Phoenix Fire Cadets, individuals in the process of becoming Phoenix Fire Department firefighters, members of PFD affinity groups, and on a limited basis, the general public. Qualified medical personnel (i.e. base hospital coordinators and physicians) will be scheduled through Emergency Medical Services to ride with ALS companies, all other requests will be scheduled through the appropriate Battalion Chief office.

BASIC QUALIFICATIONS:

Due to Operational and Security Requirements Citizen Observers must meet the following baseline criteria:

1. At least 18 years old OR a qualified member of the Phoenix Fire Department Cadet Program OR a family member of a current or retired PFD employee.
   a. Note – Any requested exception should be forwarded to the appropriate District Commander.
2. Have a completed and current background and waiver on file with Fire Investigations Unit.
3. If riding as a member of the General Public, observer must not have participated in a department ride along in any one of the preceding six months prior to the scheduled date.
a. Members of the press, visiting police and fire personnel, qualified Phoenix Fire Cadets, individuals in the process of becoming Phoenix Fire Department firefighters (in testing process, in mentorship with L493 member, etc.), and members of PFD affinity groups may be allowed to ride as observers on multiple occasions.

**ADMINISTRATIVE PROCESS: BACKGROUND CHECK AND LIABILITY WAIVER:**

It is critical for the safety of PFD Members and for liability purposes that anyone who is not an employee has completed the background check and liability waiver. Therefore, those wishing to participate in the Citizen Observer Program must first be referred to the background and liability forms available online at the Phoenix Fire Department’s website or in hard copy form at the Administrative Building. It is the responsibility of the Citizen Observer, not PFD Members, to complete these forms and this process.

1. Observer completes background form.
2. Fire Investigations administrative staff completes background check and, if approved, logs the individual as an approved Observer. Those approved will be forwarded to the appropriate District Commander for additional approval.
3. Approved Observers by District Commander will be scheduled through the Battalion Chiefs Office. The Battalion Chief will notify the appropriate company as soon as the rider has been scheduled with a minimum one shift notice to the effected crew. The information will be entered on the company activity calendar.
4. Those approved observers with a pre-existing department relationship may request dates and times through the shift Company Officer. In this case, the Company Officer will keep the Battalion Commander informed.
5. Company Officers have the final say on whether an Observer will ride on his/her apparatus during the scheduled shift.

**OPERATIONAL GUIDELINES**

Citizen Observers are required to:

1. Dress in an appropriate and conservative manner for the current activity. When riding on apparatus, this includes long or short sleeved shirts, long pants, and closed toes shoes. Phoenix Fire Cadets should wear the appropriate uniform.
   a. Any observer failing to meet the appropriate dress and hygiene requirements, or failing to conduct themselves appropriately, will be asked to leave the station by the Company Officer and be excluded from any future ride along programs.
b. If the observer is directed to leave the station the Company Officer will notify Fire Investigations Unit to be noted in the Citizen Observer Program database.

2. Wear Fire Department safety vest when observing City operations.
3. Citizen Observers will be scheduled to ride between 1800 to 2300 hours. Exceptions to these hours will be at the discretion of the appropriate Battalion Chief.
4. Observers must conform to all City policies regarding a smoke and drug free workplace.

**Citizen Observers are restricted from the following:**

1. Riding in the front or back of a rescue apparatus, utility vehicle, etc.
2. Touch, for any purpose, a PFD patient. For the purposes of this M.P. a ‘Citizen Observer’ are those not otherwise part of a medical internship/precept program.
3. Wearing a PFD Uniform other than the safety vest and ‘Citizen Observer’ badge.

The Company Officer will brief the Citizen Observer on the Fire Department’s expectations for riding period and assure that the Citizen Observer is aware of all safety requirements (seat belts, vests, etc.). The Company Officer will explain to the Citizen Observer the appropriate action to follow should the entire crew be away from the apparatus during a major incident, or an incident in which the Citizen Observer is prohibited from being in the immediate area (hazardous or potentially hazardous areas).

The Company Officer will update the MCT Roster to reflect a Citizen Observer or Medical Student during their observation period.

Due to the sensitive nature of some EMS calls, the observer may be required to stay with the apparatus. It is the Company Officer’s responsibility to ensure that the Citizen Observer has the opportunity to observe the incident where possible but must not allow the Citizen Observer access to a sensitive EMS situation that could embarrass the Citizen Observer, the patient or the patient’s family. The Citizen Observer is also prohibited from riding in a Phoenix Fire Department ambulance in the front or with the patient. Additionally, the Citizen Observer is prohibited from any participation other than observation.

Circumstances may arise when base hospital personnel or a family member wish to ride without being cleared and scheduled. The Company Officer may grant approval in
these ‘two’ instances as long as a scheduled rider is not displaced. The Citizen Observer Request form and liability waiver will be completed and forwarded to Fire Investigations to be logged and documented. The Company Officer will notify the Battalion Chief of any unscheduled observers as soon as possible. Scheduled riders shall always have preference over unscheduled riders.

Under no circumstance will fire personnel (or anyone else) ride in an unsafe position on any apparatus to accommodate an Observer.

It is the Company Officer’s responsibility to assure that all requirements of this Management Procedure are strictly followed.

Company Officers have the final say on whether a Citizen Observer will ride on his/her apparatus during the scheduled shift.
PHOENIX FIRE DEPARTMENT
VOLUME 1 – Operations Manual
VEHICLE ACCIDENT REPORTING
MP110.01  04/09 - R

PURPOSE

This procedure is to provide a standard system for reporting all fire department vehicular accidents. This procedure is also intended to include any accident on private property and fire department facilities.

All City of Phoenix employees are required to comply with A.R. 2.311, “Vehicle Accident Reporting Procedures and Action at Scene of Collision.”

REPORTING REQUIREMENTS

All vehicle accidents involving Fire Department vehicles must be reported to Alarm Headquarters immediately. The report to the Alarm Headquarters must include the following:

- Unit Number
- Location of the Accident
- If additional medical assistance (BLS, ALS, Rescue, etc) is needed.
- If a cover assignment is needed.
- Whether the apparatus/vehicle is drivable.
- An estimate of the extent and nature of vehicle damage or injuries.

ALARM HEADQUARTERS RESPONSIBILITIES

The Alarm Headquarters is responsible for the following for all accidents:

- Dispatch the appropriate Battalion Chief to the scene
- Dispatch the Police Department
- Notify the Safety Officer
- Notify the Apparatus Officer (RM14)
- Notify the Accident Page Group
- Notify the North or South Shift Commander

In the event of a serious injury or death as a result of the accident, the Alarm Headquarters will notify the following:

- Fire Chief
- Assistant Chief – Operations
- Assistant Chief – Support Services
- Assistant Chief – Human Resources
- Deputy Chief – Resource Management
- Division Chief – Fleet Management
- Liaison officers with the City Council/City Manager’s office
- Dispatch Fire Department Photographer and Video Technician
- Dispatch Department Chaplain
- Dispatch CV1
**AT THE ACCIDENT SCENE**

- Initiate appropriate medical assistance if needed.
- Do not discuss the accident with anyone other than Fire and Police representatives.
- Do no move the vehicle unless it is creating a traffic hazard.
- If you must move the vehicle – chalk the position of the vehicles tires prior to moving.
- Obtain witness’ names, addresses and phone numbers.
- Remain at the accident scene until Police and the Battalion Chief have completed their investigations.
- Complete the City of Phoenix Fire Department Accident Report Form (90-07D Rev 07/09)
- Complete the City of Phoenix Equipment Management Vehicle Damage Report Form (125-40D Rev 05/01)
- Fire Department employees involved in the accident should be isolated from the general public, the other parties involved in the accident and the news media.
- In the event of a serious accident, employees should be taken to the command van (if onsite) or to a nearby fire station. They must not be permitted to talk to anyone about the accident except to Police and Fire officials.
- Employees may be placed on Administrative Leave with Pay during the initial investigative process.

**SAFETY OFFICER RESPONSIBILITIES**

The Safety Officer shall cause all vehicle accidents involving Fire Department apparatus and fleet vehicles to have a fact-finding review. The Safety Officer may delegate the accident investigation to the appropriate Battalion Chief or other designated representative.

Where the Phoenix Fire Department may be at fault or serious vehicle damage, injury or death has occurred as a result of the accident, the Safety Officer will notify:
- City Risk Management
- City Insurance Adjuster
- Fleet Safety Section of City Safety

**BATTALION CHIEF RESPONSIBILITIES**

Battalion Chiefs will be dispatched to all vehicle accidents. It is the Battalion Chief’s responsibility to ensure that the accident paperwork is completed immediately. The accident paperwork consists of the following two (2) forms:

- The City of Phoenix Fire Department Accident Report Form (90-07D Rev 07/09)  
  (This form is completed by the Driver and signed off by both the Captain and BC)
- The City of Phoenix Equipment Management Vehicle Damage Report Form (125-40D Rev 05/01)  
  (This form is completed by the Driver and signed off by the Captain)

**Accident Investigations**

All accident investigations will include separate interviews with the driver of the Fire Department vehicles and all crew members. Other witnesses, both civilian and Fire Department member will also be interviewed. Names and addresses will be obtained.
Notes of each interview will be taken. The investigating Battalion Chief will collect all reports and statements before individuals are released from the scene.

The Battalion Chief is responsible for initiating the accident investigation by asking each member of the involved crew to:
   1. Describe what was going on in the truck right before impact.
   2. Identify where you were going.
   3. Describe the accident.

The investigating Battalion Chief shall collect and forward the following to Fire Safety prior to the end of shift:
   • Photographs of the accident
   • Police Report Card with Police Report ID #
   • Name and badge number of investigating Police Officer
   • Names, addresses, hospital of all injured parties including civilians.
   • The City of Phoenix Fire Department Accident Report Form (90-07D Rev 07/09)
   • The City of Phoenix Equipment Management Vehicle Damage Report Form (125-40D Rev 05/01)
   • Accident statements.
   • Witnesses names, addresses and phone numbers.
   • The Battalion Chief must specify the corrective action taken to prevent similar future accidents.

The Equipment Management Vehicle Damage Report must be submitted to Equipment Management within two calendar days. This can be accomplished electronically at the station. All investigation paperwork shall be forwarded to FIRE SAFETY via inter-department mail on the shift that the accident occurred.
This procedure is designed to provide guidelines to assist those members involved in the injury reporting process (injured personnel and their supervisors), and to provide a standard system for reporting personnel injuries.

Effective accident reporting should have a positive impact on the number and severity of injuries experienced by providing the information needed to identify the causative factors, which result in accidents. The information received through injury reports will be utilized by the Health Center and the Safety Section to establish direction for the development of protective (before the fact) training programs, educational packages, safety procedures, etc.

INDUSTRIAL INJURY WHILE ON DUTY

In the event an industrial injury occurs while on duty, the following procedures should be followed:

- If the injury requires immediate hospitalization, the member should be transported to the nearest appropriate emergency department.
- If the injury involves possible poison or hazardous materials exposure, the member is to be transported to the closest toxicological emergency center (Good Samaritan).
- If bum injuries require medical attention, the member should be transported to Maricopa Medical Center Bum Unit.
- If the injury is a non-emergency injury that needs medical attention, the member should go to the Fire Department Health Center.
- IF THE INJURY OCCURS ON SHIFT AFTER NORMAL BUSINESS HOURS, WEEKENDS OR HOLIDAYS, THE MEMBER’S SUPERVISOR SHALL CONTACT THE ALARM ROOM. THE ALRAM ROOM WILL CONTACT THE ON CALL HEALTH CENTER REPRESENTATIVE FOR INSTRUCTIONS, AND THEN, IF NECESSARY, REFER TO THE APPROPRIATE EMERGENCY FACILITY. ONLY A PHYSICIAN CAN RELEASE A MEMBER FROM WORK.

1. If the Health Center is closed – YOU must do one of the following:

- Go to the Emergency Room to have your injury looked at and fill out the appropriate paperwork.

OR
• Go to Good Sam/Banner Occupational Health Care Clinic at the Edwards Building, 1300 N. 12th St., Suite 407, phone (602) 239-4456. Have your injury looked at and fill out the appropriate paperwork.

2. Notify your District and South Shift Command so they can put you off on Industrial. **DO NOT** use **SICK LEAVE**. The Health Center and Payroll **will NOT** be able to retro-act your time. After leaving the Emergency Room or Good Sam/Banner Occupational Health Care Clinic, you need to make sure to contact the Health Center the next business day in the morning to see a physician at the Health Center and complete any necessary paperwork.

If you hurt yourself on shift, but did not believe you needed treatment at the time of injury, and you continued your shift, but your injury continues to get worse and you are unable to work your next shift, you **MUST** notify South Shift Command and your District that you were injured and that you are seeking treatment at the Health Center, if open, the Emergency Room or Good Sam/Banner Occupational Health Care Clinic at the Edwards Building, 1300 N. 12th St., Suite 407, phone (602) 239-4456. **DO NOT** use **SICK LEAVE**. The Health Center and Payroll **will NOT** be able to retroact your time. A physician can only release members from work.

**NOTIFYING THE HEALTH CENTER**

It is the injured employee’s responsibility to notify the employer as soon as possible. **ALL INJURIES SHOULD BE REPORTED IMMEDIATELY** (within 4 calendar days) if you wait to report an injury you take the RISK of your claim being investigated and being denied. Any injury reported after 1 week (7 calendar days) has been asked to be investigated by City Safety. If you believe you do not need treatment the day of the injury, please fill out an injury/precautionary report, let your supervisor know, have him sign it and send it to the Health Center. Any injury reported longer than 7 calendar days could result in a denial of the claim.

**THE INJURED EMPLOYEE WILL COMPLETE ALL FORMS**

The following injury packet is available at the Health Center. It is preferable that the packet be completed at the Health Center so that all required information is received.

• PINK - Worker’s and Physician’s Report of Injury Form from the Industrial Commission of Arizona
• 2 - Workers’ Compensation Program Agreement
• Pinnacle Risk Management Services Employee Data and Medical Release Form
• PFD Health Center Work Status Form
• PFD Injury Report Form
• Worker report of Injury – Must be generated at the Health Center

Make sure the following have been done after completing the form:

• Sign on every page.
• List where the injury occurred.
• List witnesses.
These forms shall be completed as soon as possible after the occurrence of any injury of even minor significance.

After all forms have been completed and reviewed, the City of Phoenix Fire Department Injury Report form will be forwarded to the employee’s Battalion Chief to be reviewed and signed. After signing the Injury Report, the Battalion Chief sends the Injury Report form to the Health Center for distribution to Payroll, Fire Safety and City Safety.

The Health Center and Safety Section shall review all injury reports for completeness and shall use the information contained. The Safety Officer may initiate additional recommended corrective actions to the Supervisors involved.

All accidents/injuries are subject to review by the Fire Department Operational Safety Subcommittee.
PURPOSE

This procedure specifically prohibits the carrying or possessing of a weapon on or within the City of Phoenix Fire Department property, facilities or equipment, at anytime. This includes private vehicles parked on City property.

Within its responsibility to protect employees, citizens, and public and private property, City officials may open and search lockers, desks, containers and vehicles on City property if there is reasonable suspicion that weapons may be in the search areas.

Exception: Law enforcement officers, and certified peace officer members, assigned to, and on-duty in Fire Investigations are exempt from this procedure.

The Company Officer/Section Head shall be notified any time a firearm is brought into a Fire Department facility.

This procedure includes family members and visitors.
PURPOSE

The purpose of this MP is to provide for the safety of members who may be exposed to chemicals in the workplace and to ensure compliance with the applicable OSHA and City Regulations.

The purpose of this written program is to ensure the hazards of all chemicals used in the Fire Department are evaluated and information concerning the chemical hazards is provided to the employees. The transmittal of information to the employees is to be accomplished by this Hazard Communication Program. This includes container labeling and other forms of warnings, Material Safety Data Sheets (MSDS) and employee training.

Under this program, Fire Department employees will be informed of the contents of the Hazard Communication Standard, the hazardous properties of the chemicals with which they work, safe handling procedures and measures to take to protect themselves from these chemicals.

SCOPE

This program applies to all Fire Stations and work sites in the Fire Department where employees may be exposed to hazardous substances under normal working conditions or during an emergency situation.

POLICY

The City of Phoenix Fire Department will maintain an effective “Hazard Communication Program” in accordance with the current Occupational Safety and Health Administration (OSHA) regulation (29 CFR 1910.1200) and the City of Phoenix Administration Regulation (AR 2.314).

DEFINITIONS

Acute Effect – An adverse effect on a human or animal body caused by exposure to a chemical or physical agent, with symptoms developing rapidly. Also see chronic.

ACGIH – American Conference of Governmental Industrial Hygienists.

Asphyxiant – A gas whose primary or most acute health affect is asphyxiation. There are two classes of asphyxiant: simple asphyxiants, such as nitrogen or methane, which act by replacing
oxygen; and chemical asphyxiants, such as carbon monoxide, which cause asphyxiation by preventing oxygen uptake at the cellular level.

**Carcinogen** – a SUBSTANCE OR AGENT CAPABLE OF PRODUCING CANCER.

**Ceiling Limit** – An airborne concentration of a toxic substance in the work environment that should never be exceeded.

**Chemical** – Any element, chemical compound or mixture of elements and/or compounds.

**Chronic effect** – An adverse effect on a human or animal body, with symptoms, which develop slowly over a long period of time of exposure to a chemical or physical agent. Also see acute.

**Combustible liquid** – Any liquid having a flashpoint at or above 100°F (37.8°C), but below 200°F (93.3°C), except any mixture having components with flashpoints of 200°F (93.3°C), or higher, the total volume of which make up 99 percent or more of the total volume of the mixture.

**Compressed gas** – A gas or mixture of gases having, in a container, an absolute pressure exceeding 40 psi at 70°F (21.1°C); or a gas or mixture of gases having, in a container an absolute pressure exceeding 104 psi at 130°F (54.4°C) regardless of the pressure at 70°F (21.1°C); or a liquid vapor pressure exceeding 40 psi at 100°F (37.8°C) as determined by ASTM D-323-72.

**Container** – Any bag, barrel, bottle, box, can cylinder, drum, reaction vessel, storage tank, or the like that contains a hazardous chemical. Pipes or piping systems, and engines, fuel tanks, or other operating systems in a vehicle, are not considered to be containers.

**Corrosive** – A substance that causes visible destruction or permanent changes in human skin tissue at the site of contact.

**Decomposition** – The breakdown of a chemical or substance into different parts or simpler compounds. Decomposition can occur because of heat, chemical reaction, decay, etc.

**Evaporation rate** – The ratio of the time required to evaporate a measured volume of liquid to the time required to evaporate the same volume of a reference liquid (ethyl ether) under ideal test conditions. The higher the ratio, the slower the evaporation rate.

**Flammable liquid** - Any liquid having a flash point below 100°F (37.8°C).

**Flash point** - The lowest temperature at which a liquid gives off enough vapor to form an ignitable mixture with air and produce a flame when a source of ignition is present. Two tests are used: open cup and closed cup.

**Gas** – A state of matter in which the material has a low density and viscosity, can expand and contract greatly in response to changes in temperature and pressure, easily diffuses into other gases, and readily and uniformly distributes itself throughout any container. A gas can be changed into a liquid or solid state only by the combined effect of increased pressure and decreased temperature (below the critical temperature).
Hazardous material – Any substance or compound that has the capability of producing adverse effects on the health and safety of humans.

IDLH – Immediately dangerous to life or health.

Material safety data sheet (MSDS) – As part of hazard communication standards, federal OSHA requires manufacturers and importers of chemicals to prepare compendia of information on their products. Categories of information that must be provided on MSDSs include physical properties, recommended exposure limits, personal protective equipment, spill-handling procedures, first aid, health effects and toxicological data.

Melting point – The transition point between the solid and liquid states, expressed as the temperature at which this change occurs.

Oxidizer – A chemical other than a blasting agent or explosive that initiates or promotes combustion in other materials, thereby causing fire either of itself or through the release of oxygen or other gases.

Pyrophoric – Chemical that will ignite spontaneously in air at a temperature of 130°F (54.4°C) or below.

MATERIAL SAFETY DATA SHEETS (MSDS)

Resource Management will obtain an MSDS for each hazardous chemical that is purchased and stocked. Food, drugs and cosmetics brought into the workplace for employee consumption are exempt. Employees in the purchasing section of the Fire Department are responsible for updating the Environmental Data management System (EDMS) with the new information found on a revised MSDS or an MSDS for a new product.

An MSDS will be provided for all applicable chemicals and materials used within the department. The Fire Department provides the MSDS in two formats: hardcopy at the work location and electronic on the Intranet. The MSDS search file may be accessed from the FIRE WIRE homepage.

LABELS AND OTHER FORMS OR WARNING

All work site containers of hazardous chemicals must be labeled. Labels must list in English the chemical identity, appropriate hazard warnings, and the name and address of the manufacturer. Information may be added in other languages as long as the information is available in English as well.

Labels frequently contain other information, such as precautionary measures (i.e., “do not use near open flame”), but this information is provided voluntarily by the company and is not required by the rule. Labels need to be legible and prominently displayed, though the size and color can vary.

EMPLOYEE INFORMATION AND TRAINING
Employees will be provided information and training on hazardous chemicals in their work area at the time of their initial assignment and before they come into contact with or are exposed to chemical products in the workplace. Additional HAZCOM training will also be provided whenever a new chemical-related hazard is introduced into the work area, which has not previously been included in training.

HAZCOM Training will include information on the following:

- The requirements of 29 CFR 1910.1200
- Operations that involve the use of hazardous chemicals
- How to access this written program, the work area inventory lists and the MSDSs for hazardous chemicals used in the work area
- Appendix A and B of the HAZCOM standard (29 CFR 1910.1200)
- Emergency procedures to follow in the event of an accidental spill or release of hazardous material
- How to detect potential exposures or exposures to hazardous chemicals in the workplace
- The physical and health hazards of the different categories of products used within the Fire Department
- Details of the Fire Department Written HAZCOM program, including an explanation of MSDSs and product labeling
- How to access MSDSs on FIREWIRE
- Use of proper personal protective equipment (PPE)

Employees will be advised upon initial assignment of any operations in their work area where hazardous chemicals are present and the location and availability of the written Hazard Communication Program, including the inventory of hazardous chemicals and associated Material Safety Data Sheets.

A. Firefighter Recruits

The Fire Department Industrial Hygienist provides Hazard Communication Training to new Firefighter Recruits while they are in the academy.

B. New Civilian Employees

New civilian employees shall receive Hazard Communication Training during the Fire Department New Employee Orientation Training.

C. Current Employees

Additional HAZCOM training will be provided to all employees when new hazardous products are introduced into their work area.

RESPONSIBILITIES

A. Safety Chief’s Responsibility
1. Ensure on an annual basis that staff performs a chemical inventory with every chemical and maximum volumes and update the Environmental Database management System (EDMS).
2. Ensure employees receive Hazard Communication – Right to Know training
3. Ensure employees receive training on the chemicals used upon initial assignment and when new chemicals are added.
4. Ensure employees are advised of the location and availability of the written hazard communication program, including the required list(s) of hazardous chemicals and Material Safety Data Sheets required by this section.

B. Fire Purchasing Responsibility
1. Ensure labels and Material Safety Data Sheets are supplied by the manufacturer when the chemical is delivered.
2. Ensure that the most CURRENT updated hardcopies of MSDSs are obtained and maintained at each work site.
3. Ensure Material Safety Data Sheets (MSDS) are provided and delivered to the Fire Stations for new products that enter the system.

C. Employee’s Responsibility
1. Attend all hazard communication training as directed.
2. Become familiar with the safe handling procedures and emergency situation procedures (as provided on the various labels, instructions and/or Material Safety Data Sheets) for chemicals prior to using the chemical.
3. Ensure all work site containers of hazardous chemicals are labeled, tagged or marked with the identity of the material and appropriate hazard warnings.
4. Utilize personal protective equipment (PPE) recommended and/or required by the manufacturer of the chemical.
5. Employees shall not perform non-routine tasks involving hazardous chemicals or material without first receiving training. No employee shall place himself or herself at risk in the performance of any chemical-related or other task.

D. Industrial Hygienist Responsibility
1. The Industrial Hygienist is the program administrator and will be responsible for maintaining, updating and performing an annual review of the Hazardous Communication Written Program, as necessary.
2. Coordinate the annual chemical inventory as required by the City of Phoenix.
4. Provide technical assistance to assist in obtaining an MSDS for a chemical.
5. Conduct Hazard Communication training as required for new employees.
6. Provide Hazard Communication refresher training on an as-needed basis or when new products are introduced into the work environment.

E. Outside Contractors Responsibility
1. Contractors must inform the division of what hazardous chemicals are being used in the performance of their work and have Material Safety Data Sheets (MSDSs).

PURCHASING

Whenever possible, hazardous chemical will be procured by Resource Management in ready-to-use labeled containers. When products must be purchased in bulk, Resource Management personnel will transfer chemicals into pre-labeled, point-of-use containers to be supplied to end-users.
PURPOSE
The purpose of this procedure is to establish guidelines for the organization and operation of a Safety Management Program for the Phoenix Fire Department.

POLICY
It is the policy of the Phoenix Fire Department to provide the highest level of safety and health for all members. The prevention and reduction of accidents, injuries and occupational illnesses are goals of the Fire Department and shall be primary considerations at all times. This concern for safety and health applies to all members of the Fire Department but also others who may be involved in Fire Department activities.

The Phoenix Fire Department shall make every reasonable effort to provide a safe and healthy work environment, recognizing the dangers involved in the types of service we deliver. All members shall operate with heightened concern for safety and health. Appropriate training, supervision, procedures, program support and review shall be provided to achieve specific safety and health objectives in all functions and activities.

SAFETY STRATEGY
The Phoenix Fire Department shall operate a Safety Program to eliminate accidents, injuries, medical and hazardous material exposures as well as damage to equipment and facilities. The basic safety strategy shall be:

Reduce the likelihood of sustaining accidents and injury by maintaining a work force that is physically and mentally fit.
Provide high-quality, state-of-the-art equipment and protective clothing.
Conduct regular safety inspections of worksites and equipment.
Keep all department members well informed of the status of safety programs and issues, and up to date on departmental safety performance.
Observe safety performance and provide feedback.
Ensure effective treatment and rehabilitation services are provided to department members.
Collect and analyze accident, injury and exposure information.
Formulate specific action plans to improve safety.
SAFETY OFFICER

The Safety Officer shall be responsible for managing the department’s safety program. The Safety Officer duties shall include:

Chair the Safety Committee by preparing meeting agendas and notices.
Provide for safety at incident scenes.
Produce safety posters, bulletins and newsletters.
Provide input on equipment and protective clothing safety.
Manage the safety inspection program.
Cause all accidents, injuries and exposure to be investigated.
Maintain accident, injury and exposure statistics.
Review supervisor accident and injury reports and report trends to the Fire Chief and the Safety Committee.
Make recommendations to reduce or eliminate accidents and injuries.
Provide for Safety education of all department members.

FIRE DEPARTMENT SAFETY COMMITTEE

The Fire Department Safety Committee shall provide policy guidance pertaining to health, fitness and safety issues. This committee will keep Safety in the forefront of everything we do, keep it fresh to our members and obvious in its exhibition throughout our facilities. This mission is not just about safety messages. The committee will identify trends, identify department-wide roles and responsibilities, develop a plan, implement, review, and revise the plan. If during this process training needs are identified, recommendations will be made to the RBO Training Committee.

The Safety Officer reports quarterly to the Safety Committee on the impact and implementation of the Safety Program and on the effectiveness of any specific program actions.

The Safety Committee also acts as a fact-finding and review agency with the authority to cause immediate corrective action when any hazardous condition or practice is detected.
The Safety Committee shall:
Meet quarterly to address safety issues
Establish subcommittees/work groups.
Assign subcommittee projects.
Review the effectiveness of safety activities.
Develop and implement safety procedures.

SAFETY COMMITTEE MEMBERS
The Safety Committee Chairman shall be the Department Safety Officer. Committee Members shall include*:
The Fire Chief
Fire Fighters Local 493 Representative
Assistant Chief – Operations
Assistant Chief – Personnel Services
Assistant Chief – Training
Assistant Chief – Fire Prevention
Assistant Chief – Resource Management
Deputy Chief, Occupational Safety
* Or his/her designee

SUBCOMMITTEES AND WORK GROUPS
The Department Safety Committee shall establish subcommittees and work groups to address specific safety issues. Subcommittee/work group members shall be appointed by the Fire Chief, the Safety Committee, or the Safety Committee Chairman. Labor representatives will be chosen by the Local 493 Union President.

The roles of the subcommittee/work groups are to initiate and implement accident and injury prevention procedures, review accident and injury reports, and to perform work assigned by the Safety Committee. The following standing subcommittees/work groups shall meet on a regular basis.

OPERATIONS SAFETY WORK GROUP
The Operations Safety work group shall address issues pertaining to safety at fireground, hazmat and emergency medical incidents. Responsibilities shall include:
Develop review and revise safety procedures.
Review accident and injury reports from emergency scene operations.
Make recommendations to the Safety Committee.
Develop appropriate intervention methods.
Coordinate intervention programs with appropriate sub-committee’s/work groups and sections.
Review “Near Miss” reports and make recommendations
WORKGROUP MEMBERS

- Operations Safety Deputy Chief* Chairman
- North District Commander
- BC4 (Safety Battalion) Battalion Chiefs
- Shift Commanders
- Resource Management Deputy Chief
- Training Deputy Chief
- Health Center Deputy Chief
- Firefighters Local 493 Representatives

VEHICULAR SAFETY/COLLISION REVIEW WORK GROUP

The Vehicular Safety/Collision Review work group shall address vehicular safety issues. Responsibilities include:

Establish and review vehicular safety procedures.
Provide safety input on design of apparatus to the apparatus committee
Assist driver training officer with driver safety education/training.
Review vehicular collision reports.
Make recommendations to Safety Committee.
Develop intervention methods.
Coordinate intervention programs with subcommittees/work groups and sections.

This work group will review accidents as presented by the Safety Section. These case reviews will look at the following standard items for each accident in order to determine appropriate action:
- Principle cause(s)
- Variables, such as weather or extenuating circumstances
- Warning notifications and/or Departmental Communications
- SOP changes
- Facility, apparatus, or equipment changes
- Educational and/or training needs
- Retraining, as required
- Referral to disciplinary process

Recommendations will be made based on available facts and information. If said facts or information are inadequate, further inquiry will be made by the work group (directly or indirectly) to improve the understanding of events leading to the mishap in question. This analysis will take place prior to final recommendations being made by the work group. Said recommendations will then be forwarded by the Safety Officer to the necessary supervisors for implementing the actions to be taken.
WORK GROUP MEMBERS
- Operations Safety Deputy Chief, Chairman
- District Commanders
- Shift Commanders
- BC4 (Safety Battalion) Battalion Chiefs
- Driver’s Training Division Chief & staff
- Fleet Management Division Chief
- Fleet Management Captain
- BC5 (Resource Management Battalion) Battalion Chiefs
- Firefighters Local 493 Representatives

WORK PLACE SAFETY WORK GROUP
The Work Place Safety work group shall address work place safety issues. Responsibilities include:
Develop and review work place safety procedures.
Coordinate work place safety inspections.
Review accident and injury reports from all non-emergency scene operations (including physical fitness injuries).
Make recommendations to Safety Committee.
Develop intervention methods.
Coordinate intervention programs with subcommittees/work groups and sections.

This work group will review injury and exposure cases as presented by the Safety and health and Fitness Sections. These case reviews will look at the following standard items for each injury or exposure in order to determine appropriate action:
Principle cause(s)
Variables, such as weather or extenuating circumstances
Warning notifications and/or Departmental Communications
SOP changes
Facility, apparatus, or equipment changes
Educational and/or training needs
Retraining, as required
Referral to disciplinary process

Recommendations will be made based on available facts and information. If said facts or information are inadequate, further inquiry will be made by the committee (directly or indirectly) to improve the understanding of events leading to the mishap in question. This analysis will take place prior to final recommendations being made by the work group. Said recommendations will then be forwarded by the Safety Officer to the necessary supervisors for implementing the actions to be taken.
WORK GROUP MEMBERS
- Safety Deputy Chief Occupational Safety, Chairman
- BC4 (Safety Battalion) Battalion Chiefs
- BC5 (Resource Management Battalion) Battalion Chiefs
- District Commanders
- Field Services Division Chief
- Health Center Deputy Chief and staff
- Infection Control Officer
- Toxic Exposure Officer
- Firefighters Local 493 Representatives

HEALTH AND MEDICAL WORK GROUP
Medical standards and physical examination programs.
Physical performance standards and evaluation procedures.
Exposure management of toxic substance/infectious disease.
Physical fitness programs
Review Physical fitness accident and injury statistics.
Develop intervention methods.
Coordinate intervention programs with subcommittees/work groups and sections.
Manage OSHA SCBA FIT Testing requirements/standards/data

WORK GROUP MEMBERS
- Health Center Deputy Chief, Chairman
- Health Center Staff
- Infection Control Officer
- City Safety Representative
- Occupational Safety Deputy Chief
- Toxic exposure officer
- BC4 (Safety Battalion) Battalion Chiefs
- Firefighters Local 493 Representatives

PROTECTIVE CLOTHING AND EQUIPMENT WORK GROUP
The Protective Clothing and Equipment work group shall address protective clothing and equipment issues. Responsibilities include evaluation of and specifications for:
Self-Contained Breathing Apparatus
Physical training uniforms
Station uniforms
Turnout gear
Safety equipment
PROFESSIONAL STANDARDS/SIGNIFICANT INJURY SUBCOMMITTEE

The Professional Standards/Significant Injury Subcommittee is an ad hoc committee formed for the purpose of reviewing and reporting on severe or unusual accidents and injuries. The Subcommittee shall be convened at the request of the Fire Chief and shall submit their findings to the Fire Chief.

FIRE CHIEF AND EXECUTIVE STAFF

Following the quarterly meeting of the Safety Committee, the Safety Officer will meet with the Fire Chief and Senior Staff members to review these safety items:

- Standard reports of accidents, injuries, and exposures
- A summary of cases evaluated by the Safety Committee
- Recommendations by the Safety Committee
- Current activities and assignments of the Safety Section

INVESTIGATION REVIEW PROCESS

Cases involving extensive equipment and/or property damage or serious injury shall be reviewed by the Safety Officer or the Vehicular Safety Collision Review Work Group.

The purpose of this review is to determine why the accident/injury occurred and the actions necessary to eliminate future occurrences. When conducting fact-finding the supervisor shall:

1. Provide a brief description of the accident.
2. Identify the specific act or action that caused the accident/injury (using axe without gloves, driving too fast for conditions, etc.).
3. Inspect equipment, accident site, or other items related to the cause of accident/injury.
4. Identify unsafe condition(s) that caused the accident/injury (vehicle brake failure, water on streets, etc.).
5. Identify other contributing factors (time of day, fatigue, etc.).
6. Identify procedures that apply.
7. Identify new procedures or equipment that could eliminate or reduce the severity of future incidents.
8. Specify actions that will be taken to eliminate the occurrence of similar future accidents or injuries.
9. Provide a simple diagram of vehicular accidents indicating streets, intersections, direction of travel and vehicle locations.
10. Take direct action to eliminate hazards and affect safety attitudes.

The Performance Auditors may also assist in gathering information for further review.

SAFETY REVIEW PROCESS
This process is intended to provide the necessary communications and feedback to improve the safety behavior of firefighters in the Phoenix Fire Department. Such a process will utilize fact-finding, peer review, safety analysis, and policy change in order to provide quality control for departmental safety. The intent is to reduce accidents, injuries, and exposures. The process will establish a review cycle that will provide information to improve standard operating procedures, safety program applications, training methods, and fireground practices.

When an on-duty accident, injury or exposure happens, the on-duty Safety Officer will insure that a fact-finding effort is made to collect pertinent information concerning the mishap. This information along with required documentation for the file will be forwarded to the Safety Section or the Health and Fitness Section for review. Based on that review, appropriate cases will be sent to the Operations Safety Work Group for evaluation.

The Operations Safety Work Group will evaluate all available facts and information. Then they will determine appropriate action (if any) decide whether to meet with the individual(s) or the crew(s) involved in the accident, injury, or exposure prior to further recommendations being made. Such a meeting is intended to acquire a better understanding of the event and to find out from those involved what is needed to correct or prevent a recurrence of the mishap. This additional information will be returned to the Operations Safety Work Group to make a final determination. From that determination will come recommendations to improve SOPs or training methods. These recommendations will also address the need to provide additional training for those involved in the incident. An alternate method for gathering additional information, when a face-to-face meeting is not feasible, is to send a fact-finding packet to those involved in the accident, injury or exposure. This information will be returned to the Operations Safety Work Group and processed in order to provide recommendations in the manner described above.

The Performance Auditing section may also be asked to gather information regarding the incident for further review.
PURPOSE

This program has been developed to comply with Occupational Safety and Health Administration (OSHA) regulation 29 CFR 1910.95 and NFPA 1500 to ensure the prevention of occupational hearing loss for all Fire Department employees.

The permissible exposure level for Phoenix Fire Department Hearing Conservation Program (HCP) is 85 decibels A-weighted (dBA). All employees exposed at or above 85 dBA over an 8-hour time-weighted average (TWA) period, are required to wear hearing protection.

This program has established a noise “Action Level,” defined as 82 decibels on the A-weighted scale (dBA), slow response, for an 8-hour time weighted average (TWA) period, or equivalently, a dose of 50%, based on an exchanged rate of 3 decibels (dB). All employees exposed to noise levels at or above this level must participate in this program.

IDENTIFICATION OF EXPOSURE

This program applies to all fire personnel who respond to fires and EMS calls on a regular basis. The associated work tasks on fire and emergency medical scenes are suspected of exposing employees to noise levels at or above 82 dBA as an 8 hour TWA.

Identification of Work Areas

Fire Department personnel shall wear hearing protection whenever exposed to noise at or above 85 decibels.

The following work areas have been identified as requiring hearing protection:

- While riding in Fire apparatus under Code 3 and normal driving conditions.
- Aircraft operating areas including parking aprons, runways and taxiways when aircraft are operational.
- All training activities which generate noise from sledgehammers, saws or any other fire equipment.
- Continuous work on or around a utility truck.

Identification of Equipment

Fire Department personnel are required to wear hearing protection when operating equipment that produces noise in excess of 85 decibels except in situations where the use of such personal protective equipment would create an additional hazard to the user. Identified equipment includes but is not limited to the following:
• Apparatus pumps
• Extrication equipment
• Circular saws
• Air chisels

**MONITORING**

OSHA requires employers to monitor noise exposure levels in a manner that will accurately identify employees who are exposed to noise at or above 82 dB averaged over 8 working hours, or an 8-hour TWA.

The exposure measurement must include all continuous, intermittent and impulsive noise within an 80 dB – 130 dB range, and must be representative of a typical work situation.

Monitoring should be repeated when changes in production, process or controls increase noise exposure. Such changes may mean that additional employee monitoring is needed and/or previously supplied hearing protection no longer provides adequate attenuation.

Fire Department Safety Section will evaluate noise exposures in work areas including fireground operating areas.

Employees are entitled to observe the testing and monitoring procedures and must receive notification of the results of the tests in their workplace.

**HEARING PROTECTION**

Hearing protectors must be made available to all workers exposed to 8-hour TWA noise levels of 82 dBA or above.

Types of hearing protectors selected for employee protection must attenuate the noise to levels less than 85 dBA.

Where equipment operators are required to maintain radio communications while operating equipment, headsets that provide noise attenuation as well as radio communications/intercom shall be provided and used.

The wearing of hearing protection devices by employees will be mandatory under the following conditions:

• Wearing the hearing protection device does not create an additional hazard to the user.
• Employees who are exposed to average noise levels at an 8-hour time weighted average of 85 dBA or above.
• Employees who have not had a baseline audiogram and are exposed to 8-hour average noise levels of 85 dBA or above.
• Employees who have experienced a standard threshold shift (STS).
TRAINING

Fire Department employees exposed to an 8-hour time-weighted average noise of 82 dBA and above shall be trained annually in the effects of noise; the purpose of hearing protectors; the advantages and disadvantages of the various types of hearing protectors; the selection, fitting and care of protectors; the purpose of audiometric testing and an explanation of the test procedures.

AUDIOMETRIC TESTING

Annual audiometric testing of all employees exposed to 8-hour time-weighted-average noise of 82 dBA or above will be conducted in the Health Center as part of the annual employee physical.

All new employees shall be given an initial baseline audiometric exam, which is performed during the pre-employment physical for new employees.

Employees should be reminded to avoid exposure to loud levels of noise for at least 14 hours prior to the audiometric exam. If the employee believes that exposure to noise is unavoidable for this 14-hour period, he/she shall be instructed to wear hearing protection while exposed to noise.

STANDARD THRESHOLD SHIFT – FOLLOW-UP PROCEDURES

A standard threshold shift (STS) is a change in hearing threshold relative to the baseline audiogram of an average of 10 dB or more at 2000, 3000 and 4000 Hz in either ear.

Fire employees who have a suspected standard threshold shift (as defined above) indicated on the audiometric exam report, must have a retest within 30 days.

If the second audiometric exam, performed within 30 days of the first test, confirms a standard threshold shift, the affected employee shall be notified by the Health Center in writing within 21 days of this determination.

Unless a physician determines that the standard threshold shift is not work-related or aggravated by occupational noise exposure, the following steps must be taken:

- Employees not wearing hearing protectors shall be fitted with hearing protectors, trained in their use and care, and required to use them provided that the use does not create an additional hazard.
- Employees already using hearing protectors shall be refitted and retrained in the use of hearing protectors and provided with hearing protectors offering greater attenuation, if necessary.
- The employee shall be referred for a clinical audiological evaluation or an otological examination, as appropriate, if additional testing is necessary or if the employer suspects that a medical pathology of the ear is caused or aggravated by the wearing of hearing protectors.
The employee will be informed of the need for an otological examination if a medical pathology of the ear, unrelated to the use of hearing protectors, is suspected.

If subsequent audiometric testing of an employee, whose noise exposure is less than an 8-hour TWA of 85dBA, indicates that a standard threshold shift is not persistent, the employer:

1. Shall inform the employee of the new audiometric interpretation;

AND

2. May discontinue the required use of hearing protectors for that employee.

RECORD KEEPING

Noise exposure measurement records shall be retained for five (5) years.

Employees with standard threshold shifts – STS- (25 dB shifts in hearing acuity) averaged over the frequencies at 2000, 3000 and 4000 hertz in either ear will be considered to have an OSHA reportable injury (from January 1, 2002 until December 31, 2002). This injury shall be included on the OSHA 300 Log. STSs will be determined by annual audiometric testing.

Effective January 1, 2004, employees with standard threshold shifts – STS – (10 dB shifts in hearing acuity) averaged over the frequencies at 2000, 3000 and 4000 hertz in either ear which results in a total 25 dB level of hearing above audiometric zero will be considered to have an OSHA reportable injury which must be recorded on the OSHA 300 Log by checking the “hearing loss” column.

Records of audiometric test results shall be maintained at the Health Center for the duration of employment of the affected employee plus 30 years.

Audiometric test records must include the name and job classification of the employee, the date of the test, the name of the examiner, the date of acoustic calibration of the testing equipment, background sound pressure levels in the audiometric test room, and the employee’s most recent noise exposure measurements.

Records of annual training shall be maintained in the Citywide CHRIS database.

DEFINITIONS

Action Level – The sound level when reached or exceeded necessitates implementation of activities to reduce the risk of noise-induced hearing loss. The City of Phoenix currently uses an 8-hour TWA of 82 dBA as the criterion for implementing an effective HCP.

Attenuation – The estimated sound protection provided by hearing protective devices as worn in “real-world” environments.
Equal-Energy Rule – The relationship between sound level and sound duration based upon a 3 dB exchange rate, i.e., the sound energy resulting from doubling or halving a noise exposure’s duration is equivalent to increasing or decreasing the sound level by 3dB, respectively.

Exchange Rate – The relationship between intensity and dose. The city of Phoenix uses a 3 dB exchange rate. Thus, if the intensity of an exposure increases by 3dB, the dose doubles (i.e., if a 50% dose represents a sound intensity of 82 dB, then increasing that intensity by 3dB, to 85 dB, would double the dose, to 100%).
The tasks that firefighters are faced with on the fire ground are extremely demanding physically. These tasks are usually performed without any warm-up and under environmentally hostile conditions. This set of circumstances is conducive to a very high risk of injury. If injuries are going to be reduced, the capacity to endure the physical demands of fire fighting must be increased. The call is significantly assisted by being physically fit.

Regular physical fitness activities are very important to the total well-being of the firefighters. Participating in them not only helps to reduce injuries; it also increases strength and stamina - keeps our minds alert - releases various forms of personal stress and can be a key factor in the building of friendship and closeness within the crew.

It is recognized that the state of being physically fit is more important than the actual program we follow to attain that fitness. Therefore, a considerable amount of discretion is allowed in selecting a physical activity from a large menu of options. However, it is imperative that we manage our participation, discipline our actions and follow our PT goals and objectives. Equally as important is the need to follow a few specific guidelines concerning company participation in all of our physical training activities.

- All companies will do PT within their first due response area.
- PT must be a non-contact activity pursued in a safe manner.
- Always warm up thoroughly with ample stretching.
- Racquetball requires eye gear.
- Standard PFD PT uniforms must be worn during ALL PT activities.
- Aggressiveness and competitiveness must be controlled.
- Conduct and behavior during PT should project professionalism.
- Use only facilities with good lighting and non-slippery surfaces.
- Never utilize a facility if people are waiting.
- Maintain a low profile by: parking inconspicuously -- keeping the radios low -- being courteous, quiet, and professional.
- The apparatus must be close to the activity.
- Participation must never compromise response.

These guidelines represent responsible professionalism as well as reasonable common sense. It is imperative that we all follow them. If they are ignored by a few, for their own personal gain, not only is the personal and professional liability obvious, but the impact of their actions can cause the elimination of the program for everyone.

PT is an outstanding benefit -- but it must be managed to be successful.
It will take the conscious effort of each individual, as well as the close supervision of the Company Officer, to assure that the guidelines are followed. Arrangements contrary to these must be approved by the Battalion Chief.
It is the policy of the Phoenix Fire Department to report and investigate any violent act directed at the Department or its members. The Department will develop and implement prevention strategies that will minimize the risk of injuries to its members and prevent property damage and loss as a result of theft, vandalism or other acts of violence.

The purpose of this procedure is to provide guidelines for reporting violent acts directed at any Fire Department member, City property or Fire Department member's personal property which may be on City property.

Violent acts will include any personal attacks to a Fire Department member with or without a weapon; verbal threats; assaults to fire apparatus or buildings; burglaries or break-ins of City facilities or personal property.

Any violent act must be reported immediately. If violent acts cause any injuries, the proper medical treatment to stabilize the injury would be of first priority.

In all cases violent acts are to be reported immediately to supervisors and a Battalion Chief or a Section Supervisor should be alerted. The Police Department should also be notified.

All violent acts must be reported on form #90-5D, "Phoenix Fire Department Violent Act Report Form." The first level supervisor is responsible for having the form initiated, completed and forwarded per routing instructions.

After the incident has been investigated by the Battalion Chief/Section Supervisor, it will be sent to the Shift Commander. The completed form is then routed to the Safety office.

The Safety Office will maintain the data files of all reports and will assist in developing and implementing prevention strategies.
This procedure identifies the requirements necessary for paramedics to qualify for continuing education credits, recertification, overtime and tuition payment.

All continuing education training will be subject to review and validation by the Arizona Department of Health Services. Paramedics are to submit all continuing education materials directly to the EMS Division. All continuing education recertification materials are required to be in the EMS Division office no later than thirty (30) days prior to the paramedic's recertification date. Do not send any material to the Arizona Department of Health Services.

The EMS Division will maintain a file on each paramedic and will forward copies of continuing education/recertification materials to The Arizona Department of Health Services.

All continuing education forms submitted to the EMS Division must include the following information in order to be accepted.

1. Paramedic name, certification number and current certification expiration date.
2. Times and date(s) of training.
3. Location training took place.
4. Complete description of the class or training including:
   a. Topic of class
   b. Instructor/moderator's name
   c. Title of any films
   d. Number of hours devoted to specific subject and/or activities
5. Signature or initials of instructor.
6. Paramedic's signature

Final determination of continuing education credits and category will be made by the Arizona Department of Health Services.
OVERTIME PAYMENT FOR CONTINUING EDUCATION

Much of the available continuing education training, by necessity, must be obtained off-duty. The paramedic may qualify for overtime payment under the following guidelines:

1. All overtime forms submitted to the EMS Division must be completely filled out and signed by the paramedic. The comments section of the form must identify the following:

   a. Paramedic continuing education
   b. Description of class, title, etc.
   c. Title of any films
   d. Instructor/moderator
   e. Location of training taking place

2. All submitted overtime forms must also have a completed continuing education form attached.

3. All continuing education forms must be submitted to the EMS Division within thirty (30) days following the training event.

4. Requests for overtime payment must be submitted with the continuing education form to the EMS Division within five (5) days following the training event.

5. With the exception of mandatory continuing education, overtime will not be paid for continuing education training in a category that is already full.

6. Overtime payment at Base Station Run Reviews will be approved for attendance at the paramedic's assigned base hospital only, regardless of the availability of continuing education hours in that category.

7. All continuing education credit (both in state and out-of-state) must be approved by the Arizona Department of Health Services to be eligible for overtime payment.

8. The EMS Deputy Chief may determine that a particular continuing education class is of such superior nature that paramedics may attend and be allowed overtime pay even though their continuing education categories are full.

TUITION PAYMENT OF CONTINUING EDUCATION TRAINING

1. The Arizona Department of Health Services must approve all continuing education classes eligible for tuition payment for credit.
2. Overtime will be paid for the training based on established overtime criteria.
3. All continuing education forms must be submitted to the EMS Division within thirty (30) days following the training event.
4. Requests for overtime payment must be submitted with the continuing education form to the EMS Division within five (5) days following the training event.
5. The EMS Deputy Chief will determine the final approval for all continuing education requiring tuition payment.

RECERTIFICATION PERIOD: BI-ANNUALLY
CONTINUING EDUCATION
Paramedics are required by the Phoenix Fire Department to obtain sixty (60) hours of continuing education (CE) credit for recertification in a two-year period. Included in the required sixty (60) hours will be the attendance of a minimum of eight (8) base station run review meetings (tape and chart) per the following are the categories and amounts of CE hours:

1. **College Courses**
   
   1 Unit (or credit) = 3 Hours CE
   
   Maximum - 12 Hours

2. **Base Station Run Reviews**
   
   1 Session = 1 Hour CE
   
   Minimum - 12 Sessions (12 Hours)
   
   Maximum - 24 Sessions (24 Hours)

3. **Conference/Didactic/Lecture Sessions**
   
   1 Hour = 1 Hour CE
   
   Minimum - 1 Hour of Airway Mgt.
   
   Maximum - 30 Hours

4. **Supervised Clinical Experience**
   
   1 Hour = 1 Hour CE
   
   Minimum - 1 Hour Skills Lab to include:
   
   A Paramedic may teach 10 Hours at Basic Life Support level (B-EMT level) and 10 Hours at Advanced Life Support level (IEMT level or above) or 20 Hours at Advanced Life Support level.
   
   Maximum - 20 Hours

5. **Skills Workshop**
   
   1 Hour = 1 Hour CE
   
   Maximum - 20 Hours
   
   Minimum - 1 Hour Skills Lab to include:
   
   Intubation (manikin), Discussion of Needle Thoracostomy, Surgical Cricothyrotomy, Central Lines

6. **Supervised Audiovisual**
   
   1 Hour - 1 Hour CE
   
   Maximum - 20 Hours

7. **Teaching**
1 Hour = 1 Hour CE (Only given credit for the same class once per year.)
Maximum - 20 Hours

8. **ACLS**

1 Hour = 1 Hour CE

Minimum - 8 Hours  Maximum - 20 Hours

ACLS Paramedic instructors will receive 8 Hours CE. *Base Station Run Review sessions may be conducted for longer than the one hour for which the Paramedic may receive credit. When this occurs, the additional time may be accredited to the Paramedic in the Conference/Didactic/Lecture category.

9. **Vehicular Preceptorship**

1 Hour = 1 Hour CE (must be documented patient contact)
Maximum - 20 Hours

**STAFF PARAMEDIC (VEHICULAR/EXPRIENCE) REQUIREMENTS**

All Paramedics assigned to staff positions must obtain 60 hours of vehicular experience on an ALS unit every six (6) months in addition to all other Paramedic Continuing Educational requirements.
Paramedics shall document their hours of vehicular experience with a Vehicular Experience Verification form. (Forms available at EMS Section).
All verification forms when completed shall be submitted and filed at the EMS Section.
The responsibility for accumulating the 60 hours of vehicular experience remains with the Paramedic. Section Heads with Paramedic staff personnel shall provide him/her opportunity to meet these requirements.

**VEHICULAR EXPERIENCE/VERIFICATION**

**ATTENTION:**
The Vehicular Experience/Verification Form will be posted here shortly.
POLICY

It is the policy of the Phoenix Fire Department to provide ongoing classes in ACLS certification for its paramedic members.

PROCEDURE

The following procedure describes the process for recertification of Phoenix Fire Department paramedics in Advanced Cardiac Life Support (ACLS) as required by the Arizona Department of Health Services for paramedic certification.

1. The Fire Department will conduct ACLS classes as frequently as necessary to maintain certification for all paramedics. Classes will be scheduled on a monthly basis as needed.

2. The Fire Department will schedule Paramedics for ACLS recertification classes.

3. The class is to be conducted prior to or during the month in which their ACLS certification expires.

PARAMEDIC RESPONSIBILITIES

It is the responsibility of the individual paramedic to adequately prepare for successful ACLS completion and maintenance.

Paramedics who do not successfully complete the ACLS recertification class according to current AHA criteria may be required to take an initial ACLS provider course.

Paramedics are required to have current ACLS certification.

Any paramedic whose ACLS certification expires will not be permitted to function as a paramedic until successful ACLS recertification is completed.
The purpose of this procedure is to provide a guide for Phoenix Fire Department personnel who desire to attend the National Fire Academy.

Applications to attend the National Fire Academy may be obtained from the Fire Department Training Liaison. Applications will be completed by the employee and returned to the Fire Department Training Liaison. All applications requesting attendance to the National Fire Academy will be reviewed by the Director of Training.

The purpose is to review each application and determine the amount of appreciable impact the Department would experience from an employee attending the seminar in question. The Director of Training or the Training Liaison will also review leave time and funding alternatives for all employees requesting application to the National Fire Academy.

The Fire Department Training Liaison will assume the role of liaison with the National Fire Academy. All applications for attendance must be processed by the Fire Department Training Liaison.

Applicants accepted by the National Fire Academy will be notified by the Fire Department Training Liaison. Under direction of the Director of Training, the Fire Department Training Liaison will make arrangements for each applicant. Any questions regarding these arrangements should be directed to the Fire Department Training Liaison. Travel paperwork will then be forwarded to Fiscal Management for processing.

Approximately forty-five (45) days prior to the starting date of class, the Fire Department Training Liaison will notify the employee to respond to the Phoenix Fire Training Academy for class information. At this time the following forms must be completed.

- Travel Plan Card/Travel Authorization
- Payment Control Document
- City Business & Training Authorization Form
- Letter of Acceptance
- Course Information Sheet
- Compensation Waiver
- Travel Itinerary

The Fire Department Training Liaison will advertise National Fire Academy course information in the buckslip twice a year.
SCOPES

This procedure outlines the process and standards for reviewing member performance relating to Phoenix Fire Department Training programs conducted within the Centralized Training Division.

PURPOSE

The purpose of the Peer Review Committee is to monitor the progress of Phoenix Fire Department members in all aspects of training and to address performance or attitudinal issues that may affect the members ability to complete their training program or probationary period. The committee is designed to evaluate all factors and circumstances that pertain to identified individual deficiencies regarding clearly defined standards and expectations with the goal of remediation of any issues involving a member’s competency or performance.

COMMITTEE MEMBERS

The Peer Review Committee is comprised of the following standing members:

- Phoenix Fire Department Director of Training
- Division Chief of respective training section
- Deputy or Division Chief of Personnel
- Local 493 representative of respective section

Modifications to the committee positions require the approval of the Fire Chief and President of L493. Meetings require the minimum collective attendance of the above-mentioned members.

Members of other stakeholder groups may be invited as appropriate to provide input regarding standards, issues affecting member performance or to provide subject matter expertise. These members will be identified and selected by the standing members of the Peer Review Committee as needed.

The L493 representative(s) will be appointed by the Union President.

RESPONSIBILITES

The Peer Review Committee’s mission is to support the Training Division in resolving membership performance deficiencies identified within training. The committee is tasked with reviewing documentation and verbal reports from training staff and management regarding performance issues and existing performance improvement plans, then making consensus
decisions that support current plans or make modifications to a training plan for improvement. Information that is presented to the committee should provide an objective view of all circumstances (positive and negative). Consideration should also be given regarding member(s) safety, history, severity of deficiency, and progress being made by the individual. The overarching goal is to provide every member the reasonable opportunity for success. Recommendations can include but are not limited to:

- Continuation and monitoring of an already existing plan for improvement
- Modification to an existing plan for improvement or development of a new plan for improvement
- Remand to the Fire Department Health Center or other approved care provider
- Extension of a training or probationary period
- Termination of continuation in training

The Director of Training, in collaboration with L493, has the authority to remove a member from training programs at any time due to gross safety or professional concerns. Upon removal, members will be referred to the Fire Department Personnel Section for further direction.

Peer Review Committee meetings should be held regularly during active training courses to discuss progress and to identify any trends that may become larger issues for members involved in training.

Committee members have a responsibility to serve in a fair and unbiased manner. All training deficiencies, expectations, standards and resources will be clearly documented and communicated to any member involved in the Peer Review process. When appropriate, definitive time lines will be included in plans for improvement.

Committee recommendations will be clearly communicated to all stakeholder partners while protecting member confidentiality. Peer Review issues and recommendations should be treated as personnel matters and are subject to litigious actions. Fire Department and L493 executive staff should be provided regular updates as to Peer Review Committee actions and recommendations. This information will be communicated by standing committee members.

In instances where the Peer Review Committee is unable to come to a consensus agreement on a course of action, the matter will be forwarded to the Fire Chief and Union President for review. The Fire Chief reserves the right to make the final determination of resolution.
Committee recommendations are routed through the Training Academy command staff to the Leads of the Recruit Training Program and/or Probationary Management Program. Likewise, committee members will apprise their respective division heads or union official (i.e., President of Local 493) of issues that pose a threat to a member’s successful completion of training.

Committee members have a responsibility of serving in a fair and unbiased manner. They should not attempt to serve as a mentor or advocate for the member; likewise, they should not attempt to discredit or attack the member being evaluated. Additionally, committee members should resist and report any attempts from outside personnel to influence their actions. Issues and recommendations discussed by the PRC are considered personnel matters and can be subject to litigious action. For this reason it is essential that committee members and those reporting to the committee comply with rules of confidentiality—information discussed within meetings cannot be disclosed outside the confines of the committee or its reporting structures. A breach of these ethics shall result in the immediate removal from the committee.

In instances where the committee is unable to establish a consensus agreement on a recommended course of action, the matter will be forwarded to the Fire Chief and Local 493 President for joint review. The Fire Chief reserves the right to make the final determination of resolution.
MISSION

The Phoenix Fire Department is committed to providing superior levels of quality service that exceed the public's expectations for timely and effective delivery of fire prevention, fire control, emergency medical treatment, transportation and public education.

Quality will be evaluated on how well we maintain excellence in customer satisfaction, meeting the needs of our people, achieving organization goals, and creating a service culture that continuously reinforces and promotes excellence in all line and support functions.

Being a professional on the Phoenix Fire Department means doing the "whole job". Doing the "whole job" includes focusing on the extra interpersonal dimensions and sensitivities of empathy, concern, care and compassion. Our work often involves respecting peoples’ property during their most vulnerable moments, when they need help the most and have to rely on our members. We have become the "Agency of Last Resort" for the poor, the homeless, the destitute, the mentally, emotionally and physically challenged, the chronically ill, the indigent, the incarcerated, and the immigrant. Interpersonal awareness and sensitivity is our responsibility. Indifference or lack of empathy is a professional weakness. The public does not need one of our members to be having a "bad day" when they call us for help... they're already having one of their own.

POLICY

The primary customer relations policy goal of the Phoenix Fire Department is to meet or exceed our customers’ (the public's) expectation of satisfaction in every contact that exists between our customers and any of our service people and/or delivery systems.

It is the policy of the Phoenix Fire Department and the responsibility of every member in the organization to:

- Provide Customer Service excellence;
- Ensure that technical and interpersonal aspects ("the whole job") are performed at superior levels;
- Provide the same high quality care and service for everyone, regardless of their circumstances;
- Provide each member the opportunity to demonstrate excellence and superior service in all contact with the public (on or off duty);
- Support and reinforce excellent Customer Service delivery by other members

EMPLOYEE RESPONSIBILITIES
All members are to hold every interaction with the public as the "moment of truth". Each "moment of truth" is an opportunity to influence the public's perception of service received, and thus, the image of the Department.

It is imperative that members of the Department make decisions with the customer in mind. Customer Relations is about the way you look, the way you act, what you do or don't do, what you say, how you say it, and what you don't say.

Each member must continually try to enhance the value of his/her service in the customer's eyes.

Employees who rarely, if ever, come into contact with the public, must see themselves as supplying an important service for those who do. They must be prepared to continue positive service through telephone etiquette and general demeanor. We never know when a citizen is observing our actions.

**INTERNAL RELATIONS**

A critical component of an effective customer relations program is internal relations. To a large extent, the way customers are treated is reflective of the way members treat one another within the organization. This does not simply refer to supervisors/subordinate relationships, but also to peer, inter-department, inter-agency and line/staff relationships. In most cases, the customer of a staff division are the other operating divisions within the organization.

The following characteristics are to be practiced by all members and are essential to positive and effective internal relations:

- **Considerations:**
  
  Be considerate of the moral, ethical and religious values of others. Empathize with others and avoid excessive teasing and rumors.

- **Discretion:**
  
  Be discrete and refrain from racial, ethnic, religious, sexist, or personal comments or actions that are derogatory.

- **Acceptance of Others:**
  
  Be accepting of other members whose opinions and principles differ from your own. There is nothing wrong with being white, black, Irish, female, Catholic, etc. These are differences, which make us stronger as an organization... if we accentuate the positive and accept the differences.

- **Unity:**
  
  Place a high importance on unity in the organization and individual contributions to the work group. It is essential that we pull together in routine and stressful times and support each other.
MANAGEMENT AND SUPERVISORY RESPONSIBILITIES

Supervisory responsibility in our quality service effort revolves around managing and leading each work unit so that it creates a predictable positive experience for the customer. This requires positive leadership on the part of the supervisor, good management and teamwork by the work group.

The supervisor/manager/leader essentially is the translator of the overall commitment to service excellence. He/she must ensure that both technical and interpersonal aspects are addressed. The supervisor must monitor, evaluate, give feedback and provide correction on technical aspects, quality of service and interpersonal skills.

Performance standards must be in place to inspire exceptional performance rather than to accept standard performance.

The supervisor sets the standards of consistent excellence/service by example.

CUSTOMER RELATIONS PROGRAM

The Phoenix Fire Department Customer Relations program represents a total organizational commitment to achieve a recognizable standard of consistent excellent service. This commitment to excellence causes us to examine and reassesses how well we manage our relationships with two key groups: Internal Customers (our own members) and external customers (our citizens/public). Both are essential, the two are inseparable.

Goals of the Customer Relations Program are to:

1. Develop and implement the support system needed to teach, supervise and reinforce professional behavior standards;
2. Train managers, supervisors and employees to maintain, reinforce and extend desired behaviors.

Quality and service are interdependent. It is impossible to describe quality adequately without considering it from a customer's point of view. Quality excellence between Fire Department personnel and the public will require an effective, ongoing, service-oriented training program that has a "customer focus". Members need to understand that they will be held accountable for positive customer relations and must be well aware of how the quality of these relations will be measured. Good customer service is not just an attitude. It is a set of trainable skills.

The customer relations training program is designed to:

1. Empower each employee with the skills necessary to achieve positive customer relations in the face of very difficult situations;
2. Provide company officers with interpersonal and scene management skills necessary to deal with atypical or adverse situations, extraordinary circumstances and unpleasant conditions;
3. Reduce each member's stress by providing the competencies necessary to operate from a professional rather than an emotional base;
• Provide Department members with interpersonal skills, necessary knowledge to provide an excellent standard of care.
• Reduce the medical/legal liability by improving the professional human relations skills of members who provide emergency medical care.