

**PHOENIX REGIONAL
STANDARD OPERATING PROCEDURES**

FIRE DEPARTMENT RESPONSE TO MCSO JAIL FACILITIES

M.P. 205.05

04/21-N

Page 1 of 4

The Maricopa County Sheriff's Office (MCSO) operates several jail facilities within the City of Phoenix. These jails can pose unique challenges to Fire Companies when responding to, and while operating within, these facilities. These include the loss of radio communications by Fire Department units, securing the inmate population during incidents by Detention staff and when appropriate, the movement of patients by jail and health care staff prior to Fire Department arrival. This document is intended to provide the basis for a standard operating procedure that will enhance firefighter safety and maximize service delivery. It is also important that the Phoenix Fire Department (PFD), the Maricopa County Sheriff's Office (MCSO) and Correctional Health Services (CHS) work in a cooperative and collaborative manner to achieve these goals.

BEFORE THE INCIDENT

- The Fire Department, MCSO and Correctional Health Services shall provide adequate training for their personnel to ensure safe and effective operations.
- Communication systems shall be in place to ensure all agencies have the capability to communicate within jail facilities as well as with resources outside of the jail including Fire Alarm Headquarters (AHQ) during emergency response incidents.
- A process shall be developed to periodically review emergency response, to resolve issues that may arise in a timely manner and produce a findings and recommendations to be delivered to Fire District Commanders and Battalion Chiefs. This would include the establishment of a Problem Resolution Team with representatives from each agency. The Problem Resolution Team shall meet on a quarterly basis and provide an annual report on issues addressed throughout the year with respective Executive Staff.
- High level managers (Deputy Chiefs/Commanders) from each agency shall meet semi-annually in January and July to review report and revise SOP's for PFD response to MCSO jail facilities.

INCIDENT COMMUNICATIONS

- Effective radio communication capability is a requirement for the safety of fire personnel and for the coordination of resources. Fire Department units must always maintain the ability to communicate with AHQ as well as with any resources on scene or responding.
- When communications are lost, the IC must re-evaluate the incident utilizing the PFD risk management policy and adjust accordingly. If the IC is unable to receive accurate and timely information regarding the hazard zone or the safety of the work environment, a change of strategy and the removal of fire personnel from the hazard/work zone may be required.

**PHOENIX REGIONAL
STANDARD OPERATING PROCEDURES**

FIRE DEPARTMENT RESPONSE TO MCSO JAIL FACILITIES

M.P. 205.05

04/21-N

Page 2 of 4

- A Command Officer shall be dispatched to assist with safety concerns, special circumstances or as may be determined by AHQ or the IC on scene.

DISPATCH AND ENROUTE

- AHQ will gather information from the caller that will assist in properly identifying the situation and help to ensure that the appropriate resources are enroute. The information provided should include:
 - Access point
 - Patient condition and location
 - If patient has been moved to a safe/secure area
 - Are inmates secured/confined
- MSCO / CHS Actions
 - Patient will be moved to the CHS clinic area.
 - The goal is to reduce time required for patient contact and expedite treatment and transportation.
 - If a patient cannot be moved, inmates must be secured/controlled so as not to present a safety hazard to Fire personnel.
 - A Battalion Chief, MCSO Lieutenant, and CHS Supervisor shall be notified
 - Adequate force protection will be provided for Fire crews
 - Reliable communications must be established, either by Fire or MCSO or both

ARRIVAL AND ON-SCENE

- Fire Department units will operate within an appropriate risk management plan, perform a thorough scene size-up and maintain a high level of situational awareness.
- Company Officers shall utilize adequate force protection from MCSO when operating inside inmate housing areas.
- Fire Department units will be escorted by a MCSO Corrections Officer with the capability to provide redundant communications via MCSO radio and shall remain with the PFD unit until they exit the interior of the jail facility.
- Fire Department units shall verify with MCSO/CHS that the patient is in a secure area and determine the appropriate zone that they will be working in as defined below:
 - Hot Zone – an area where inmate(s) can readily access and cause harm to fire personnel or crews are without communication capability.

**PHOENIX REGIONAL
STANDARD OPERATING PROCEDURES**

FIRE DEPARTMENT RESPONSE TO MCSO JAIL FACILITIES

M.P. 205.05

04/21-N

Page 3 of 4

- Warm Zone – an area secure from inmate(s) access to fire personnel with reliable communications and where patient treatment / transportation can be initiated (CHS Clinic).
- Cold Zone – an area that is free of threats to fire personnel, typically outside of jail walls and with excellent communication capability.

Note: When operating in a Hot Zone, Fire Department crews shall clearly communicate any identified safety concerns to MCSO prior to entering. MCSO shall address the concerns to make the area safe to operate in. The Company Officer should request a Command Officer to assist with incident management.

PATIENT TREATMENT AND TRANSPORTATION

- Fire Department Responsibilities
 - Emergency services shall be provided as governed by Phoenix Regional SOP's, Emergency Medical Services Directives, and Standing Orders. Patients shall be transported to the closest, most appropriate facility by the safest most appropriate means as determined by the Company Officer / IC and Medical Control.
- MCSO / CHS Responsibilities
 - MCSO is responsible for all jail activities related to inmate management. Correctional Health Services (CHS) is responsible for the administration and management of inmate medical care and services. If the patient is not in the CHS clinic area, every effort should be made to have them moved to this area by MCSO and/or CHS. Fire Department units should only enter inmate cells and inmate holding areas as a last resort.
- Patient Transfer from MCSO / CHS to Fire crews
 - Fire crews should receive a patient with appropriate medical care prior to transfer. A status report will be given and should include patient condition, HPI/MOI, and any treatment and medications given. All patient records should also be included when available.
- Stable / Unstable Patient Transportation
 - As the medical services provider for MCSO jail facilities, CHS should use their established protocol of using a private ambulance service for stable/non-acute patients when possible.
 - If Fire Department units respond to the CHS Clinic and find a patient in stable condition under the care of a medical professional, efforts will be made to contact a private provider for transportation instead of a using Fire Department Rescue.

**PHOENIX REGIONAL
STANDARD OPERATING PROCEDURES**

FIRE DEPARTMENT RESPONSE TO MCSO JAIL FACILITIES

M.P. 205.05

04/21-N

Page 4 of 4

- An unstable patient necessitating emergency pre-hospital care will be transported by Fire Department Rescue to the closest, most appropriate hospital facility. When an inmate is being transported by Fire Department rescue, MCSO will provide an escort officer.

AFTER THE INCIDENT

- At the completion of an incident where the Fire Department responds to a MCSO jail facility, a Jail Facility Encounter Response form shall be completed by the responding crew. This form will be utilized for quality review purposes by the Problem Resolution Team.