



San Andreas Fire Rescue

Standard Operating Procedure

“Flamma vītae”

Fire Chief

Joe P.

Deputy Fire Chief

Vacant A.

Assistant Fire Chief

Vacant A.



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Chapter 1.00.0 - Introduction

1.00.0 PURPOSE

The purpose of this Standard Operating Procedure (SOP) is to provide employees of the San Andreas Fire Rescue, hereinafter known as SAFR, with guidelines, policies, and regulations related to SAFR, issued with the authority of the Fire Chief and the Head Administration of MidwestRP. This formal document is established to direct employees of SAFR in carrying out their duties and responsibilities.

1.01.0 KNOWLEDGE & MAINTENANCE OF CONTENTS

It is the responsibility of every Member of SAFR to understand, adhere, abide, and/or uphold all policies, procedures, regulations, and rules. Every Member will be held accountable for such knowledge while operating under the capacity of a Member of SAFR. It shall also be the responsibility of each member to maintain this document by making changes or additions, as directed. Incorrect information shall be reported immediately to a Command member of SAFR.

1.02.0 USE OF THE SOP

Employees will consult this SOP if they have any questions as to their responsibilities or official procedures. If, after consulting this SOP, the Member's question is still not resolved, a SAFR Command Staff member shall be consulted by following the Chain of Command. SAFR Chain of Command members may use this SOP as a guide for violations and the discipline of such.

1.03.0 MISSION STATEMENT

It is the mission of the San Andreas Fire Rescue to provide excellence, compassion, and transparency in all aspects of firefighting and emergency medical services.

1.04.0 CHANGES TO STANDARD OPERATING PROCEDURE

Any changes made to this SOP shall be listed at the end of this document, known as the Change Log. The Change Log will be required to include the following information: Name of person who made change, date of change made, brief description of why it was changed, and what was changed. All changes must be approved by the Head Administration of MidwestRP.



Chapter 2.00.0 - Core Values

2.00.0 CORE VALUES

SAFR shall work under the following six core values set by the Fire Chief of SAFR. Department core values shall be upheld by every member of the department. Violation of any value at any time shall result in disciplinary action.

2.00.1 INTEGRITY

All SAFR Members shall demonstrate honesty and fairness while working with other members of the department, other first responders, and citizens of San Andreas.

2.00.2 COMPASSION

All SAFR Members shall demonstrate kindness and empathy towards all members of MidwestRP.

2.00.3 RESPONSIBILITY

All SAFR Members shall be responsible for actions done by oneself, and shall be accountable for every action conducted.

2.00.4 RESPECT

All SAFR Members shall show respect towards all members of MidwestRP, regardless of age, gender, ethnicity, religion, sexual orientation, socioeconomic status, disability, and culture.

2.00.5 TRANSPARENCY

It is the duty and the goal of SAFR to always share information with the public regarding the operations of the department.

2.00.6 TEAMWORK

We seek out and value the input and opinions of members at all levels of the organization. We work as a team to cooperate and improve service to the public and maintain a safe effective work environment. Members have a responsibility to mentor others.



Chapter 3.00.0 - Organization and Structure

3.00.0 APPLYING TO SAFR

If looking to apply to the San Andreas Fire Rescue, one shall submit an application online through the [SAFR Portal](#). A person can also visit any fire station within the state and obtain information regarding the application process. It is advised to visit Station One as this is SAFR Headquarters.

3.01.0 RANK STRUCTURE

SAFR adheres to a hierarchical rank structure, which consists of the department's Chain of Command, and the general membership.

The SAFR Chain of Command is the administrative, supervisory, and operational body of the department and consists of the Command Staff (Fire Chief, Deputy Chief, Assistant Fire Chief, Division Chief Battalion Chief), the Line Staff (Captains, Lieutenants), and the Support Staff (Second Lieutenant, Senior Engineers, Engineers, Assistant Engineers).

1. Fire Chief (1)
2. Deputy Fire Chief (1)
3. Assistant Fire Chief (2)
4. Battalion Chief (2)
5. Captain (3)
6. Lieutenant (4)
7. Second Lieutenant (4)
8. Senior Engineer (4)
9. Engineer (5)
10. Assistant Engineer (5)
11. Senior Firefighter/Paramedic (∞)
12. Firefighter/Paramedic (∞)
13. Probationary Firefighter/Paramedic (∞)
14. Senior Firefighter/EMT (∞)
15. Firefighter/EMT(∞)
16. Probationary Firefighter/EMT (∞)



3.01.1 FIRE CHIEF - Chief Of Department

The Fire Chief is responsible for functions of San Andreas Fire Rescue. The Fire Chief reports directly to MidwestRP's Head Administration.

Duties of the Fire Chief include:

- ☐ Supervisor of all activities within SAFR
- ☐ Official liaison between all other departments
- ☐ Official liaison between SAFR and MidwestRP Head Administration
- ☐ Final approval of workflow cards
- ☐ Final approval of Chain of Command workflow appeals
- ☐ Fire Investigations Division Supervisor
- ☐ Patrol Supervisor
- ☐ Other duties as directed by MidwestRP Head Administration.

3.01.3 DEPUTY FIRE CHIEF - Command Staff Member

The Deputy Fire Chief is directly under the Fire Chief and is responsible for all of the Fire Chief's duties when he/she is absent. The Deputy Fire Chief directly supervises the Assistant Chief and all Command Members. Duties of the Deputy Fire Chief include:

- ☐ Command Staff Management/Supervision
- ☐ Responsible for fulfilling the duties of Fire Chief during his/her absence.
- ☐ Fire Investigations Division Commander
- ☐ Supervisor of workflow and workflow appeals
- ☐ Patrol Supervisor
- ☐ Other duties as directed

3.01.3 ASSISTANT FIRE CHIEF - Command Staff Member

The Assistant Fire Chief is directly under the Deputy Fire Chief and is responsible for all of the Deputy Fire Chief's duties when he/she is absent. The Assistant Fire Chief directly supervises the Battalion Chiefs and all members below. Duties of the Assistant Fire Chief include:

- ☐ Battalion Chief Management/Supervision
- ☐ Responsible for fulfilling the duties of Fire Chief during his/her absence.
- ☐ Fire Investigations Division Supervisor



- ☐ Supervisor of workflow and workflow appeals
- ☐ Patrol Supervisor
- ☐ Other duties as directed

3.01.4 BATTALION CHIEF - Command Staff Member

The Battalion Chief is directly under Assistant Fire Chief in rank and the first step in SAFR Command. The Battalion Chief is responsible for all chain of command members.

Duties of Battalion Chief include:

- ☐ Supervision of Captains
- ☐ Chain of Command Management
- ☐ Oversees department suggestions
- ☐ Sets COC meeting and Department meeting agendas
- ☐ Handles initial workflows and workflow appeals
- ☐ Controls Medical Protocols and all EMS Documentation
- ☐ Controls Fire Fleet and all Fire Documentation
- ☐ Patrol Supervisor
- ☐ Other duties as directed

3.01.4 CAPTAIN - Line Staff Member

The Captains are directly under Battalion Chief in rank. The Captains are responsible for the running/supervision of all subdivisions and management of the chain of command.

Duties of the Captains include:

- ☐ Patrol Supervisor
- ☐ Sub-Division Supervisors
- ☐ Supervises Engineer Selection Process (ESP)
- ☐ Oversees all paperwork review processes
- ☐ Other duties as directed

3.01.5 LIEUTENANT - Line Staff Member

The Lieutenants are directly under the Captains in rank. The Lieutenants are responsible for documents under their division title.

Duties of Lieutenants include:

- ☐ Patrol Supervisor
- ☐ Handle member task books and promotions
 - ☐ Submit to Battalion Chiefs once completed
- ☐ Host Engineer Selection Process (ESP)



- ☐ Ensure quality and continuity of Fire and EMS paperwork
- ☐ Ensures Tasks are being complete by Senior Engineer's and Second Lieutenants
- ☐ Assists and reports to the Captains, with duties as directed

3.01.6 SECOND LIEUTENANT - Support Staff Member

The Second Lieutenants are directly under Lieutenants in rank. The Second Lieutenants are responsible for all firefighters. Duties of Second Lieutenants include:

- ☐ Station Commander
- ☐ Supervises the duties of Senior Engineers, Engineers and Assistant Engineers
- ☐ SAFR Applications
- ☐ Handles resignations
- ☐ Supervises all inactivity strikes and removals
- ☐ Other duties as directed

3.01.7 SENIOR ENGINEER - Support Staff Member

The Senior Engineers are directly under the Second Lieutenants in rank. They are responsible for the supervision of the Engineers and Assistant Engineers.

Duties of Senior Engineers include:

- ☐ Supervise task books
- ☐ Responsible for management and supervision of Recruits and Firefighters
- ☐ Handles all inactivity strikes and removals
- ☐ Handles resignations
- ☐ Other duties as directed

3.01.8 ENGINEER & ASSISTANT ENGINEER - Support Staff

The Engineers are directly under Senior Engineers in rank and are the first ranks within the CoC. The Engineers are responsible for all Firefighters and recruits.

Duties of Engineers include:

- ☐ Sign off items in task books
- ☐ Maintaining Updates on the Roster
- ☐ Organizing Public Ride Alongs
- ☐ Other duties as directed



3.01.9 SENIOR FIREFIGHTER/PARAMEDIC

Senior Firefighter/Paramedic is the Sixth operational rank in SAFR. This rank is eligible for members who have shown skill and knowledge of the paramedic certification and the dedication to the department. The following becomes available to the member.

- ☐ Pay Rate:
- ☐ Eligibility to the ESP program.
- ☐ Access to all task books

3.01.10 FIREFIGHTER/PARAMEDIC

Firefighter/Paramedic is the fifth operational rank in SAFR. These members have shown that they have an understanding of the skills and abilities of a paramedic and firefighter within the department. This rank is eligible for all of the following:

- ☐ Pay Rate:
- ☐ Eligibility to the ESP program.
- ☐ Access to all task books
- ☐ May become a FTI for Paramedic

3.01.11 FIREFIGHTER/PROBATIONARY PARAMEDIC

Probationary Firefighter/Paramedic is the fourth operational rank in SAFR. This rank is given to members who have completed the paramedic course and are beginning their career as a paramedic in SAFR. This rank is eligible for all of the following:

- ☐ Pay Rate:
- ☐ Access to all task books

3.01.12 SENIOR FIREFIGHTER/EMT

Senior Firefighter/EMT is the third operational rank in the San Andreas Fire Rescue. These members have demonstrated the willingness to dedicate time and work to the department. This rank is eligible for all of the following:

- ☐ Pay Rate:
- ☐ Ability to attend the Paramedic course
- ☐ Access to all task books
- ☐ Ability to join the FTO program.



3.01.13 FIREFIGHTER/EMT

Firefighter/EMT is the second operational rank in the San Andreas Fire Rescue. These members have demonstrated the knowledge and skills to advance from their probationary period. This rank is eligible for all of the following:

- ☐ Pay Rate:
- ☐ Access to the following task books:
 - ☐ Rappelling Task Book
 - ☐ Wildland Firefighting w/ S&R Task Book
 - ☐ TEMS Certification
 - ☐ Quint Task Book
 - ☐ Rescue Technician Task Book
 - ☐ Marine Division of Rescue Task Book

3.01.14 Probationary Firefighter/EMT

Probationary Firefighter/EMT is the first operational rank within the San Andreas Fire Rescue. This rank is Eligible to do the following:

- ☐ Pay Rate:
- ☐ Access to the following Task Book
 - ☐ Probationary Task Book

3.01.15 RECRUIT

Recruit is the introductory rank of the department. This rank applies to any member who has not completed the basic training. Members holding this rank may not patrol as a member of SAFR. This rank is required to complete the following:

- ☐ Read and understand all departmental policies including the SOP and Pre-Read Training Document
- ☐ Complete the San Andreas Fire Rescue Recruit/Reserve Training



3.02.0 OTHER POSITIONS, DUTIES, AND FUNCTIONS

3.02.1 DIVISION COMMANDER

The position of Division Commander is held by any member of the Chain of Command who runs a division within SAFR. Division Commanders act as the Chief of Operations of their respective division. Their duties include all of the following:

- ☐ Supervisor of all division activities
- ☐ Report and update activities of the division to the Battalion Chiefs
- ☐ Assign and coordinate division operations

3.02.2 DIVISION MEMBER

The position of Division Member is given to any member of a division with the department. Division Members are required to conduct the duties and operations of the division. Their duties include all of the following:

- ☐ Complete division related tasks as assigned by the Division Commander

3.02.3 SUBDIVISION SUPERVISOR

The position of Subdivision Supervisor is held by the Battalion Chiefs. This position is responsible for monitoring and supervising the operations of any department subdivision. Their duties include the following :

- ☐ Review subdivision workflow cards
- ☐ Appoint or remove Subdivision Chain of Command members at the request of the subdivision commander
- ☐ Issue subdivision executive orders on behalf of SAFR Command Staff

3.02.4 SUBDIVISION COMMANDER

The position of Subdivision Commander is held by a member of the department appointed by SAFR Command Staff and is in charge of operations of the Subdivision.

- ☐ Supervisor of all subdivision activities
- ☐ Report and update activities of the subdivision to the Battalion Chiefs
- ☐ Assign and coordinate division operations



3.02.5 SUBDIVISION CHAIN OF COMMAND

Subdivision Chain of Command members are SAFR members who are responsible for the operations and functions of a given subdivision. These members are appointed by the Subdivision Commander and/or the Subdivision Supervisor(s). Their duties include all of the following:

- ☐ Carry out operations and directives set forth by the Subdivision Commander
- ☐ Supervise the activities and operations carried out by members of the Subdivision

3.01.6 PATROL SUPERVISOR

The position of Patrol Supervisor is filled by Command and Line Senior Staff members. Patrol Supervisors are responsible for supervising the patrol functions of members. Patrol Supervisors are encouraged to operate as incident commanders whenever they feel fit.

Their duties include the following:

- ☐ Responding to a scene upon the request of a supervisor
- ☐ Monitoring and managing scenes
- ☐ Directing the staffing of members on apparatus and/or at stations as needed
- ☐ Operate a car as a mobile patrol supervisor
- ☐ Establish incident command for incidents at their discretion
- ☐ Other duties as assigned by the Command Staff or Shift Supervisor

3.01.7 STATION COMMANDER

The position of a Station Commander should be filled by the highest ranking support staff member staffing a station. But may be delegated to lower ranking CoC members. The role of the Station Commander is to provide organization at the station and to guide members in what needs staffing. Station Commanders should work with members staffing a station to set up riding assignments that ensure proper apparatus are being staffed.



3.01.8 SHIFT SUPERVISOR

The position of shift supervisor can be filled by a Captain or greater that is actively on patrol. The role of a Shift Supervisor is to provide organization and communication amongst patrol supervisors. Shift Supervisors are encouraged to respond to calls and proactively monitor for problems. Patrols with three or more patrol supervisors should have a shift supervisor. Their duties include the following:

- ☐ Directing resource management and staffing amongst patrol supervisors across the entire shift.
- ☐ Ensuring proper coverage across the state
- ☐ Monitoring large incidents across fire ground frequencies

3.02.10 AEMT

AEMT, or Advanced EMT, is the entry-level EMT certification for SAFR. All SAFR Members will receive training in basic and intermediate life support assessment and intervention techniques, utilizing basic and advanced equipment. Duties of the AEMT include, but are not limited to:

- ☐ Basic assessment of life functions.
- ☐ Use prescribed techniques and equipment to provide prehospital patient care, such as:
 - ☐ Airway management.
 - ☐ Intramuscular & intravenous medication administration
 - ☐ Intraosseous use and medication administration
- ☐ Provide emergency care following established protocols

3.02.11 EMT-P

EMT-P, or Paramedic, is the next level of EMT certification for SAFR. Paramedics have received training in advanced life support techniques, focusing on advanced assessment techniques and procedures involving airway management, hemodynamic stability, and trauma care. Duties of the EMT-P include, but are not limited to:

- ☐ All duties of the AEMT
- ☐ Use prescribed techniques and equipment to provide prehospital patient care, such as:
 - ☐ Advanced airway management
 - ☐ Intraosseous medication administration
 - ☐ Advanced procedures
 - ☐ Paralytics



Chapter 4.00.0 - Divisions and Subdivisions

4.00.1 PUBLIC INFORMATION OFFICE DIVISION

The SAFR Public Information Division is responsible for monitoring and managing the department's public image. The duties of this division include but are not limited to representing the department at public events, hosting recruiting stands and events, releasing statements on major incidents, and other duties as directed by the division commander. The division consists of the Lead Public Information Officer who runs the division and oversees all public information officers. PIO Standard Operating Procedure can be found on the department portal.

4.00.2 TRAINING DIVISION

The SAFR Training Division is tasked with organizing and coordinating all forms of internal training for the department. The Training Division falls under the supervision of the Captains office. The Training Division's Standard Operating Procedure can be found on the department portal.

4.00.3 FIRE MARSHAL SUBDIVISION

The State Fire Marshal's Office will provide arson investigations, building code inspections, and enforcement to the citizens and agencies of San Andreas. The SASFM will also provide dedicated criminal investigative and enforcement services to the San Andreas Fire Rescue for crimes committed on or against SAFR property and/or personnel.



Chapter 5.00.0 - Promotions

5.01.0 PROMOTIONS TO FF/EMT

Promotions occur once the member has completed their probationary task book. Promotions are handled by the Battalion Chiefs with recommendations from the CoC.

Minimum criteria for promotion to this rank include, but are not limited to:

- ☐ Probationary Task Book Completion.

5.02.0 PROMOTIONS TO SENIOR FF/EMT

Promotions are handled by the Battalion Chiefs with recommendations from the CoC.

Minimum criteria for promotion to this rank include, but are not limited to:

- ☐ Active Member in SAFR.
- ☐ Has completed at least 2 task books

5.03.0 PROMOTIONS TO PROBATIONARY FF/PARAMEDIC

Promotions are handled by the Battalion Chiefs with recommendations from the CoC.

Minimum criteria for promotion to this rank include, but are not limited to:

- ☐ Must complete the Paramedic course.
- ☐ Has a minimum of 2 other task books completed

5.04.0 PROMOTIONS TO FF/PARAMEDIC

Promotions are handled by the Battalion Chiefs with recommendations from the CoC.

Minimum criteria for promotion to this rank include, but are not limited to:

- ☐ Must complete the Paramedic task book
- ☐ Has a minimum of 2 other task books completed



5.05.0 PROMOTIONS TO SENIOR FF/PARAMEDIC

Promotions are handled by the Battalion Chiefs with recommendations from the CoC.

Minimum criteria for promotion to this rank include, but are not limited to:

- ☐ A minimum of 4 task books must be achieved
 - ☐ The Paramedic Task book is counted
- ☐ Must be a FTO

5.06.0 CHAIN OF COMMAND PROMOTIONS

Chain of Command promotions occur on an “as needed” basis. They are completely at the discretion of the Deputy Fire Chief. Candidates for a position within the Chain of Command are evaluated with a verbal interview conducted by the SAFR Command Staff, and are chosen based on the following factors:

- ☐ Involvement of the members in the department and the community.
- ☐ Disciplinary history within the department.
- ☐ Overall behavior, attitude, knowledge, professionalism, and upholding of Departmental Documentation, SOP, and Core Values.
- ☐ Strength of the Letter of Interest

SAFR Command may look for new members interested in joining the chain of command. At that time they would choose to open the Engineer Selection Program or ESP. A link to the program can be found [here](#)

5.07.0 DEMOTIONS

All members in SAFR hold their position at will. This means that any member within the department is subject to demotion or reassignment to a lower rank for any reason.

For Chain of Command, a demotion could be the result of not performing assigned tasks, failure to maintain activity, the inability to work as a team, or as a result of disciplinary action.

For members outside the chain of command ranks a demotion will normally only occur as a result of disciplinary action or severe malpractice.



Chapter 6.00.0 - Operational Policies

6.01.0 BATTALIONS

SAFR designates four sections of the State of San Andreas, defined by borders, as “Battalions,” in which SAFR Stations can be found. Members operating at a station must use the borders of the respective Battalion as their “Available In District” borders.

Employees who leave the confines of their Battalion while not responding to an emergency should either change stations to the Battalion they are now in or announce over the radio that they will be “Out of District,” so as to inform the other SAFR Members patrolling of your whereabouts.

If there are two or more patrol supervisors in service at a given time they may opt to refer to themselves by a “Battalion #” rather than by their assigned “Car #”. The Battalion borders and sections can be found in the Station Guide page on the department Portal.

6.02.0 STAFFING

All Members of SAFR shall remain in compliance with the Station Staffing Policy, which includes staffing apparatus in which you are cleared to operate. This includes the completion of any and all task books assigned to the said apparatus.

SAFR Members shall remain available for any call that is presented to them while on duty.

6.02.1 STATION STAFFING

SAFR Operates numerous Fire and EMS stations as defined in the Station Guide found on the department portal. No more than one Fire station and one EMS station may be actively staffed in any battalion until at least one station is in service in all four battalions. This policy may be overridden by on duty patrol supervisors.

6.02.2 APPARATUS STAFFING

Members of SAFR are permitted to staff any apparatus they are cleared to operate within the following parameters. Each battalion must have at least one active medical unit (Rescue/ Medic) in service before any other apparatus may be staffed within its borders.



6.02.3 SUPERVISOR CAR STAFFING

SAFR Patrol Supervisors may staff their designated car while on patrol. To be able to staff a supervisor car there must be at least four (4) or more members staffing any station in the state. Greater ranked Patrol Supervisors may override the in-service status of lower ranked patrol supervisors if they so choose. Patrol Supervisors may jointly staff a command vehicle if they wish as an alternative to staffing multiple cars. Joint staffing may only be done with other Patrol Supervisors. Members who are not Patrol Supervisors may not drive or staff a supervisor vehicle with another Patrol Supervisor. At the discretion of the shift supervisor, multiple command cars can be staffed to ensure the span of control is at optimal levels.

Exception: If staffing levels allow, a SAFR patrol supervisor can allow one COC member to ride-in with them to learn the roles and responsibilities of a patrol supervisor.

6.02.4 STATION CAR

The STATION CAR can not be actively staffed. The STATION CAR can be used to transfer members from station to station. The station car shall never be used to respond to a call. If transferring stations and a call comes in, a member may respond to the designated station emergent (code 3). Members caught responding to calls or abusing emergent (code 3) driving in the station car may be subject to disciplinary action.

License plate shall be Station # and 3-digit foxtrot number:
EX: "ST1_343"

6.02.5 NON-DEPARTMENTAL VEHICLES

Members of the San Andreas Fire Rescue are not permitted to operate any non-department vehicles while on duty. This includes, but is not limited to, personal cars, R/C cars, motor bicycles, and non-department watercraft. Members are permitted to utilize department-owned forklifts and lawn mowers to perform general station maintenance.



6.03.0 BOX ASSIGNMENTS

A Box is defined as any call for help received by the San Andreas Fire Rescue. All SAFR Members shall remain in compliance with the Box Assignment Policy, located on the Portal, which outlines which apparatus are to respond to various calls. In the event that remaining in compliance is not optimal for an incident, then it is acceptable for the incident commander to deviate from the Box Assignments Guide. Line Staff and Dispatchers should make maximum effort to route units within a battalion to a box, only requesting mutual aid when a battalion cannot fulfill a box without additional resources.

6.03.1 ALARM ASSIGNMENTS

An alarm is defined as any request to respond to a box. The initial dispatch to a box is a "First Alarm". An Incident commander may request additional predefined resources by striking additional alarms. Alarm responses are defined by the box assignment guide. An incident commander may also request a different apparatus than what is defined by an alarm. This is known as special calling, and is usually used to request specialty apparatus such as hazmat companies, or additional ambulances. For a fire requiring additional resources, but not quite a second alarm a "all hands fire" may be called, dictating a partial box response per the request of the incident commander.

6.04.0 TAKE HOME VEHICLES

Members of the Line/Command staff achieving the rank of Captain or greater are authorized to take their designated department owned command car home. This policy is to enable patrol supervisors to quickly respond to large scale incidents when not on duty. These vehicles may be used for personal purposes, however the department will not pay for any gas purchased while off duty. Employees are required to follow all laws while operating these vehicles. Command staff will review any citations issued to employees while operating take home vehicles, and may revoke an employees take home vehicle privilege at their discretion.



6.05.0 EMERGENCY RESPONSE

6.05.1 APPARATUS RESPONSE

SAFR Apparatuses shall not exceed 30 miles an hour above the posted speed limit when responding Emergent (Code 3). Members must clear intersections properly in accordance with the SAFR Recruit Training and drive with Due Regard.

If the Member is not responding to an incident, then all road rules, regulations, and laws must be followed, considering the safety of members onboard the apparatus and other vehicles. Station vehicles shall never break the speed limit.

Any member caught driving without Due Regard may be subject to disciplinary action.

Note: Response speed limit above does not include department supervisor and other non-apparatus vehicles (Supervisor Car, Fire Marshal fleet).

6.05.2 NON-DEPARTMENT VEHICLE RESPONSE

Employees may not respond to incidents in personal vehicles. "On Call" employees responding to an incident must respond directly to the nearest fire station to gather their equipment and apparatus. These employees must follow all road laws to ensure the safety of the public while responding.

6.06.0 EQUIPMENT COMPLIANCE

SAFR maintains a comprehensive roster of all equipment kept on every piece of apparatus, found on the department portal. Members must ensure all proper equipment is stowed in their respective apparatus prior to marking themselves in service.



6.07.0 VEHICLE LICENSE PLATES

Any license plate registered and affixed to an apparatus or vehicle owned by SAFR must use the “Blue on White 3” (SA EXEMPT) plate with text following one of the following formats:

- ☐ “ __SAFR__ ”
- ☐ “SQUAD__#” / “_SQUAD#_” / “SQUAD_#_”
- ☐ “_ENGINE_”
- ☐ “CAR__###” / “_CAR###_” / “CAR_###_”
- ☐ “CHIEF###” / “CHIEF_#” / “BATT_#”

Discretion may be used for the locations of the spaces, or “_” that are listed above. “SQUAD” and “ENGINE” are used as examples and may be replaced with the appropriate apparatus. “#” signifies the Station where the apparatus is in service at.

6.08.0 VEHICLE MODIFICATIONS

SAFR Members are required that their vehicle is in compliance with the Vehicle Extras Policy found on the department portal.

6.09.0 PERSONAL PROTECTIVE EQUIPMENT USE

SAFR Members are required to remain conscious of when various types of personal protective equipment (PPE) should be used. SAFR classifies PPE into four different categories:

Standard Precautions

- ☐ First level of PPE that EMT/Paramedics wear; generally only involves gloves
- ☐ Should be worn on all medical calls or any call where a member is performing medical duties

Exterior

- ☐ Bunker gear without the self-contained breathing apparatus (SCBA).
- ☐ Should be worn on any call that presents a potentially hazardous environment that does not require respiratory protection.



Interior

- ❑ Bunker gear with the SCBA.
- ❑ Should be worn on any call that presents a potentially hazardous environment that requires respiratory protection.

Specialized

- ❑ Includes, but is not limited to, hazmat suits, technical rescue gear, pilot uniforms, wildland uniforms, and dive suits.
- ❑ Should be worn as directed in the respective SOPs of the specialized certifications and training guides.

The appropriate type of PPE must be worn at any incident. Bunker gear as used in the Interior and Exterior categories should not be worn at the station unless conducting training. This is to limit the exposure of employees to unsafe carcinogens locked in the fibers of the gear.

6.10.0 UNIFORMS

SAFR requires all Members to dress in an appropriate uniform while on duty at all times. Uniforms are divided into Class A, B, C, and D uniforms. Members are also expected to follow regulations as mentioned in the Uniform Regulations Guide found on the department portal.

Class B Uniforms

Uniforms that utilize short-sleeved or long-sleeved button-down shirts along with long duty pants. As described in the Uniform Regulations Guide.

Class C Uniforms

Uniforms that utilize T-shirts, along with long pants. As described in the Uniform Regulations Guide.

Class D Uniforms

Uniforms that utilize T-shirts, along with shorts. This is a work out uniform and should not be worn on call.

6.10.1 CLASS A UNIFORM

SAFR Members are required to have a Class A dress uniform. This uniform is only to be worn on special occasions, such as weddings, funerals, and other events, as specified by Line and Command staff. Members wearing the Class A uniform are not considered ready for duty and must change prior to responding to any calls.



6.10.2 PROFESSIONALISM WHILE IN UNIFORM

While wearing any uniform of the San Andreas Fire Rescue members must represent themselves and their department in a professional way. Employees must not consume any controlled substance (including alcohol), employees are also prohibited from gambling or entering any area where such activities are conducted while in uniform, or while on duty unless the employee is answering a call for help. Members must refrain from selling or attempting to sell any items for personal gain (fundraisers are allowed with CoC approval) while in uniform.

6.11.0 MEDICAL PROTOCOLS

SAFR Members are required to operate within the constraints of the SAFR Medical Protocols found on the department portal. Deviation from these protocols is not permitted. Information not included in the protocols is not allowed during operations.

6.12.0 FIRE GROUND OPERATIONS

SAFR Members are required to operate in compliance with the SAFR Fire Ground Operations Guide found on the department portal. This document outlines most firematic operations and equipment utilization. Interventions, equipment, and any tangible actions not covered in the Fire Ground Operations Guide may be utilized and performed at the professional discretion of operating Members or incident commanders.

6.13.0 INCIDENT COMMAND

SAFR recognizes two command states that members may operate while on scene. The first command state is “*passive*” command. This state is established by the first unit on a respective scene. Passive command establishment is not required. The second state of command is “*active*” command. Active command should be established for larger scenes such as structure fires and car crashes. Active command should be established by the highest-ranking firefighter dispatched to the incident.

Transfer of command may only be conducted in person to ensure that the new incident commander is on scene. After the transfer of command takes place, this should be communicated to all units on-scene (Fire, LEO, Public works). Incident command can be transferred from Members to Members. Non-SAFR Chain of Command Members may request to take command from another member. If they agree, then command can be transferred. SAFR Chain of Command may take command on any scene and may take command from other members at their discretion.



6.13.1 INCIDENT COMMAND COMPLIANCE

All Employees are required to remain in communication with the Incident Commander at all times while working on a fireground, or at the scene of an incident. Employees should make every effort to follow orders from the IC. However employees should use their best judgment to safely and effectively carry out their assignment. Employees should only deviate from their assignment if a life is in immediate danger, and should notify the Incident Commander as soon as practical.

6.14.0 APPROPRIATE TERMINOLOGY

The SAFR Chain of Command reserves the right to restrict terminology usage to limit confusion in the operational setting.

6.15.0 CAD Unit Groups and Callsigns

Upon commencing duty, SAFR personnel are required to generate a CAD unit group corresponding to their assigned apparatus. The unit group must include the name and number of the apparatus to provide dispatchers with real-time updates on active units. In the event of reassignment to a different apparatus during their shift, members must promptly update the CAD unit group to reflect the new apparatus details.

All SAFR members must configure their CAD callsign to match their unique 4-digit community identifier provided upon their entrance to the community. For instance, a member with the identifier First L. | 0911 will set their callsign to 0911 within the CAD system. These protocols ensure efficient and organized communication channels with dispatchers and among SAFR personnel. Compliance with these procedures is mandatory and any non-adherence will be subject to review.



6.16.0 RADIO TRAFFIC

While in an RTO channel on TeamSpeak, only pertinent radio transmissions to the roleplay may be transmitted. All Members patrolling in an RTO channel are responsible to understand and follow the policies laid out in the [RTO Infraction Policy](#).

SAFR currently holds Fire Ground 1 as the main patrol channel. If there is no dispatcher, members are encouraged to "SCAN" Patrol OPS.

SAFR Members during patrol may use either plain language or the official emergency 10-Codes during their RTO transmissions, however, it is recommended and encouraged to use plain language transmissions.

6.17.0 LIFE FLIGHT ACTIVATION REQUIREMENTS

LIFE FLIGHT may only be activated by SAFR Members on the scene of an incident under certain patient considerations:

- ☐ Patient will have a better outcome with transport on an air ambulance
- ☐ Patient's severity of illness and transportation time/distance to the closest trauma center
- ☐ Ambulance availability
- ☐ Patient accessibility, e.g. some locations may not be accessible by ground

Regulations

- ☐ SAFR members and law enforcement units are responsible for setting up a suitable *landing zone* for Air Care, clear of any debris or obstacles (e.g. telephone poles, cables, people, etc.).
- ☐ The Air Care pilot has the command and authorization to cancel transportation of the patient at their discretion, if conditions are deemed unsafe per the life flight training, and the Civilian Aviation Authority SOP.



Staging of Air Care

Air Care can be requested on the way to a call that may have severely prolonged transport. This is to ensure the best outcome for the patient.

6.18.0 REPORTS AND PAPERWORK REQUIREMENTS

6.18.1 INCIDENT REPORTS

The incident commander on any scene is required to file an incident report recording the events of a scene in detail. These reports may be sent to LEO to assist in an investigation. These reports may also be used in a court setting as evidence.

6.18.2 PATIENT CARE REPORTS

Patient Care reports (PCRs) must be completed by the primary medical provider for every patient they treat. These reports may never be given to LEO to protect patient privacy in accordance with HIPPA. These reports should be given to hospital staff to be added to the patient health care record, and to inform ER doctors of the patient's condition. These reports may be used in malpractice lawsuits and other court settings.

6.19.0 SOCIAL MEDIA USAGE

Members of SAFR PIO are permitted to use the official SAFR handle (SAFROfficial) for posts whenever they feel the use is appropriate. PIO members are encouraged to post about ongoing operations and events that may be taking place. SAFR members who are not in SAFR PIO may not use the Twitter handle.



Chapter 7.00.0 - Administrative Policies

7.00.0 MEMBER & COC TOXICITY

This is typically conducted by a member has no clear intention of resolving an issue rather just want to cause unnecessary "drama" (1) They make a rude, unfunny and in-poor-taste jokes with or about a member they don't know well (light friendly jabs with people you are friends with are OK, as long as you know them well and / or they are OK with it) (2) They exhibit a self righteous know-it-all attitude with an insatiable need to have the last word with no regards to alternative opinions or other considerations.

If an Assistant Engineer or above within the San Andreas Fire Rescue tells a member or members to change the topic of what is currently being discussed, they must change it immediately.

7.01.0 ACTIVITY

In order to sustain the status 'Active', minimum hours of patrol must be met by all members of SAFR during each month.

- ❑ Employees within the San Andreas Fire Rescue must patrol for a minimum of **four(4)** hours per month.

Failure to the requirement will result in an Inactivity Strike at the end of the cycle. After **two(2)** Inactivity Strikes, the member will be terminated from the department. **One (1)** Inactivity strike will be removed each following cycle the member reaches their required hours. Abuse of this policy may result in termination of employment.

7.02.0 Criminal Proceedings and Departmental Suspension

All personnel are required to conduct themselves in a manner that upholds the integrity and reputation of the department. It is the responsibility of any member facing criminal indictment, particularly for a felony or misdemeanors that warrant concern (as determined by supervisory assessment), to notify their supervisor promptly.

Upon notification of such legal circumstances, the individual will be subject to immediate administrative suspension, pending the resolution of the legal proceedings. In the event of a conviction, the individual's employment with the department may be terminated. Furthermore, it is mandatory to return all department-issued property. Non-compliance with the return of equipment may lead to further legal action and demands for compensation pertaining to any lost or unreturned items.



7.03.0 Driving License Suspension or Revocation

Departmental operations and safety require all personnel to maintain a valid driver's license. Any personnel experiencing suspension or revocation of their driving privileges must report this to their superior officers immediately.

Failure to possess a valid driver's license will result in immediate suspension from active duty within the department for the period of the license suspension. The SAFR LineStaff and Command may consider further employment action, including potential termination, based on the specifics of the individual's situation and in accordance with departmental policies..

7.04.0 NON-SAFR RIDE-ALONGS

Civilians may ride-along with an employee of SAFR, upon approval for the ride-along program. Any civilians taking part in this program must file a liability waiver prior to responding to any calls, or riding on any apparatus. Station tours are permitted without liability waivers. Reference the Ride Along Program found on the department portal for rules and regulations surrounding ride-alongs.

7.05.0 PROFESSIONAL APPEARANCE

All SAFR Members are required to maintain a professional appearance while on duty. This includes the restriction of facial hair to meet OSHA and NFPA standards as well as the restriction of any tattoos on the face, hands, or neck. Tattoos shall not reflect gang or criminal affiliations. Members are expected to act in a professional manner while on duty, including appropriate touching and other physical actions appropriate for the workplace.

7.07.0 RANK AND FILE COMPLIANCE

Members of the SAFR Chain of Command are able to issue orders and directives as needed. Member(s) who are given such an order or directive are required to comply. These orders and directives may not always be recorded in a physical form or announced to the entire membership, and may be contradicted or belated at the discretion of higher ranking Chain of Command members.



7.08.0 INFORMATION FALSIFICATION

Members of SAFR who utilize the various departments' forms are bound to the whole truth when submitting official forms. Members who abuse, lie, or withhold information from these forms may be investigated by the SAFR Fire Investigations Division.

7.09.0 IMPEDING CHAIN OF COMMAND DUTIES

No member of SAFR may, in any way, impede the duties of the Chain of Command. Impeding on duties includes, but is not limited to, hiding information, lying, and/or avoiding Chain of Command. Members are encouraged to operate within the confines of this document.

7.10.0 DEPARTMENT PROPERTY

Employees may not intentionally damage, steal, or "give out" department property. This includes medical equipment, vehicles, station buildings, training towers, furniture and station appliances. Department property may not be used for personal gain, for example picking up personnel groceries while driving an apparatus. This does not apply to groceries being purchased for use at a fire station, or to take home vehicles. This policy may also be cited for repeat accidental damage to property, or preventable damage to property caused by employee neglect. All employees are required to leave all exterior station doors including bay doors locked at all times to prevent loss of property. Employees must also leave all apparatus locked when not attended to prevent theft of equipment, medication, or vehicles.

7.10.1 LOSS OF DEPARTMENT PROPERTY

In the event any department property or vehicle is lost, damaged, vandalized, or otherwise made unfit for operations employees are required to notify a Chain of Command member immediately. If a Chain of Commander member is not available at the time of the incident an email must be sent to an appropriate Line staff officer in memorandum form.



7.11.00 OFF DUTY CONDUCT & REGULATIONS

The San Andreas Fire Rescue sets the following general guidelines for Off-Duty SAFR Firefighters:

- A member shall **not** engage in criminal, infamous, dishonest, immoral or disgraceful conduct, or other conduct prejudicial to the department. The San Andreas Fire Rescue has defined notoriously disgraceful conduct as conduct which, were it to become widely known, would embarrass or discredit the Firefighters and the department.
- Members are **prohibited** from habitually using alcohol or other intoxicants to excess. Components may have more specific guidance and limitations, including for off-duty alcohol use. Members must know and adhere to the specific limitations that apply to the member.
 - The use of any sort of drug (including soft drugs such as: marijuana) is **prohibited**.
 - Employees may not consume any alcohol 48 hours prior to their next shift. Besides that, employees may not have more than a 0.08% BAC level when alcohol has been consumed.
- Members shall adhere to all laws and regulations that provide equal opportunity for all citizens regardless of race, color, religion, sex, sexual orientation, gender identity, national origin, age or handicap.
- Members shall endeavor to avoid any actions creating the appearance that the employee is violating the law or the ethical standards set forth in this SOP.
- Members found in violation to this policy may face disciplinary action, up to and including termination of employment.



7.12.00 External Employment

Personnel of the San Andreas Fire Rescue (SAFR) may engage in additional employment opportunities, including civilian roles or positions with other first responder organizations such as law enforcement agencies. This is contingent upon this external employment not compromising the member's performance or obligations to San Andreas Fire Rescue.

San Andreas Fire Rescue resources must remain within the scope of department-approved activities. As such, personnel must not remove or utilize any SAFR-issued equipment—such as, the advanced medical bag—outside of on-duty hours or beyond the premises designated by San Andreas Fire Rescue. Usage of such equipment is strictly prohibited unless the member is actively clocked in for duty and wearing an appropriate SAFR-approved uniform.

7.13.00 Off-Duty Patient Care

SAFR personnel, having completed basic training, are permitted under the Good Samaritan Act to provide medical assistance in emergencies encountered while off-duty. In doing so, members act as representatives of SAFR and are therefore required to adhere to established medical protocols and departmental Standard Operating Procedures. When rendering medical care while off duty, personnel are limited to Basic Life Support (BLS) level interventions.

During the provision of off-duty patient care, SAFR members must refrain from using any materials from the advanced medical bag or any other department-issued medical supplies. The scope of off-duty care is limited to the use of publicly available resources or those provided by the member personally, without implicating SAFR equipment. Patient care must be immediately relinquished to arriving on-duty SAFR personnel.



Chapter 8.00.0 - Discipline

8.00.0 DISCIPLINARY ACTIONS

Employees are subject to disciplinary actions when violations of SAFR regulations occur. The type of Disciplinary Action issued is at the discretion of the CoC member. Disciplinary actions, which may be imposed, include, but are not limited to:

Verbal Coaching

The lowest level of discipline. It presents an informal guidance and reiteration of departmental operations and policies once they have been violated.

Written Reprimand (Write Up)

A formal memorandum that is prepared documenting a violation and all relevant facts. Write ups will be kept on an employee's record for the duration of their employment within SAFR.

Suspension

A suspension is a type of disciplinary action that will take place any time a member of the department has violated a major rule or regulation, or is a repeat offender of department policies. A suspension includes a temporary pause in employment where employees are not permitted to patrol as SAFR, enter department owned buildings, or wear department uniforms. Violation of suspension can result in termination.

Termination of Employment

Dismissal is an involuntary removal from the department, its benefits, and its payroll.

8.01.0 ADMINISTRATION OF DISCIPLINE

Discipline may be administered by any member who is at least an Assistant Engineer within SAFR. Discipline must be given in a private manner. No official discipline shall be issued in channels where parties uninvolved are present. Informal and operational discipline, such as guidance on the fireground, may still be conducted in general spaces.



8.02.0 APPEALS

Employees have the right to appeal items of discipline greater than that of Verbal Coaching. Appeals must be made within five (5) calendar days of the date of discipline. The appeal shall be written in memo form, and submitted through the SAFR Command Staff.

8.03.0 DISCIPLINARY ACTION

Ranking	Verbal Coaching	Written Warning	Suspension	Termination
<i>Fire Chief</i>	✓	✓	✓	✓
<i>Deputy Fire Chief</i>	✓	✓	✓	✓
<i>Assistant Fire Chief</i>	✓	✓	✓	✓
<i>Battalion Chief</i>	✓	✓	✓	✓
<i>Captain</i>	✓	✓	✓*	✗
<i>Lieutenant</i>	✓	✓	✓*	✗
<i>Senior Engineers and 2nd Lieutenants</i>	✓	✓	✗	✗
<i>Assistant Engineers and Engineers</i>	✓	✗	✗	✗
<i>*A member of the Command Staff must be present</i>				

8.04.0 SPECIALIZED DISCIPLINE

San Andreas Fire Rescue Fire Investigations Division reserves the right to utilize unique and predefined discipline. These disciplinary measures are designed to give SAFR IA Investigators latitude when issuing discipline to members. These custom disciplinary measures can only be applied with approval from the Fire Investigations Division Commander or Assistant Division Commander. Specialized discipline may also be issued by members of the command staff for repeat, or egregious policy violations.



PROBATION

Pending the outcome of a FID case, the FID investigator may request that a member be placed on probation. Members on probation are placed on either a 14 or 30 day promotion hold. Members on probation will maintain their rank at the time of discipline but will temporarily be reduced to the equivalent rank of probationary. Members on probation will lose access to all certifications. Probation is intended to be a halfway point between a 10-90 and 10-93. Members placed on probation will have their disciplinary action form logged as a 10-90. The probation should be noted in the log.

DEMOTION

Pending the outcome of a FID case, the FID investigator may request that a member be demoted. Demotion can be attached to any 10-93, 10-90, or repeat serious verbal warnings. Demotions are performed in increments of one rank.

REVOCATION

Pending the outcome of a FID case, the FID investigator may request that a member have a certification or other licensure revoked either temporarily or permanently. This discipline may be attached to any discipline action that involves malpractice or egregious policy violations of a specific certification or licensure.



Chapter 10.00.0 - Training

10.00.0 BASIC TRAINING

The SAFR Basic Training is coordinated, supervised, and managed by the Internal Development Department (IDT). This training consists of two sections. The first section is called the “Pre-Class Reading”. This section is provided to members upon their admission to the department. The second part is called the “Classroom” portion. This section is done in person at a scheduled training.

Successful completion of the Recruit/Reserve Training and the Ride-Along Program grants the Member the ability to patrol as a member of SAFR. Following the resignation out of the department, the employee's training becomes invalidated, after which the Civilian must undergo the basic Training and the Ride-Along Program before they can patrol as an employee of SAFR.

Failure to complete Fire basic training in 45 days will result in automatic termination.

Persons removed from the position defined above, can re-apply in 30 days from removal.

10.01.0 RIDE-ALONG PROGRAM

Following the successful completion of the Basic Training, an employee must complete a total of **three (3)** ride-along phases, hosted by a Field Training Officer. Upon completion of the first two phases, the member will seek out a SAFR Training Division Command or SAFR COC member to host their phase 3 and competency evaluation . The evaluation must be passed before the employee can patrol independently. A member's phases in the Ride-Along program may be extended by a Field Training Officer Supervisor+ if they feel the member needs more time.



10.02.0 SUBDIVISION TRAINING

Any subdivision within SAFR is required to have a training program that is carried out by the respective Subdivision Chain of Command. The SAFR Chain of Command and the Training Division have no involvement in the administering of subdivision training.

10.03.0 CERTIFICATION TRAINING

The SAFR Training Division offers Certification Training to Members. Certification Training can be administered to a member that meets the required rank and prerequisites—if required for said certification. Successful completion of the Certification Training grants the Member the ability to operate within the capacity of the respective Certification.

Following the resignation from the department, the Member's Certification Training is only valid for an additional thirty (30) days before it becomes invalidated, after which the Member must undergo the Certification training before they can operate within the capacity of the respective Certification.

10.04.0 ADVANCED FIRE TRAININGS

The SAFR Training Division offers Advanced Fire Trainings, which expand upon the training that members received through certifications and the basic training. These classes can be delivered in any form that the Training Division deems appropriate.

Following the resignation from the department, the Member's Advanced Fire Training are considered invalidated.

10.05.0 KNOWLEDGE EXPECTATIONS

All employees within the department are expected to keep their knowledge and skills current to the standards outlined in the department's training material. This includes the basic training, phase 1-3 trainings, and certification trainings. Employees who demonstrate a lack of knowledge as outlined by these documents may be subject to certification revocation, or suspension until a member completes a retraining course, and demonstrates adequate knowledge in firefighting/medical operations, and department policy.



10.06.0 UNSAFE OPERATIONS

Employees who put their lives, or the lives of others in unnecessary danger may face disciplinary action at the discretion of the Chain of Command. Employees are required to remain in compliance with predefined practices, and OSHA standards. Discipline for unsafe operations may include retraining or revocation of a certification in addition to disciplinary action defined in chapter 8.



11.00.0 WORKFLOWS

11.00.1 SAFR COC WORKFLOW

The San Andreas Fire Rescue Chain of Command utilizes a predetermined workflow for the approval of “cards” on the chain of command Trello board. Cards may receive one of four types of approval before they are submitted as an action item as defined below:

- ❑ Standard Approval
 - ❑ Cards will start at the beginning of the CoC on the Assistant Engineer communal desk. Cards placed on shared desks will have the opportunity for members of the desk to comment and give their approval and/or denial. If the card gains approval of a majority of members of the desk (2 of 4), then the card may move up. If a card has a majority of denials on the desk, then it will be denied.
 - ❑ If a member of CoC feels their card was wrongfully denied, they may appeal the denial to a member of the command staff.
 - ❑ Once cards have been approved by the Second Lieutenants then they will begin to individually move from desk to desk starting at the next lowest Fire / EMS Lieutenants desk.
 - ❑ Once cards have been approved by all members of the CoC then the chief may submit an Action Item for Head Administration approval.
- ❑ Command Staff Discretionary Approval
 - ❑ Cards that present a special need for rapid approval or cards of a restricted nature may receive command staff discretionary approval. This type of approval is received by the command staff reaching some form of an approval. This type of approval should only be used when deemed necessary.
 - ❑ Once cards have been approved then the chief may submit an Action Item for Head Administration approval.
- ❑ Emergency Approval
 - ❑ Cards that present a special or urgent need for approval may be approved by an emergency approval. An emergency



approval may be obtained through the use of a Discord ping. Emergency approvals require a command staff members approval for them to be valid.

- ☐ Once cards have been approved then the chief may submit an Action Item for Head Administration approval.
- ☐ Meeting Approval
 - ☐ Cards that are brought up during a chain of command meeting may receive meeting approval. Meeting approval is received when all members present during the meeting reach an agreed upon approval.
 - ☐ Once cards have been approved then the chief may submit an Action Item for Head Administration approval.

11.00.2 OTHER WORKFLOWS

Divisions and Subdivisions utilize a Trello board and a predetermined workflow to manage and administrate their respective duties. These workflows are defined in the respective SOPs and Trellos.



Change Log

CHANGE	DATE
Version 3.0 Drafted	12/31/2023
Section 7.12 & 7.13 Added	03/09/2024
Section 7.02 & 7.03 Replaced to address criminal proceedings and license suspensions	03/09/2024