

Dover Fire Department



POLICY AND OPERATIONS MANUAL

(1/6/25 REVISION)

Table of Contents

Section 1.0 General	1
Section 2.0 Organization of the Department	1
Section 3.0 Personnel Procedures	3
Section 4.0-Department Discipline	6
Section 5.0 Firefighting Procedures	8
Section 6.0 General Guidelines	12
Section 7.0 Standard Operating Procedures	14
Section 8.0 Guidelines for Drivers of Apparatus	16
Section 9.0 Duties on Watch Desk (Radio, Paperwork & Telephone)	18
Section 10.0 Use of Radio	19
Section 11.0 Mutual Aid	21
Section 12.0 Recall of Personnel	22
Section 13.0 Use of Heat, Lights and Telephone	22
Section 14.0 Wearing of Apparel	23
Section 15.0 Injury Leave	24
Section 16.0 Duties of Deputy Fire Chief	25
Section 17.0 Duties of the Captain	26
Section 18.0 Duties of the Lieutenant	26
Section 19.0 Duties of Firefighters	27
Section 20.0 Recruit Training Program	28
Section 21.0 Response Traffic Regulations	29
Section 22.0 Funeral Procedures	30
Section 23.0 Vehicle & Equipment Maintenance	30
Section 24.0 Summer Weekend and Holiday Duty Shifts	31
Section 25.0 Monthly Fire Meetings	33
Section 26.0 Standard Operating Procedure for Fires and Emergencies	33
Section 27.0 Guidelines for Towing and Storage of Electric Vehicles	37
Section 28.0 Guidelines for Lithium Ion Batteries	38
Section 80.0 Ambulance Procedures and Operations	45
Section 99.0 Acknowledgment of Guidelines	63
Policy and Operations Receipt Form	64
Equipment Issued Form	65
Contact information Form	66

DOVER FIRE DEPARTMENT POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

Section 1.0 General

1.1 Purpose. To furnish Firefighting and EMS personnel of the Town of Dover with policies and operational guidelines which are intended for the general operations of the Department. It is not intended for these policies or operational guidelines to cover every specific act of duty. In addition to their duties, as herein set forth, the members of the Dover Fire Department shall perform such other duties as may be required by their superior officers. Ignorance of the policies or operational guidelines will not be an excuse for noncompliance therewith; as it is the duty of all members to thoroughly familiarize themselves with these policies or operational guidelines and all members will sign Form DFD-E-01 stating that they have read and understand the policies or operational guidelines.

1.2 Property. This manual, the property of the Town of Dover, shall be preserved, and shall be kept up-to-date by inserting new pages or revisions as may be furnished from time to time.

1.3 Summary of responsibilities. It is the responsibility of each member of the Department to protect life and property by:

1.3.1 Responding without delay to all alarms of fire or pager tone out.

1.3.2 Responding without delay to all calls for emergency medical services, or other assistance received.

1.3.3 Calling to the attention of the Chief or Chief's designee any visible conditions or acts on part of persons or businesses which may lead to fire hazards.

1.3.4 Having a sound knowledge of firefighting techniques.

1.3.5 Providing Emergency Medical Services at the EMT-B and First Responder Level as appropriate with each member's certification level and the in compliance with fire and ambulance policies and procedures.

Section 2.0 Organization of the Department

2.1 Charter and Statues.

2.1.1 The Department shall be operated in accordance with the General Laws of Massachusetts, and other provisions of the General Laws or Specific Laws which may be in effect and applicable.

2.2 By-Laws and General Procedures.

2.2.1 The operation of the Department shall be guided by the Town of Dover By-Laws and any Town rule or regulation of general application.

2.3 Organization.

2.3.1 The Fire Department consists of a paid on-call force which works as directed by the Fire Chief. The personnel of the Dover Fire Department shall consist of the following:

2.3.1.1 Fire Chief

2.3.1.2 Deputy Chief

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

2.3.1.3 Captain

2.3.1.4 Lieutenants

2.3.1.5 Firefighters and Emergency Medical Technicians

2.3.1.6 Chaplain

2.3.1.7 Other such individuals as shall be authorized by the Chief and/or appointed by the Board of Fire Engineers.

2.4. Authority and Responsibilities.

2.4.1 Fire Chief.

2.4.1.1 The Fire Chief shall have full authority and command of all personnel connected with the Fire Department of Dover and shall possess full power and authority over its organization and discipline. The Chief shall be in command at all fires. In his absence, the next ranking officer or firefighter present shall assume command until such time as they are relieved. The Chief shall have the responsibility of supervising the work and developing policies to be followed by the Department.

2.4.2 Deputy Chief.

2.4.2.1 The Deputy Chief shall perform such duties as the Chief assigns. In the absence of the Chief, the Deputy Chief shall assume the duties of, and have the authorities and responsibilities of the Chief. The Deputy Chief shall be on-call 24 hours a day/7 days a week. (See Section 16.0).

2.4.3 Captain.

2.4.3.1 The Captain shall assume command at incidents in the absence of the Chief and Deputy Chief. Captain will assume all other duties as the Chief may assign such as those of Engine or Ladder Company commanders, training personnel and performing other fire prevention functions. (See Section 17.0).

2.4.4. Lieutenants

2.4.4.1. The Lieutenants shall assume command at incidents in the absence of the Chief, Deputy Chief and Captain. Lieutenants shall assume such other duties as the Chief shall assign, such as: Engine or Ladder Company Commanders, training personnel and performing other fire prevention functions. (See Section 18.0).

2.4.5 Firefighters.

2.4.5.1 Firefighters shall possess a sound fundamental knowledge of firefighting skills and techniques. They shall have the ability to work with others as a team unit. Type of work shall include firefighting, maintenance of apparatus and equipment, ambulance operations, and all other duties assigned by a superior officer. (See Section 19.0).

2.4.5.2 Emergency Medical Technicians shall possess a sound fundamental knowledge of emergency medical skills and techniques. They shall have the ability to work with others as a team unit. Type of work shall include emergency first aid, maintenance of

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

ambulance and equipment, ambulance operations, and all other duties assigned by the EMS Coordinator and/or Chief Officer and/or designee. (See Section 80)

Section 3.0 Personnel Procedures

3.1 Rules and Regulations.

3.1.1 In the matter of rules and regulations governing personnel administration of the department, the members shall be bound by the Personnel Rules and Regulations governing Town employees. This includes but not limited to the Town of Dover Personnel Bylaws.

3.2 Physical Fitness

3.2.1 All members of the Department shall keep themselves in good physical condition to be able to carry out their respective duties.

3.2.2 New members shall be required to pass a Department approved physical ability test.

3.3 Code of Ethics

3.3.1 Understand that all members have the responsibility to conduct yourself in a manner that reflects proper ethical behavior and integrity. In so doing, you will help foster a continuing positive public perception of the fire service.

3.3.2 Always conduct yourself, on and off duty, in a manner that reflects positively on yourself, the department and the fire service in general.

3.3.4 Accept responsibility for your actions and for the consequences of your actions.

3.3.5 Support the concept of fairness and the value of diverse thoughts and opinions.

3.3.6 Avoid situations that would adversely affect the credibility or public perception of the fire service profession.

3.3.7 Be truthful and honest at all times and report instances of cheating or other dishonest acts that compromise the integrity of the fire service.

3.3.8 Conduct your personal affairs in a manner that does not improperly influence the performance of your duties, or bring discredit to the organization.

3.3.9 Be respectful and conscious of each member's safety and welfare.

3.3.10 Recognize that you serve in a position of public trust that requires stewardship in the honest and efficient use of publicly owned resources, including uniforms, facilities, vehicles and equipment and that these are protected from misuse and theft.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

3.3.11 Exercise professionalism, competence, respect and loyalty in the performance of your duties and use information, confidential or otherwise, gained by virtue of your position, only to benefit those you are entrusted to serve.

3.3.12 Avoid financial investments, outside employment, outside business interests or activities that conflict with or are enhanced by your official position or have the potential to create the perception of impropriety.

3.3.13 Never propose or accept personal rewards, special privileges, benefits, advancement, honors or gifts that may create a conflict of interest, or the appearance thereof.

3.3.14 Never report, respond, or have the appearance of representing the department if you engage in activities involving alcohol or other substance use or abuse that can impair your mental state or the performance of your duties and compromise safety.

3.3.15 Never discriminate on the basis of race, religion, color, creed, age, marital status, national origin, ancestry, gender, sexual preference, medical condition or handicap.

3.3.16 Never harass, intimidate or threaten fellow members of the service or the public and stop or report the actions of other firefighters who engage in such behaviors.

3.3.17 Responsibly use social networking, electronic communications, or other media technology opportunities in a manner that does not discredit, dishonor or embarrass your organization, the fire service and the public. Also understand that failure to resolve or report inappropriate use of this media equates to condoning this behavior.

3.4 Impartiality of Members

3.4.1 Members shall be fair and impartial in their dealings with the public and shall not act or show prejudice because of race, color, religion, sexual orientation, gender identity, national origin, age or disability.

3.5. Personal Habits.

3.5.1 Members of the Department shall report for duty unimpaired by alcohol or controlled substances, nor shall they possess, use, consume, or ingest alcohol or controlled substances while on Department property.

3.5.2 No use of tobacco products, either by smoking or chewing, is allowed on Town property, i.e. within station or outside of it, and during any call, mutual aid response, or training sessions, at any time. Firefighters are not allowed to use tobacco products at any time, per Massachusetts general law, Part 1, Title VII, Chapter 41, Section 101A for all new hires after 1988. This law enables the dismissal of any firefighter who uses tobacco products during his/her tenure, whether on or off duty.

3.5.3 Firefighters are expected to be clean shaven at all times when on department time per NFPA guidelines (adopted by this department Aug 2014) and OSHA regulations

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

enacted February 2018. This is so SCBA masks will be able to achieve a full correct seal when in use. Members who show up without this appearance will not be allowed to participate in department training, respond to calls, or respond on mutual aid apparatus.

3.5.3.1 Members being excluded from department operations for violating these Sections shall be ineligible for compensation.

3.6 Dealing with the Press, Media, or other forms of Mass Communications

3.6.1 No member of the Department shall release information to the press, media or post on social media without the specific approval of the Chief.

3.6.2 Members shall be aware of and comply with the Town of Dover's Social Media Policy.

3.7. Use of Language.

3.7.1 Members shall not use immoral, disrespectful, or other improper language, nor shall loud or boisterous talking be allowed in or about the station or at the scene of a fire. No officer or member shall speak with disrespect to or about any superior officers or other Department members.

3.8 Civil Rights.

3.8.1 Members of the Department shall not violate the civil rights of any member of the public or any member of the Department.

3.9. Town of Dover Health Insurance Plans

3.9.1 All members are entitled to sign up for the Town of Dover health insurance plans. Members will be responsible for the full cost. This is for those members who have no access to health insurance or desire to be part of the Town's various health insurance options.

3.10 Traumatic Stress

3.10.1 All members who feel stressed from traumatic incidents they have witnessed or been part of, have available to them, counseling from the Norfolk County Stress debriefing services and Employee Assistance Program (EAP) from West Suburban Health group. See EAP postings in the station or contact the Chief, Deputy Chief, or the Town's HR Director about how to access these services if you feel the need at any time.

3.10.2 All members are recommended to attend stress related debriefings.

3.11 Department Correspondence

3.11.1 All Department correspondence (verbal, email, text, posted notices, etc.) is confidential and is not to be forwarded or shared with the public at any time or other Department members.

3.12 Employee Hourly Compensation

3.12.1 All personnel shall be paid hourly at the rate set by the Town of Dover while on duty. Each on call member will be paid 1.5 hours for the initial call/incident and then hourly after that and according to firefighter and EMT pay policies which may be updated

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

from time to time by the Fire Chief. Payroll checks are issued bi-weekly on Wednesdays, and it will be mailed to members. Members can opt for direct deposit. Personnel should see the Treasures/Collectors office for direct deposit information.

3.12.2 Personnel shall inform the Fire Chief of any change of mailing address or changes of residence.

3.13 Cellphones

3.13.1 Use of personal cellphones should be limited when on duty so as not to distract or interfere with the operation of the fire call or each member's ability to perform assigned tasks.

3.13.2 Taking and or transmitting photos of scenes of crimes, accidents or other emergencies not conducted as part of your official duties or without consent are prohibited and may be a violation of Massachusetts law. Officers and other designated personnel are allowed to take pictures for training and investigative purposes with the Chief's permission. Incidents involving Police investigation are not to be photographed without permission of Police officer in charge and only by Fire Officers. Use of cellphones in the station is allowed as long as they do not interfere with operations, training, and work being performed and you are discreet in your conversations. Specifically, individuals shall be familiar with MGL Part IV, Title I, Chapter 271, Section 51 "Photos taken outside of First Responder's Official Duties; Penalties".

3.13.3 Social Media posts will be controlled by designated members at the direction of the Fire Chief and shall be limited to fire department events and announcements. All such posts shall be cleared and approved by the Fire Chief before being posted.

Section 4.0-Department Discipline

4.1 Violations.

4.1.1 Violation of any guideline or order shall be reported in writing to the Chief of the Department, and such writing shall contain specific information concerning the violation, date, time, location, member(s) involved and all other members witnessing and/or in attendance.

4.1.2 Report of violation shall be signed and dated by the reporting party. Anonymous violations reports will not be reviewed.

4.2 Department Orders.

4.2.1 All general orders, special orders and notices received from the Chief's office shall be brought to the attention of the members of the Department. All such orders, special orders and notices shall remain in force and in effect until cancelled in writing.

4.2.2 No member is to post or remove any notices on bulletin boards without permission of the Chief.

4.3. Leave of Absence.

4.3.1 Leaves of absence shall be granted to the members of the Department at the full discretion of the Chief.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

4.3.2 Such leaves will be in 3-month increments and can be extended at the Chief's discretion.

4.3.3 Members need to apply in writing for such leaves, including the reason why and the length of leave requested.

4.3.4 Leaves of absence shall be in accordance with the town of Dover's Personnel Bylaws.

4.3.5 Members with leaves of absence shall not attend calls, training or other fire department activities.

4.4. Suspensions/Removal from Work

4.4.1 In circumstances making such action advisable or necessary, the Chief may summarily suspend or remove from active duty any person(s) subject to his orders and authority.

4.4.2 The Officer in Command at an incident may remove any member from active participation at an incident if necessary.

4.4.3 Suspended members shall surrender their department ID and badge, and shall not:

4.4.3.1 Respond to calls or attend training.

4.4.3.2 Receive compensation.

4.4.3.3 Represent themselves as members of the Town of Dover Fire Department

4.4.3.4 Come to the Fire Station without being instructed by the Chief

4.5 Conduct

4.5.1 While on duty at fires, keep noise level/conversations to a level to be compatible with the office discharge of duty

4.5.2 Members are expected to be courageous without being reckless and to strictly obey all orders of their superiors with due regard to your personal safety.

4.6 Property.

4.6.1 No member shall sell, give away, or otherwise dispose of any property belonging to the Town of Dover Fire Department, nor shall any property be loaned to any person without the permission of the Chief.

4.6.2 All property of the Department shall be returned upon resignation, retirement, or discharge of the member.

4.7 Obedience.

4.7.1 Members must readily and punctually obey the orders and instructions of their superiors.

4.7.2 If such orders or instructions appear to be unreasonable or improper, the member may, after carrying out the same, appeal to the Chief in writing.

4.7.2.1 If the appeal involves the Fire Chief, the member may go to the Town's HR Director.

4.8 Complaints and Grievances.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

4.8.1. Any member feeling aggrieved at the treatment or orders of a superior officer, or any member, wishing to call attention to the matter or firefighter's business, neglect of duty, or make recommendations for the improvement of services, shall communicate in writing with the Chief of the Department.

4.8.2 Resolution to all complaints and grievances should be handled at the lowest level possible while following the chain of command (Lt., Capt., Deputy Chief, Chief)

4.9. Department Activities.

4.9.1 Unless authorized by the Chief of the Department, members shall not disclose to any person, information relating to Department business or any happenings in the Department. This includes forwarding of any emails/notices/correspondence pertaining to Department business to persons within and outside of the Department.

4.10 Town of Dover's Personnel Rules and Regulations

4.10.1 The Town of Dover Fire Department shall adopt the latest addition of the Town of Dover's Personnel Rules and Regulations as to disciplinary actions.

4.10.1.1 All members should make themselves familiar with these.

Section 5.0 Firefighting Procedures

5.1. Command at Fires/Emergencies/Calls for Service

5.1.1 The ranking officer present shall assume command at the scene.

5.1.2 In the absence of the Chief, Deputy Chief, Captain, or a Lieutenant, the senior Firefighter at the scene shall assume command and control of the incident, be responsible for the actions of the other members until relieved by a superior officer. If, in their judgement, it is necessary to call for additional assistance, they shall request such aid as deemed necessary, by radio.

5.1.3 Upon arrival of a superior officer, the person in charge shall fully inform such officer of existing conditions and disposition of apparatus.

5.2 Reports.

5.2.1 In all cases, the officer or senior member at a fire, department incident and still alarm shall make a full and concise report, in writing, directly after the incident. All reports and payroll sheets shall be signed by the Officer or member filling them out.

5.2.2 This shall include:

5.2.2.1 Incident /Fire Report

Date

Time In & Time Out

Incident Number

Location-w/Number & Street

Reason for Dispatch

Incident Type

Apparatus Responding

Type of Building (if applicable)

Weather

DOVER FIRE DEPARTMENT POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

Written Report of Incident

5.2.2.2 Pay Roll Sheet

Date
Time In & Time Out
Incident Number
Location-w/Number & Street
Reason for Dispatch
Incident Type
Member(s) Responding
Members on Apparatus

5.3. Conduct of Officers.

5.3.1 The Officer-in Charge shall not unnecessarily jeopardize the safety of the members under their command, shall be just, dignified, and firm.

5.3.2 They shall be mindful to abstain from using abusive language or profanity in giving orders as well as in conversation.

5.4 Relief.

5.4.1 No member shall leave their assigned post of duty until relieved by a superior officer or person in charge.

5.4.2 No member shall leave quarters without permission of a superior officer or person in charge.

5.5. Use of Helmets.

5.5.1 Responding to all alarms of fire, helmets shall be worn, unless they are seated within a fully enclosed cab per NFPA rules. (E2, E4, L1, S1, S2, S3). If riding in open areas of E1 and E3 then helmets must be worn.

5.5.2 On the fire ground, helmets should be worn at all times until the Incident Commander orders otherwise.

5.6. Responding to Alarms.

5.6.1 Alarms for fire or emergencies shall instantly be responded to.

5.6.2 The officer-in charge shall determine procedures in the event of simultaneous alarms.

5.6.3 All Officers are to sign on with their call number and state if responding to scene or station.

5.6.4 Officers (Captain/Lieutenants) and firefighters should not pass the fire station and should always go to the station to staff apparatus. If such officer (Captain or Lieutenants) should pass by the reported address, then they can stop as long they have all their PPE.

5.7 Stating Destination.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

5.7.1 Care shall be taken that the destination is correctly announced and understood before leaving quarters. If you do not know, ask Dover Control for a cross street.

5.8 Mutual Aid.

5.8.1 No mutual aid is to be requested or given until approved or asked for by the Chief or Officer in Charge.

5.9 Route to Fire.

5.9.1 The shortest route to a call for service shall be taken except when by reason of street conditions, it is not advisable, or when better time can be made or better conditions are encountered by a different route.

5.10. Speed of Apparatus to Fire.

5.10.1 Chapter 89, Section 7b, shall govern operations of fire apparatus. This law of the Commonwealth is posted on the bulletin board and shall be adhered to by all members. This Law says in part: "that" operation of fire apparatus shall be with due regard of the safety of the public.

5.10.2 Covering another station, the speed of the apparatus shall be considerably lessened from that permitted when answering an alarm.

5.11 Speed of Apparatus from Returning from Alarm.

5.11.1 When returning the apparatus will keep to the speed limit and obey all traffic laws.

5.11.2 When returning all warning lights will be turned off except rear traffic warning bars.

5.12 Speed of Apparatus General Use.

5.12.1 Apparatus will keep to the speed limit and obey all traffic laws.

5.12.2 All warning lights will be turned off except rear traffic warning bars and no sirens/horns shall be used unless necessary.

5.13. Unauthorized Riders on Apparatus.

5.13.1 No person, other than a member of the Department, shall be allowed to ride on the apparatus without permission of the Chief or unless it is an emergency.

5.14 Seatbelts & Accountability Tags.

5.14.1 Seatbelts are to be worn/used by all members when riding on the apparatus to the extent the apparatus has set belts.

5.14.2 Do not leave the fire station without your seatbelt on.

5.14.3 All members will affix their personal accountability tags to the apparatus or as appropriate provide them to the officer to give to the incident accountability officer.

5.15 Responsibility for Sec 10, 11, 12, 13, 14

5.15.1 Officer and/or Driver will check that or ask each member if seatbelt is in proper use.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

5.15.2 The Officers and Drivers will be equally responsible for the above sections.

5.16. Sounding of Sirens and Air Horns.

5.16.1 To guard against accidents during travel, sirens and air horns will be sounded with such frequency as speed and conditions en route require, but shall be dispensed with as far as practicable, consistent with safety, in the immediate vicinity of schools, churches, hospitals, farms with horses, horseback riders, and public buildings so as they may not needlessly be disturbed or alarmed. In general, the pitch and frequency of these signals should correspond with the necessity thereof, and not be exceeded, particularly at night.

5.17 Passing of Apparatus.

5.17.1 The Driver of a piece of apparatus shall not pass another piece unless the driver of the latter piece signals them to do so or if the other is disabled. This rule does not apply to command vehicles.

5.18. Remaining with Apparatus.

5.18.1 Unless otherwise ordered, all members shall remain on or near their apparatus when it is not engaged. If members are ordered to leave apparatus, members should not leave without tools.

5.18.2 Unless otherwise ordered, the driver of apparatus shall remain with at the vehicle. If Driver is ordered to leave apparatus, driver shall chock vehicle and should not leave without tools and full PPE.

5.19 Placement of Apparatus at Fire.

5.19.1 Apparatus shall not be located where it would hinder the move of itself or any other apparatus.

5.19.2 Public convenience should be considered, and the rights of general traffic respected as far as possible.

5.19.3 Apparatus should be parked on the same side of the street as the alarm address/location.

5.19.4 When dealing with overhead wires, apparatus should be parked at least 1 pole back from the problem or on the opposite side of street where wires are running overhead.

5.19.5 Streets shall not be obstructed by the crowding of apparatus into too limited an area. There shall be at least fifty feet between each piece of apparatus at a fire so that hose or ladders can be easily removed from same, and to give opportunity to dispatch apparatus to other alarms.

5.19.6 Ladder trucks shall not be located near hydrants or water supply. Commanding officer shall determine if ladder trucks should commit to a driveway of certain homes or wait out on the street.

5.19.7 Do not use driveways to turn apparatus around if possible, so as not to damage any property from the heavy vehicle weight.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

5.19.8 Officers/Firefighter arriving at calls/incidents in personal owned vehicles or any other vehicle shall park out of the way so not to impede access of fire apparatus or operations. Do not park in driveways where vehicles can be blocked in.

5.20 Breakdown of Apparatus.

5.20.1 Apparatus en-route to a fire or emergency call shall not delay, because of the breakdown of another piece of apparatus, further than to ascertain the cause and nature of such breakdown and to pick up the members on that apparatus if seats are available.

5.20.2 The driver will remain at the vehicle and shall be left in charge of the truck that has broken down until it is removed to quarters.

5.21 Use of Water and Foam.

5.21.1 All members shall exercise control in the use of water and foam at fires.

5.21.2 No member shall turn a stream of water, or cause it to be directed, at any person or persons except for protection purposes.

5.22 Care of Hose.

5.22.1 Driving over a line of hose is strictly forbidden unless absolutely necessary and unavoidable.

5.22.2 Couplings should never be driven over with the wheel of the truck.

5.23 Rekindling of Fires.

5.23.1 The rekindling of fires must be carefully guarded against, and when necessary for this purpose a member or members, plus a fire truck, shall be left at the scene until all danger has passed.

5.24 Care of Debris.

5.24.1 Care shall be taken at fires, and potential crime scenes, that any debris or articles that may help in the investigation of the cause of the fire or crime, be left in the original state and position.

5.24.2 At an accident where glass, etc. is on the street, the member shall, if possible, obtain permission from the police before removing same.

5.24 Condition of Streets.

5.24.1 If a member should observe any street or highway conditions liable to cause delay or accident to apparatus or if they know of any occurrence or condition of affairs, which in the public interest should be reported to any other department, they shall promptly notify the Chief or next in command, who shall notify the proper department.

Section 6.0 General Guidelines

6.1 Department Injury

6.1.1 Any member of this Department sustaining an injury while in the performance of duty shall immediately file a report and notify the Chief or Deputy.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

6.1.2 This report is to be made out by the injured person if able, if not, then by the Officer-in-Charge.

6.1.3 All reports of injuries are to be filed in the Office of the Chief within seventy-two (72) hours after the injury occurs.

6.2 Chain of Command.

6.2.1 Members will observe that titles are given for a purpose and shall be used in dealing between members of the Department.

6.3 Department Meetings/Drills/Training

6.3.1 Members will be required to attend any meeting/drill/training mandated and called for by the Fire Chief or Chief's designee.

6.3.2 While attending such meetings, department issued shirts and long pants shall be worn.

6.3.3 No open toe shoes, sleeveless shirts or shorts shall be worn.

6.3.4 Members are reminded that they may be called upon to perform station work at these meetings.

6.3.5 Members must attend 8 department training sessions per year. Failure to attend the minimum of 8 department training sessions will result in firefighters being removed from active service.

6.3.6 Department training sessions are assigned and approved by the Chief only. The Chief has the sole authority in what are the training sessions and the 8 sessions attended per year.

6.3.7 Business meetings, dinners and Firefighter Relief Association Meetings are not training sessions.

6.3.8 Department members shall be notified by email when department meetings, drills and training are scheduled. Members are to respond to notification email by emailing back if they are not going to attend. A Member shall respond as soon as possible after receiving the notice but no later than 24 hours before the training is scheduled to take place except in cases of emergency.

6.4 Personal Protective Equipment

6.4.1 When responding to or working at an alarm of fire or rescue, all members shall wear complete protective equipment and helmets.

6.4.2 Options to reduce exposure to polyfluoroalkyl substances (PFAS) in turnout gear:

6.4.2.1 Turnout gear should NOT be taken into firehouse living areas.

6.4.2.2 When transporting gear in personal vehicles, it should be in a sealed container or bag, and preferably NOT transported in the passenger compartment.

6.4.2.3 Apparatus cabs should be cleaned regularly and after every fire.

6.4.2.4 Wash your hands after handling turnout gear.

6.4.2.5 Legacy turnout gear should be replaced as new PFAS-free technologies become available.

6.4.2.6 PPE should be worn on emergency responses and emergency incidents and worn on a limited basis when this level of protection is not necessary

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

6.4.2.7 The wearing of PPE for events such as parades, school visits, etc. should be eliminated.

****Wearing all PPE and SCBA during firefighting, overhaul, and while working in smoke is still the best first line of defense when it comes to limiting exposures to fireground contaminants. Following any exposure to the products of combustion, all PPE should be cleaned in accordance with NFPA 1851 to reduce cross-contamination and further exposure.**

6.5 After calls or when Apparatus/returns to the fire station before being placed back in service

- 6.5.1 Cleaned if needed
- 6.5.2 Filled with water
- 6.5.3 Restocked if needed
- 6.5.4 Radios checked
- 6.5.5 Fuel apparatus if it is less than $\frac{3}{4}$ filled

6.6 Parking at Station

- 6.6.1 POV's shall be parked at the station in designated paved parking areas. If no space is available members shall park at Town Hall.
- 6.6.1 Cars/trucks, personnel owned vehicles and/or Town vehicle except for Chief, Deputy, Captain and Fire Inspector shall not park in front of apparatus doors at any time or in the designated handicap space.

6.7 Department Issued Clothing

- 6.7.1 Any Officer, Firefighter, Firefighter/EMT performing any assigned departmental work detail, maintenance, maintenance of apparatus or any department work must wear department issued shirts/sweatshirt/jacket, hat and appropriate footwear while performing that work or duties. No hats or shirts not issued by the department are to be worn at any time.
- 6.7.2 If assigned to a detail or fire prevention event such as Dover Days, open house or public demonstration involving the public, dark blue pants and black shoes/boots must be worn in addition to department issue apparel. No jeans or sneakers are allowed so as to portray a professional look when dealing with the public and other departments.

Section 7.0 Standard Operating Procedures

7.1 Use of Self-Contained Breathing Apparatus (SCBA):

- 7.1.1 All personnel are required to don and use SCBA before entering hazardous or smoky atmospheres.
- 7.1.2 SCBA are to remain in use, even during overhaul and clean-up, until the incident commander determines that they are no longer required.
- 7.1.3 Once operations are complete.
 - 7.1.3.1 Personnel shall replace the air bottle with a fully charged air bottle.
 - 7.1.3.2 Clean used bottle.
 - 7.1.3.3 Clean SCBA air pack.
 - 7.1.3.4 Replace SCBA air pack and bottle in appropriate location on apparatus.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

7.1.3.4 Uncharged air bottle(s) should be placed in SCBA room for refilling.

7.1.3.5 SCBA are to be checked that they are working properly.

7.2 Personnel Riding on Apparatus

7.2.1 Only department personnel can ride on the apparatus unless approved by the Chief or in emergency situations.

7.2.2 While and before any apparatus is moving, all personnel are required to be seated. No standing in jump areas or on side running boards will be allowed.

7.2.3 All members of the Department are required to wear seat belts, if apparatus has set belt or other vehicles equipped with them. This also includes jump seat areas.

7.2.4 Use of seat belts in jump seat areas of Engine 1 and 3 may preclude the ability to don SCBA while responding to a fire. However, in this situation Members will don SCBA immediately after exiting the apparatus and before entering smokey or hazardous atmospheres.

7.2.5 When it is necessary to back up the vehicle, members shall assist and direct apparatus drivers. Those members directing should have a portable radio with them to communicate with the driver and be in position to be seen by the operator of the truck.

7.3 Duties After a Fire

7.3.1 After a fire.

7.3.1.1 Members shall assist in the repacking of hose.

7.3.1.2 Cleaning and replacing equipment

7.3.1.3 Washing of hose, if necessary, repacking hose. When repacking hose, make sure the correct amount of hose lengths are put back on the truck.

7.3.1.4 Placing of all apparatus back in service.

7.3.1.5 After returning from responses, vehicles will be hosed down as necessary.

7.4 Cold Weather Operations

7.4.1 All members will be responsible for cold weather operations.

7.4.2 Precautions will be taken to prevent the freezing of air masks, booster equipment, and lines. If conditions are such, pumps, guns, and lines are to be drained to prevent freezing and damage. While operating at a fire or incident, pumps should be circulated, with pump heater on.

7.4.3 In the event of heavy snow, trucks equipped with automatic chains should deploy them for traction as necessary.

7.4.4 Under adverse weather conditions, speed of apparatus to a call will be reduced consistent with safety.

7.4.4 Station doors are to be closed immediately after apparatus leaves quarters.

7.5 Response to Motor Vehicle Accidents

7.5.1 Engine shall accompany the ambulance on calls received for vehicle accidents requiring an ambulance response.

7.5.2 Upon arrival, fire control and/or extrication, will be performed by the rescue crew.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

7.5.3 If the services of the Engine or Ladder are not needed, they shall return to Quarters immediately as directed by the Incident Commander.

Section 8.0 Guidelines for Drivers of Apparatus

8.1 Safety.

8.1.1 Careful driving shall be exercised at all times.

8.1.2 Drivers are operating under their own license and will be responsible for safe operation and obeying of all traffic laws at all times.

8.2 Apparatus Equipment

8.2.1 Drivers have the responsibility for the equipment on the apparatus. If equipment is removed from apparatus, the driver shall keep track of it.

8.2.2 After a fire, a thorough check of all equipment shall be made.

8.2.3 During cold weather, pumps should be circulated when on scene to prevent freezing.

8.3 Warning Lights.

8.3.1 All warning lights shall be operating when apparatus is responding to alarms of fire, medical emergencies, or other emergency calls.

8.3.2 Apparatus returning from a call will turn off warning lights. Traffic bar shall remain on.

8.4 Apparatus to Station

8.4.1 When backing apparatus into Walpole Street bays, one member is to exit the truck and stop traffic and guide the truck back into the station.

8.4.2 Another member is to assist in backing the apparatus into the station bay. All other members shall stay away from the area and not interfere.

8.4.3 The member assisting in backing the vehicle into the station shall attach the exhaust hose to the vehicle. After the vehicle is parked, the driver shall ensure the exhaust hose is properly connected.

8.4.4 If needed, fuel is to be added the apparatus.

8.4.5 Booster tanks will be filled.

8.4.6 Apparatus cleaned and/or washed.

8.5 Apparatus at Fire Calls

8.5.1 When apparatus is being used at a fire, all unnecessary lights shall be turned off.

8.5.2 The motor shall be revved up to compensate for the battery discharge.

8.6: Wheel Chocks

8.6.1 Shall be used at all times when trucks are stopped or unattended.

8.7 Driver Checks

8.7.1 Drivers of apparatus shall check all vehicles for

8.7.1.1 fuel,

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

8.7.1.2 water tank

8.7.1.3 lights

8.7.1.4 general equipment.

8.7.2 Any abnormal condition shall be brought to the attention of the Chief or Officers.

8.7.3 Forms to report this are available in the Watch Room and shall be filled out and placed in mail box in Watch Room. If no forms are available, an incident report can be used.

8.8 Vehicle/Equipment Damage

8.8.1 Any damage to any vehicle or equipment shall be brought to the immediate attention of the officer-in-charge

8.8.2 All pertinent details of such damage shall be given to the officer for their report.

8.8.3 A written report to the Chief shall also be made by the involved driver.

8.9 Apparatus Accidents

8.9.1 All incidents involving any other vehicle or person shall be immediately reported to the Chief's office.

8.9.2 The accident report should include:

8.9.2.1 Town of Dover accident report

8.9.2.2 Police vehicle report

8.9.2.3 Copy of involved driver's license with report

8.10 Apparatus on Apron/Ramps

8.10.1 When apparatus is pulled out of the station and parked on ramps, wheel chocks shall be placed

8.10.2 After a brief warm-up period, the motors shall be shut down.

8.10.3 In cold weather, care shall be taken to prevent freezing of radiators and pumps.

8.11 Caution and Good Judgement.

8.11.1 Shall be exercised by drivers at all times when operating on hard surfaces.

8.11.2 Shall be exercised by drivers at all times when operating off hard surfaces to prevent damage to vehicle, property, and the danger of apparatus becoming immobilized due to soft terrain.

8.12 Diesel Exhaust System

8.12.1 The driver shall ensure the diesel exhaust hose is properly attached before starting apparatus inside the fire station.

8.12.2 When backing into the station and/or returning from call, the driver of apparatus shall ensure the diesel exhaust hose is attached and properly connected.

8.12.3 Apparatus should not run within station without the diesel exhaust attached and operating.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

Section 9.0 Duties on Watch Desk (Radio, Paperwork & Telephone)

9.1 A watch shall be maintained at Headquarters during a call and the stay will be determined by the Chief of Department.

9.1.1 Upon arriving at the desk, announce that 'Dover Fire Is On The Air.'

9.2 The person on radio duty and one other member shall be the only people in such room.

9.2.1 Officers are allowed to be in the Watch Room, if necessary, above the 2-person limit.

9.2.2 Other personnel shall not congregate at the door or in the hallway so as to distract those on watch.

9.3 The person at the desk shall see that the radio room is run in a business-like manner, and projects a favorable public image at all times.

9.4 The telephone shall be answered immediately in a courteous tone, stating "Dover Fire Department" - and giving your name and rank (i.e. firefighter or officer).

9.4.1 Telephone in watch room shall only be used for Department businesses as it relates to the incident at hand.

9.5 Announce all locations of destination over the radio to apparatus en-route.

9.6 Make a full and concise report of all alarms of fire and/or incidents responding to. Note all radio transmissions on the appropriate form. Fill out the timesheet correctly noting personnel who responded and the truck they were assigned to. Note time in and time out on such sheet and sign the bottom of it with your name. Fill out all required information on sheets. Make sure officer in charge fills out report on call. When finished, place forms in mail box in Watch Room.

9.7 Radio Transmission Record Keeping.

9.7.1 Note all radio transmissions on the appropriate form to be filled out.

9.7.1.1 Note time of transmission

9.7.1.2 Make a note of all such calls, etc. for any officer or member and refer same to such person.

9.8 Observe all Federal Communications Rules and Regulations when conducting radio communications.

9.9 Keep radio tuned to a reasonable level, be alert, and answer all radio messages promptly. Acknowledge all reports from apparatus, officers, and other radio units.

9.10 If asked, burning permits should be applied for on-line, on the Town of Dover website.

9.11 The radio desk is to be always kept in a neat and orderly manner. Only articles and reference material essential for radio room operations shall be kept on the desk or stored in desk drawers.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

9.12 Payroll Sheet and Incident Report

9.12.1 Watch desk person shall be responsible for filling in payroll sheet and incident report:

9.12.1.1 Incident /Fire Report

Date
Time In & Time Out
Incident Number
Location of Dispatch-w/Steet Number & Street Name
Location of Incident- w/Steet Number & Street Name
Reason for Dispatch
Complete Incident Type (may not be reason for dispatch)
Apparatus Responding
Mutual Aid or Line Box Coverage Apparatus
Type of Building (if applicable)
Weather

9.12.1.2 Payroll Sheet

Date
Time In & Time Out
Incident Number
Location-w/Street Number & Street Name
Reason for Dispatch
Incident Type
Member(s) Responding
Members on Apparatus if apparatus leaves the station

Section 10.0 Use of Radio

10.1 All radio messages shall be in accordance with FCC rules and regulations.

10.2 Portable and Mobile radios, when tested, shall be tested with either Dover Fire or Dover Control.

10.3 Call letters or numbers shall be used for identification. Example; Car 1, Dover Fire, 7-4,7-5, 703, E411 etc...

10.4: All Radios in Watch Room

10.4.1 Are to be left on 24-hours a day, with the voice level tuned so that the radio can be heard and understood.

10.4.2 Mutual Aid radio shall be switched to Dover Police frequency. If channel is changed to another frequency, it is to be returned to Dover Police when members leave the watch room.

10.5 All radio messages shall pertain to Fire Department business and be stated in a business-like manner.

10.5.1 Personal conversations shall not be transmitted over the radio.

DOVER FIRE DEPARTMENT POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

10.6 Avoid unnecessary conversation, make messages short and concise.

10.7 When transmitting.

10.7.1 Voice should be kept to a normal speaking level.

10.7.2 When transmitting a message, speak slowly and enunciate clearly.

10.8 All radio messages shall be acknowledged.

10.9 Upon dispatching of apparatus,

10.9.1 Desk person shall announce location: "Dover Fire to the apparatus, your destination is 5 Springdale Avenue, Dover Town Hall"

10.9.2 Nature of call, "Alarm Activation..."

10.9.2 Announcement to be acknowledged by officer or driver of apparatus.

10.11 Proper location shall be ascertained before leaving quarters.

10.12 First Arriving

10.12.1 The first arriving officer/apparatus at an incident shall give a situation report.

This shall include:

Location

Type of building, if applicable

Size of building, if applicable

What is observed, "Nothing Showing" if applicable

Description of Incident, "Two car MVA with PI", "Wildland/ brush fire ½ acer",
"Proceed with Caution"

10.13 Upon return of apparatus to quarters, the officer will so indicate such, or indicate otherwise: i.e "Holding Engine 4, all other apparatus returning to quarters."

10.14 Microphones shall be returned to their holders after conversations, so that mics are not left open by error, thus transmitting background conversations.

10.15 Portable Radios

9.15.1 shall be returned to charging units

9.15.2 Shut off

9.15.3 Verified that charging light comes on after use

9.15.4 Make sure the radio is tuned to the Dover Fire frequency

10.16 The Chief's and Deputy Chief's pagers are to be toned for all incidents 24-hours a day, followed by announcement of the location and type of call.

10.17 The following radio codes will be used by all personnel for situations indicated:

Code 7 Apparatus unable to respond due to mechanical issues

Code 8 No driver or crew

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

Code 9 Apparatus unable to respond due to vehicular accident
Code 100: Bomb scare at schools

Section 11.0 Mutual Aid

11.1 Upon Receiving Call for Mutual Aid

11.1.1 Apparatus will be dispatched in accordance with the pre-arranged plans.

11.1.2 No trucks are to leave the station until an Officer has determined:

11.1.2.1 What apparatus will respond

11.1.2.2 Crew is chosen based on availability of personnel

11.2 No apparatus shall be dispatched to another town unless it has been requested or authorized by the officer-in-charge of the requesting department.

11.3 No mutual aid is to be accepted or requested unless authorized by the Officer or person in charge of this department.

11.4 All mutual aid for greater alarm fires requested by communities not pre-arranged and not operating in Norfolk County will be authorized by the Fire Districts. All calls for mutual aid from the Fire Districts will be honored if personnel and equipment are available.

11.5 When responding to Mutual Aid, Officers shall upon entering mutual aid community change radio channel to that community and notify their Fire Alarm that Dover apparatus in their community.

11.5.1 Notify Dover Fire or Dover Control that responding unit is migrating to a different frequency.

11.6 Upon arrival at the incident, the person in charge of the apparatus shall inform the incident commander via radio that they are at the scene and available for assignment.

11.7 All personnel responding on apparatus shall remain with such apparatus pending assignment. All other incoming personnel shall report to the Dover Fire station.

11.8 Initial personnel response to mutual aid.

11.8.1 Shall consist of an Officer and 3 firefighters.

11.8.2 Additional personnel and equipment will be dispatched as needed.

11.8.3 When responding to mutual aid for station coverage, bring your shoes and other clothes to wear inside other town's stations. No personnel are allowed into the living or common quarters wearing turnout gear, which must remain on the apparatus floor.

11.8.4 Tanker response shall consist of a Driver and at least one other member.

11.9 No member of the Dover Fire Department is to respond to a mutual aid call directly unless instructed to by a Chief Officer.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

Section 12.0 Recall of Personnel

12.1 All members recalled to duty shall report to the station.

12.2 Use of Red Lights

12.2.1 On all personal vehicles a Red-Light Permit approved by the Chief of Department and is issued by the Registry of Motor Vehicles is required.

12.2.2 These permits allow use only in the Town of Dover

12.2.3 Does not give you any rights not to follow the rules of the road.

12.2.4 Caution in use must be used and you will be responsible under your own personal driver's license.

12.2.5 See MGL 90 Section 7E for additional requirements.

12.3 All personnel shall remain on duty until call is terminated by officer-in-charge.

12.4 When a call is received for Mutual Aid, a "Group Call" shall be sounded regardless of the nature of fire or call, including Station coverage or direct fire response. Upon arrival at the Station, the officer-in-charge shall determine the personnel needs and act accordingly. If in their opinion, it is necessary, a "second tone" will be sounded.

12.5 When it is necessary due to pumping, accidents, fire, or other situations requiring additional help, the officer-in-charge may call the station and have additional personnel/equipment sent to the scene, if available.

Section 13.0 Use of Heat, Lights and Telephone

13.1 Use of Heat

13.1.1 Main apparatus floor shall be kept at a temperature of 60 degrees (F) maximum.

13.1.2 Doors and windows shall be kept closed when heat is on.

13.1.3 Thermostats shall be turned down when doors are open for any length of time.

13.2 Use of Lights

13.2.1 Lights shall be turned off when not in use.

13.2.2 Night lights shall be kept on throughout the night.

13.2.3 Lights in Meeting Room, Watch Room, Maintenance Room, SCBA Room, and Offices shall be turned off when the rooms are not in use.

13.3 Use of Telephone.

13.3.1 The telephone is for Fire Department business.

13.3.2 No personal calls are to be made during an incident.

13.3.3 All telephone calls are to be answered by person on the desk with name and rank given upon answering.

13.3.4 No information about responses to calls, incidents, names of parties involved or fires may be given out unless approval by Chief or Deputy in advance noting that it is mandatory to get approval if News/TV stations and Media outlets are contacting you.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

Section 14.0 Wearing of Apparel

14.1 Dress Uniforms

14.1.1 Members, in good standing after 1 year, as determined by the Chief shall be issued a dress uniform consisting of:

- Pants
- Jacket
- Shirt
- Bell Cap
- Blue Shirt
- Black Tie
- Department Patch

14.2 Protective Equipment: Uniforms and other clothing

14.2.1 Members after receiving an appointment, shall receive the following protective equipment:

- Turnout Coat
- Bunker Pants
- Helmet
- Boots
- Firefighting Gloves
- Accountability Tag
- Flash Light

14.3 Badges.

14.3.1 Members in good standing after 1 year determined by the Chief, shall receive:

- Jacket Badge
- Dress Shirt Badge
- Bell Cap Badge

14.4 Picture ID.

14.4.1 Members, in good standing after 1 year, shall receive a department issued picture ID.

14.5 All badges, picture ID cards, protective equipment, uniforms, and work clothing are the property of the Dover Fire Department. Upon termination of a member's employment, all shall be returned to the Chief or Deputy.

14.6 All members will sign a receipt of equipment issued.

14.7. General:

14.7.1 Color and design of protective equipment, dress uniform, and work clothing shall be at the discretion of the Chief.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

14.7.2 All protective equipment, work clothing, and dress uniforms shall be uniform in design and color.

14.7.3 All equipment, uniforms, and clothing shall be the responsibility of each member.

14.7.4 Provisional appointees will not be given a dress uniform unless they are in good standing with the department and after 1 year of service determined by the Chief.

14.7.5. Lost or stolen equipment, uniforms, or clothing shall be replaced by the individual member at their own cost if determined by the Chief.

14.7.6 Uniforms and clothing shall be neat and clean, and worn in a presentable manner at all times.

14.7.7 Protective equipment, dress uniforms, and work clothing shall be worn by members when engaged in department duties and activities. By wearing such apparel, you represent the Dover Fire Department and are expected to act accordingly in all situations.

14.7.8 When attending all department meetings or training you are required to wear department issued shirts, long pants, and shoes. No open toe shoes or sandals are allowed to be worn at these events. Members are expected to participate in department meetings and drills and should dress accordingly.

14.7.9 All members may choose not to wear uniform ties between June 1 and September 14. Ties will be worn on occasions as required by the Chief such as, but not limited to, funerals, parades, etc.

14.7.10 Light blue dress shirts shall be worn by all personnel below the rank of Lieutenant for all occasions requiring a dress uniform.

14.7.11 Department members shall wear the Dover Fire patch on the left sleeve of all dress uniforms, work clothing, and all dress shirts. The Dover Fire patch shall be worn on all dress shirts. No other patches, insignia, or emblems shall be worn on any uniform other than an EMT patch. Location of patch placement shall be in accordance with department policy.

14.7.12 No member shall wear the rank that they were not appointed to or the uniform or station wear of another department while operating on the Dover Fire Department.

14.7.13 Officers and Firefighters should wear department issued shirt/jacket/PPE to identify themselves when dealing with the public at any call/incident or detail.

14.7.14 Officers and Firefighters participating in any detail, public safety event, fire prevention demonstration or any event where they are representing themselves as members of the Dover Fire Department shall wear department issued shirt, hat, blue pants and black shoes or boots. No jeans or sneakers are to be worn at these events.

Section 15.0 Injury Leave

15.1 Members injured in the line of duty shall notify the Chief or any officer immediately and complete a written report within 72 hours of the injury.

15.2 To return to duty status, a doctor's written approval clearing such member for all activities must be submitted to the Department. The wording "without restriction" must be include in the back to work letter from the doctor. The Town of Dover may require that the injured employee receive the back to work clearance from a Town of Dover authorized doctor.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

15.3 Attendance at department monthly business meetings will be at the discretion of the Chief. No participation in training is allowed.

15.4 All 'line of duty injuries' shall meet the Town of Dover Personnel Bylaws requirements.

Section 16.0 Duties of Deputy Fire Chief

16.1 In the absence of the Chief of the Department, the Deputy Chief shall have the powers and responsibilities of the Chief.

16.2 The Deputy Chief is delegated the authority of the Fire Chief in the enforcement of Chapter 148 of the General Laws and rules and regulations made thereunder.

16.3 Under the direction of the Chief and Deputy, assigned personnel shall oversee the training of members.

16.3.1 Shall set up and organize a continuous training program for members.

16.3.2 Shall organize training programs for specialized subjects of fire department duties.

16.4 The Deputy shall assist the Chief in the responsibility of the maintenance of apparatus and equipment and see that the Captain/Lieutenants carry out their responsibility in these subjects.

16.5 The Deputy shall assist the Chief in the following categories.

16.5.1 Establish technical policies for firefighting operations.

16.5.2 Enforce laws and ordinances.

16.5.3 Develop assignments and running cards for all alarms.

16.5.4 Develop mutual aid plans with surrounding towns.

16.5.5 Be the liaison with the press.

16.5.6 Receive and direct investigation of all complaints.

16.5.7 Assist in survey of water supplies and instruct personnel in the proper use of our water system.

16.5.8 Maintain all records of the Fire Department.

16.6 Attend seminars and meetings to keep abreast of best and latest methods of training and fire prevention bringing this back to the department for dissemination.

16.7 The Deputy Chief shall perform such other duties as the Chief may assign.

16.8 Job Classification:

16.8.1 The Deputy Chief shall be classified in the supervisory and/or administrative division of the Department.

16.8.2 The Chief of the Department shall establish the hours of work for the Deputy Chief.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

Section 17.0 Duties of the Captain

17.1 The Captain will be the officer-in-charge of the Engine, Ladder, Squad they are responding in. It is their responsibility to assign apparatus drivers with approval of the Fire Chief, and see that members are trained in the use of firefighting equipment.

17.2 The Captain shall notify the Chief, or in his absence, the Deputy, of any fire or other incident of unusual nature.

17.3 Duties shall include, but not limited to the following:

17.3.1 Firefighting:

17.3.1.1 Be in charge of all fires in the absence of the Chief or Deputy, until relieved by an incoming superior officer.

17.3.1.2 Shall respond to all calls.

17.3.1.3 Will report all complaints to the Chief and/or Deputy, in writing.

17.3.1.4 Shall conduct training sessions for members of the Department under the direction of the Fire Chief.

17.3.2 Administrative

17.3.2.1 Shall see that all guidelines in this manual, including amendments and revisions, are followed.

17.3.2.2 Shall report to the Chief in writing any infraction of the above.

17.3.2.3 Shall report to the Chief regarding any equipment not in good running order that cannot be fixed by department personnel.

17.3.2.4 Shall complete officer's report on fires and other calls.

17.3.2.5 Shall attend all staff meetings and monthly meetings called by the Chief.

Section 18.0 Duties of the Lieutenant

18.1 The Lieutenant will be the officer-in-charge of the Engine, Ladder, Squad when they are responding. It is their responsibility to assign apparatus drivers, and see that members are trained in the use of firefighting equipment.

18.2 The Lieutenant shall notify the Chief, or in his absence, the Deputy and Captain of any fire or other incident of unusual nature.

18.3 Duties shall include, but not limited to, the following:

18.3.1 Firefighting:

18.3.1.1 Be in charge of all fires in the absence of a superior officer, until relieved by the Chief, Deputy, Captain, or an incoming officer.

18.3.1.2 Shall respond to all calls.

18.3.1.3 Will report all complaints to the Chief and/or Deputy.

18.3.1.4 Shall conduct training sessions for members of the Department under the direction of the training officer.

18.3.2 Administrative

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

18.3.2.1 Shall see that all guidelines are followed.

18.3.2.2 Shall make a report to the Chief or Deputy Chief regarding any infraction of the above.

18.3.2.3 Shall report to the Chief, Deputy Chief or Captain regarding any equipment, etc., not in good order and cannot be taken care of by the personnel.

18.3.2.4 Shall make out a complete officer's report on fires and other calls.

18.3.2.5 Shall attend all staff meetings and monthly meetings called by the Chief.

Section 19.0 Duties of Firefighters

19.1 Firefighters shall efficiently perform their duties and comply with all ordinances, laws, rules, directives, orders, and these guidelines

19.2 Firefighter's shall be responsible to their superior officers and shall not speak disrespectfully to any officer.

19.3 Firefighters are responsible for general duty firefighting work in combatting and extinguishing fires, fire prevention, rescue work, etc.

19.4 Work involves responsibility for responding to alarms with an assigned company to assist in combating/extinguishing fires, other emergency work and other tasks assigned.

19.5 All shall have knowledge for desk watch, drill, care and maintenance of equipment and apparatus. Also, for keeping records for related equipment checks.

19.6 A firefighter will respond to all alarms with assigned companies, may be called upon to drive and operate such apparatus as aerial ladders, pumpers, rescue and ambulance. Firefighters shall have an operational knowledge of all equipment carried on apparatus.

19.7 Firefighting duties which include but are not limited to:

19.7.1 Performance of hazardous tasks under emergency conditions in protecting life and property. This requires strenuous physical exertion under handicaps of smoke, extreme heat, gases, and cramped surroundings.

19.7.2 Lays, couples, connects hoses, advances hose into structures, burning buildings, to direct water streams, and other various duties.

19.7.3 Places, erects, and climbs ladders, including aials. Vents buildings and areas, uses force to gain entry into buildings. This will include doors, windows, roofs, floors, partitions and other openings.

19.7.4 Enters burning buildings for evacuation purposes, also to rescue persons in danger, raising ladders, stretchers, administers first aid, and performs CPR.

19.7.5 Performs emergency rescue and extraction work.

19.7.6 Spreads salvage covers, removes excess water and debris, secures buildings against rekindles, trespassers and weather.

19.7.7 Wash trucks, test equipment, dry out hoses, repack hose onto trucks, and maintain a clean and orderly condition of quarters

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

19.8 Complete training and be certified in 1st Responder/First Aid and CPR. Comply with required State laws and regulations as created to the mandatory First Responder level, if not an EMT.

19.9 On desk watch, receives and transmits alarms and pertinent information, instructions, and orders. Receives visitors, logs company activities, other information as needed and records information Per Section 10 of these Guidelines.

19.10 Attends departmental drills, company drills, and training session.

19.11 Firefighters may be required to perform duties as a Lieutenant in accordance with these rules.

19.12 Must maintain and provide regular care for all department equipment as directed by officer-in-charge.

19.13 Shall hold themselves in readiness to answer calls.

19.14 Shall follow the orders of their superior officers.

19.15 Be punctual in attendance, civil & orderly in conduct while in performance of their duties.

19.16 Performs other duties and tasked assigned to them by a superior officer or a Fire Chiefs designee.

Section 20.0 Recruit Training Program

20.1 Recruit Training:

20.1.1 All members appointed to the Department as firefighters will be required to attend the Firefighter Training Program of the Dover Fire Department or any other approved training as determined by the Chief i.e. Massachusetts Fire Academy, etc.

20.1.2 Attendance in this program is mandatory.

20.1.3 Completion of this training program is mandatory.

20.1.4 The officer or member performing training shall, in writing, keep a record of training which shall include date, times, training performed and outcome.

20.1.5 When training is completed, the officer or member performing training shall submit to the Fire Chief, a record of training, and if the training has met the requirements and/or 'passed' training for the Fire Chiefs review.

20.1.6 The Fire Chief will be the sole member approving if training was completed/passed or more training is required.

20.1.7 New members are not allowed to ride on the trucks responding to calls or engage in firefighting at fires until completion of such training.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

20.2. Members shall attend any classes available at the Mass. Firefighting Academy as requested and approved by the Chief. Members can apply to the On-Call/Volunteer Recruit program at the Academy to become certified as FF 1/2.

20.2.1 Payment for such classes will be at the Chief's discretion.

20.2.2 All members, both new and existing, shall apply in writing to the Chief if they wish to attend the Mass. Fire Academy training.

20.3 Driver Training

20.3.1 Driver training is mandatory for each individual piece of apparatus before being allowed to drive apparatus. Training should be performed for each vehicle.

20.3.2 Training can be done with any Officer, or their designee, on mutually agreed upon time.

20.3.3 A driving and familiarization test will be done before being allowed to drive each individual truck.

20.3.4 All driver training will be documented in accordance with section 20.1.3 & 20.1.4

20.3.5 The Fire Chief will be the sole member approving if driver training was completed or more training is required.

20.3.6 No driver training shall be performed without the notification and prior approval of the Fire Chief.

Section 21.0 Response Traffic Regulations

Section 21.1

These guidelines adopt the Commonwealth of Massachusetts General Laws Chapter 89 Section 7B, See below.

THE COMMONWEALTH OF MASSACHUSETTS GENERAL LAWS, CHAPTER 89

TRAFFIC REGULATIONS

SECTION 7B: The driver of a vehicle of a fire, police, or recognized protective department and the driver of an ambulance shall be subject to the provisions of any statute, rule, regulation, ordinance or by-law to the operation or parking of vehicle, except that a driver of fire apparatus while going to a fire or responding to an alarm, or the driver of a vehicle of a police or recognized protective department or the driver of an ambulance, in an emergency and while in performance public duty or while transporting a sick or injured person to a hospital or other destination where professional medical services are available, may drive such vehicle at a speed in excess of the applicable speed limit if he/she exercises caution and due regard under the circumstances for the safety of persons and property, and may drive such vehicle through an intersection of ways contrary to any traffic signs or signal regulating traffic at such intersection if he first brings such vehicle to a full stop and then proceeds with caution and due regard for the safety of persons and property, unless otherwise directed by a police officer regulating traffic at such intersection. The driver of any such approaching emergency vehicle shall comply with the provisions of section 14 of Chapter 90 when approaching a school bus

DOVER FIRE DEPARTMENT POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

which has stopped to allow passengers to alight or board from the same, and whose red lamps are flashing.

Summary: Drivers are driving any such emergency vehicle under their own personal driver's license and are responsible for all matters that occur when driving such vehicles. Rules of the road apply to all circumstances and does not give drivers of such vehicles any more right to not obey the rules of the road. Caution and speed should be observed at all times. Remember, your passengers are depending on you to get them safely to any call or scene without incident. Any delay or incident causing your emergency vehicle to be placed in jeopardy affects the rest of the Department response to a call.

Section 22.0 Funeral Procedures

DOVER FIRE DEPARTMENT FUNERAL PROCEDURES

22.1 The following procedures will be the policy to be followed at/for funerals of deceased members of this Department.

22.1.1 Bunting drape to be left on Station for thirty (30) days or at the Fire Chiefs discretion.

22.1.2 Flags to be at half-staff from time of death until internment.

22.1.3 Uniform will be bellcap, blue/white shirt, black tie, uniform pants, black socks, black shoes, and white gloves.

22.1.4 Members shall remove head cover when entering church. Head cover to remain on at graveside services.

22.1.5 Chief to determine procedures for honor guard at wake and the procession of members during walk through.

22.1.6 At Chief's discretion and families' approval, an Engine or Ladder shall be parked in front of funeral home during wake and also to be part of procession during day of funeral services.

Section 23.0 Vehicle & Equipment Maintenance

23.1 It shall be the responsibility of all Officers and firefighters to see that the Fire Department equipment and vehicles are properly maintained and otherwise in good operating condition at all times.

23.1.1 If anything is not working properly, the member finding the non-operating equipment should fill out a repair report. Forms are found in the Watch Room and located under the vehicle run logs. Turn each report in immediately by placing it in mail box in the Watch Room or given to an Officer. Non-functioning equipment shall be taken out of service, tagged with the reason why, dated and signed. This equipment shall be placed on the apparatus floor by the door entering the hallway to the meeting room.

23.1.2 All equipment used will be cleaned after use and returned to proper location on apparatus or in station.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

23.1.3 It shall be the responsibility of the officer and/or driver of apparatus to see that all equipment used is returned to the proper location and cleaned.

Section 24.0 Firefighter Summer Weekend and Holiday Duty Shifts

24.1 Summer Weekend Shifts:

24.1.1 During the summers from July 1st through Labor Day weekend

24.1.2 The department has members covering 12-hour shifts from Friday night through Sunday night. These shifts are broken up into shifts from 7PM-7AM and 7AM-7PM.

Friday 19:00- Saturday 07:00

Saturday 7:00-19:00

Saturday 19:00-Sunday 07:00

Sunday 7:00-19:00

3 Day Holiday adds

Sunday 19:00- Monday 07:00

Monday 07:00-19:00

24.1.3 Shift coverage consists of 1 Officer, 1 Driver, and 2 Firefighters. A total of 4 members. If four members are not available, three are sufficient.

24.1.4 Members are paid 8 hours for the 12 hours shift you are assigned to. You are responsible for submitting a timesheet for the shift prior to the following Tuesday by 18:00 to be paid.

24.1.4.1 If you do not respond to a call during your shift, you shall not be paid for the shift.

24.1.5 You must be within the Town of Dover during your shift.

24.1.6 You cannot be on both the Ambulance and the Fire shifts at the same time.

24.1.7 Sign-ups for the summer schedule will be posted for each month on the Watch Room bulletin board or via email. You will receive an e-mail notifying you of a list being posted. Instructions will be posted along with the sheets, and you will check off those shifts you are available for and want.

24.1.8 Schedules will be posted 1 to 2 weeks before each month starts. If you cannot do your assigned shifts, you are to contact the Deputy Chief and he will replace you with someone from the spares' list.

24.1.9 You have to have completed and passed new recruit training and approved to ride the apparatus before doing any summer or holiday shifts. The Fire Chief makes this approval.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

24.1.10 To be eligible for summer weekend duty, members have to attend at least 4 Dover Fire Department training sessions that will be held between January and June of that year.

24.1.11 Members are required to perform and pass Department training to be eligible for summer weekend duty and holiday shifts. This shall include initial firefighter training, SCBA/Turnout gear, RIT training and any additional training deemed necessary by the Fire Chief.

24.2 Holiday Shifts:

24.2.1 The following holidays are observed by the Town of Dover and the Fire Dept

New Year's Day

Martin Luther King Day

Presidents' Day

Patriot's Day (April),

Memorial Day,

Juneteenth (June 19),

Columbus Day

Veteran's Day

Thanksgiving

Christmas

*Independence Day and Labor Day covered in summer schedule

24.2.2 The department has members covering 6 twelve-hour shifts starting on Friday at 19:00 and continuing till 19:00 on the Monday holiday (MLK, Presidents, Memorial, and Columbus). For those holidays that do not occur on Mondays, then it will usually be 2 twelve-hour shifts starting at 19:00 the night before till 19:00 of the holiday (New Years, Juneteenth, Veterans, Thanksgiving, and Christmas). At the Chief's discretion, these non-Monday holidays, may have days of shift coverage added before or after the holiday as deemed necessary.

24.2.3 Shift coverage consists of 1 Officer, 1 Driver, and 2 Firefighters. If four members are not available, three are sufficient. Members may not be on the Fire Schedule and the Ambulance schedule at the same time.

24.2.4 Members are paid 8 hours for the 12 hours shift you are assigned to. You are responsible for submitting a timesheet for the shift prior to the following Wednesday by 10:00AM to be paid.

24.2.4.1 If you do not respond to a call during your shift, you will not be paid for the shift.

24.2.4.2 Members participating in the Holiday Schedule are asked to submit payroll sheets no later than the Wednesday 10:00am deadline.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

24.3 Members on Weekend Duty and Holiday Duty must be able to respond to incidents, calls for service and for 'stand by.' Other town work, out of Town, or sickness renders you ineligible if you cannot respond. You shall notify the Chief or Deputy if you are ineligible.

24.4 Members applying for holiday shifts coverage must have completed at a minimum 4 training/drill sessions in the months prior to such holiday coverage.

Section 25. Monthly Fire Meetings

25.1 The Fire Department will hold monthly meetings on the second Monday of each month during the year.

25.1.1 The Chief may move the meeting to a different date if needed.

25.1.2 These meetings will be held at the Fire Station and will usually consist of a business meeting followed by a training drill or class. The start time is usually 6:30pm but may be changed to accommodate daylight hours or longer drill/training sessions.

25.2 A reminder notice will be sent to all current members by email the week before. All members are expected to attend and if you cannot attend, you are required to reply to the email that you are not attending. This must be sent no later than 24 hours before the start of the meeting.

25.3 Required Dress Code for Meetings and Drills

25.3.1 Department issued shirt or sweatshirt.

25.3.2 Appropriate shoes, no sandals, or open toe shoes.

25.3.3 Long pants.

25.4 During the meetings, any member who wishes to bring up any ideas or concerns is encouraged to do so.

25.5. Extra meetings for training may also be held and will be announced in advance. These sessions may be held on weekends, weekdays, and during the daytime hours.

25.6 The month of February will also include the Annual Firefighters Relief Association Meeting which will include election of members to the Executive Committee and Sick Committee.

25.7 Any related FF Relief Association matters may be brought up and include votes to pass such issues. Prior notice for these will be given and the meetings will encourage EMT's to attend and participate.

Section 26. Standard Operating Procedure for Fires and Emergencies

26.1 Upon Receiving Alert:

26.1.1 Proceed quickly, but safely to the fire station. If special duty or instructions are given, then follow them as required. Officers and Firefighters should respond to the fire

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

station unless they are passing the incident. Officers shall sign on and indicate if they are responding.

26.2 Upon Arrival at Station

26.2.1 Don Gear

26.2.2 Staff appropriate apparatus s per posted run cards.

26.2.3 Incident Commander or Officer on scene may request additional apparatus or change response order if needed.

26.2.3 All members are to fasten seatbelts, if available, when responding in apparatus

26.3 Upon arrival at Incident

26.3.1 Park apparatus as necessary.

26.3.1.1 Keep apparatus on the same side of the street where the incident is reported.

26.3.1.2 Do not block driveways for future arriving apparatus.

26.3.1.3 First Engine in should allow room for Ladder Truck to position itself to access the building with the aerial.

26.3.1.4 When parking at a scene, the apparatus should allow enough spacing for other apparatus to work.

26.3.1.5 Listen to command for instructions and personnel to remain with apparatus until called for.

26.3.2 Park personal vehicles off road, away from the incident/fireground . Use care not to block or park in driveways.

26.3.3 Don Gear - Properly!

26.3.4 Make sure you have tools with you when leaving truck i.e., Halligan, rakes/pike poles, thermal imager, gas meter, axe, SCBA.

26.3.5 Accountability Tag

26.3.5.1 Place white ID tag on the truck you responded on for accountability.

Give it to the driver or officer who will be responsible for you.

26.3.5.2 Second red ID tag will be given to officer, at the door of building before you enter for firefighting purposes or the incident commander.

26.3.6 If not given an assignment upon arrival, you shall remain with your apparatus for assignment. Monitor the radio for orders.

26.3.7 First arriving Officer assumes command - may relinquish when superior officer arrives. Quickly relate to the next officer what has been observed, what has been done, and what is in progress.

26.3.8 If no officer is present on arrival, one firefighter must take command, relinquishing it when an officer arrives.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

26.3.9 Size-up

- 26.3.9.1 Status of situation
- 26.3.9.2 Determine priorities
- 26.3.9.3 Take necessary action

26.3.10 Rescue - of first importance

- 26.3.10.1 SCBA
- 26.3.10.2 Laddering of building
- 26.3.10.3 Forcible entry and ventilation
- 26.3.10.4 Search and Rescue

26.3.11 Command determines method of attack - consider:

- 26.3.11.1 Progress of fire
- 26.3.11.2 What is involved
- 26.8.11.3 Exposures
- 26.8.11.4. Volume of water required
 - Tankers
 - Pumper Relay
 - Tanker relay
 - Combination
 - Mutual Aid

26.3.12 Weather conditions -effect on progress of fire or extinguishment

26.3.13 Deployment of Personnel

23.3.13.1 Firefighters and subordinate Officers assigned roles.

Rescue

Ladder/Truck Company (see above Rescue)

Engine Company Operations

- a. Manning attack lines - what size, how many
- b. Cut-off fire from victims
- c. Protect escape routes
- d. Protect Rescue Personnel

Water Supply Officer

- a. Source of supply
- b. Volume required
- c. Method of transport

Arriving Mutual Aid Companies - Instructions and assignment

26.4 Fire Progress

Continually assess the situation, observing whether fire is gaining or if control is being achieved and if firefighters are responding to Command instructions.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

26.4.1 If control is lost, do not hesitate to call for assistance, or if weather conditions and exposures constitute a threat, call for assistance.

26.4.1.1 Consider Safety of Firefighters

Call for withdrawal

Monitor for structural collapse

Set collapse zone

Cycle firefighters for rehab as work and heat require

Call upon Utilities for power cut-off

Call upon Police for traffic and crowd control

Salvage - if necessary, under the direction of an Officer.

26.4.1.2 Consider safety of residents in Area

Evacuate, if necessary

Remove spectators if necessary if endangered or impeding operations.

26.4.2 As control is Gained

26.4.2.1 Reduce size of lines, tips, volume of water used.

26.4.2.2 Withdraw deemed unnecessary personnel from operations

26.4.2.3 Discharge Mutual Aid Companies

26.4.2.4 Return deemed unnecessary apparatus to station and secure

Discharge personnel as conditions permit

26.4.3 Overhaul

26.4.3.1 Dig out, without undue damage, suspected hot spots, using small lines as needed to extinguish.

Preserve evidence of cause. Do not shovel out everything just to clean up without first determining evidence of cause, for whatever reason.

Use only what water is needed for whatever fire is left.

Keep spectators and unneeded firefighters out of the area.

26.4.4 Mop-Up

26.4.4.1 Final check for any possible remaining fire.

26.4.4.2 Assignment of fire watch personnel and equipment as necessary.

26.4.4.3 Protect suspect materials and guard until the State Fire Marshal arrives.

26.4.4.4 Removal of non-suspect materials.

26.4.4.5 Removal of water.

26.4.4.6 Securing of property as best as possible.

26.4.4.7 Turn property over to Owner if non-suspicious.

26.5 Return to Quarters

26.5.1 Officers will assign firefighters to return to the station with apparatus to assist with clean-up, and restoring the apparatus back into service..

26.5.2 Clean all tools used.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

26.5.3 Complete required reports, in detail, as soon as possible, while information is fresh.

26.5.4 The Officer in Charge should hold a post incident review with all personnel. Observations from all personnel and different perspectives will be discussed.

26.5.5 If your gear becomes soiled or covered with soot & dirt, you need to wash your gear to remove any contaminants from them. Washing machine and dryer is in station for your use in these matters.

Section 27 Guidelines for Towing and Storage of Electric Vehicles

27.1 Requirements of the Tow Company

27.1.1 The tow company must be able to respond immediately, 24 hours a day, 7 days a week .

Have the following equipment:

- Conventional tow truck with wheel lift and driver capable of entering a garage to remove a vehicle.
- Medium duty flatbed tow truck with driver.
- Emergency Plug to disable electric vehicles with adaptor(s) for different cars.
- Fire Blanket to cover the vehicle during transportation. Use of the blanket may be required.
- Blanket should be Single use, size 19.8x26 ft with appropriate ratcheted tie downs.
- OSHA 10-hour general industry training for persons operating at the scene.
- 1 Supervisor with OSHA HAZWOPER certification.
- The ability to store the EV in an outside quarantine area a safe distance away from nearby objects for 30 days or until batteries are removed.

27.2 Towing a vehicle at direction of Dover Fire Department

27.2.1 Prior to allowing a vehicle to be towed, that has been on fire, smoking, or has battery damage, at least 45 minutes shall have passed in a safe location while water is applied.

27.2.2 Dover Police shall follow their procedure for calling the tow company and be aware of the requirements for towing EV vehicles.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

27.2.3 The IC shall obtain the tow company name and vehicle destination.

27.2.4 The EV shall be covered with a fire blanket and properly secured with ratchet straps or some other manner prior to towing.

27.2.5 The EV must be towed on a flatbed, or if needed, in a dumpster.

27.2.6 A Dover Fire Engine may escort the tow from the scene to the tow yard, and standby while the vehicle is unloaded into the approved area.

27.2.7 If a Dover Fire blanket was used, the tow company shall immediately exchange with the fire department a new fire blanket.

27.2.8 If a Dover Fire Emergency Plug is being used, the tow company shall immediately replace the plug with their own in the yard and return the DFD plug to the Dover Fire Engine.

27.2.9 After the EV vehicle is properly stored the Engine will return to our fire station.

Section 28 Guidelines for Lithium Ion Batteries

28.1 Introduction: The use of lithium ion batteries has increased drastically over the years and this trend is only going to continue. Lithium Ion batteries are currently used in cell phones, laptops, power tools, hoverboards, scooters, e-bikes, electric cars, and more. With this increased use has also come an increased demand for a smaller battery with more energy (higher energy density). This density also makes these batteries more volatile and can increase their chance for failure. Failure can occur for many reasons; manufacturers defect, damage from use, incompatible chargers, incompatible devices, counterfeit products, environmental stressors and much more. These failures can lead to catastrophic consequences. In failure, the cells of the battery pack begin to overheat and go into thermal runaway. They will explode, releasing extreme heat as well as toxic and flammable gases. The heat will propagate or spread to the other cells causing further thermal runaway and explosions. The flammable gases will likely ignite causing an extremely dangerous fire that will spread to any combustibles in the area. Think of them as mini pipe bombs. There is no way to predict their failure and their every day use has now become a necessity.

28.2 General

28.2.1 Notify the Chief of any incident involving lithium batteries, whether they were the cause of the fire or were a victim of the fire (exposed). This includes motor vehicles accidents involving electric vehicles where damage occurred, whether it resulted in a fire or not.

28.2.2 All members shall be on air when handling damaged or exposed lithium ion batteries or when in the immediate vicinity of the same.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

28.2.3.A charged hose line shall be in place when dealing with damaged and/or exposed lithium ion batteries.

28.2.4 Lithium ion batteries or devices containing them shall not be transported via elevator and stairs should be avoided unless properly overpacked in Cell Block and in a container. If an elevator is used, then the elevator should be captured and the device transported unmanned.

28.2.5 As with all fires, be on the lookout for any unusual devices, substances, and/or items, including lithium ion batteries.

28.2.6 All fires shall be investigated for lithium ion batteries that may have been involved or exposed.

28.2.6.1 Look in areas above, below and under furniture.

28.2.6.2 Lithium ion batteries damaged or exposed must be treated as compromised.

28.2.7 Lithium ion batteries and/or devices containing them, not involved in fire or exposed shall be removed to an unaffected area of the building.

28.2.8 Do not place cells or battery packs in your pockets and do not handle them with bare hands.

28.2.9 Use a non-conductive shovel.

28.2.10 Utilize proper gloves if handling with hands if necessary.

28.2.11 Water is the best extinguishing agent. Foam, dry chemical, dry powder, etc. have proven to be ineffective and can also increase conductivity.

28.2.12 Lithium ion batteries may continue to burn and will continue to off gas toxic and flammable vapors even when submerged in water.

28.2.13 Lithium ion batteries can ignite and reignite without warning.

28.2.14 Lithium ion batteries = Pipe bomb

28.2.15 *Lithium ion batteries = Think rekindle* They have been known to ignite or reignite up to 30 days after a previous fire and/or exposure to heat

28.2.16 Overpacking in a drum with Cell Block prior to moving is preferred.

28.2.17 **Keep in mind that the device and/or batteries may be critical evidence. Scene preservation and/or photographs prior to removal shall be considered if safe to do so. Consult with IC first.**

28.2.18 A fire watch for structure fires involving lithium ion batteries is necessary.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

28.3 Electronic Devices/ E-Mobility Devices

28.3 Lithium ion batteries and/or devices containing them when **exposed to heat from fire** and **not currently on fire**.

28.3.1 IC shall be notified.

28.3.2 All FF's in the vicinity of the batteries shall be in full PPE, including SCBA and on air.

28.3.3 Lithium ion batteries and/or devices containing them shall be isolated away from the fire area by removing to the outside or placing in a sink, tub, or bucket with cells fully submerged in water.

28.3.3.1 When possible firefighters should move the lithium ion batteries by use of a method that does not require use of hands (i.e. Nonconductive tool or shovel).

28.3.3.2 The batteries or device should be moved to the following location in order of preference:

- 1: Bathroom tub in fire floor will all cells fully submerged in water.
- 2: Sink large enough for all cells to be fully submerged in water.
- 3: Garbage pail or bucket large enough that all cells are capable of being fully submerged in water.
- 4: When above options are not practical the IC may order removal of batteries or device via fire room or fire floor window.

28.3.3.3 The general intent being to remove the accelerant/hazard from the fire floor and prevent extension and further contamination.

28.3.4 Lithium ion batteries or devices containing them shall not be transported by elevator and stairs should be avoided (think mattress) unless overpacked.

28.3.5 Do not block egress when relocating devices

28.3.6 Remove from the building when possible and safe to do so.

28.3.7 A charged hose line shall be stretched to the area of the batteries whether inside or outside in case of ignition.

28.3.7 Overpacking in a drum with Cell Block prior to moving is preferred.

28.4 Lithium ion batteries and or devices containing them **involved in fire**.

28.4.1 Same procedures as in 28.3.1 thru 28.3.7

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

28.5 Lithium ion batteries discovered during or after overhaul.

28.5.1 Same procedures as 28.3.1 thru 28.3.7

28.6 Mitigation

28.6.1 Lithium ion batteries and/or devices containing them must be removed to the outside and isolated.

28.6.2 Overpacking in a drum with Cell Block suppressant prior to removal is preferred. Cell Block is the only approved suppressant at this time.

28.6.3 A charged hose line shall be in place in the area the batteries are being isolated to.

28.6.4 The charged hose line shall be manned by a crew in full PPE, SCBA, Scott mask on and ready to go on air.

28.6.5 If batteries are still in a device, they must be removed.

28.6.5.1 The crew working on the battery pack removal shall be in full PPE with SCBA and on air. A charged hose line and crew in same full PPE and SCBA on air will be in the vicinity.

28.6.5.2 Proper lighting shall be provided.

28.6.5.3 Nonconductive tools shall be used.

28.6.5.4 High heat gloves shall be worn for handling a battery pack or cells.

28.6.5.5 If removal of batteries is not plainly evident, then attempt to look up proper removal procedure via internet or have IC look it up.

28.6.5.6. If cutting electrical wires is necessary, then low voltage electrical gloves with a protective glove over shall be worn.

28.6.5.7 If necessary, a Sawzall or other cutting tools may be used to cut a battery out of a device. For example; you may cut the frame around the battery pack of an e-bike if traditional removal is not possible.

28.6.6 Battery packs and /or cells must now be overpacked.

28.6.6.1 An investigator should be present to catalog or photograph the evidence prior to overpacking.

28.6.6.2 Select the appropriate size pail or drum based on quantity of battery packs or cells.

28.6.6.3 Place a plastic liner in the drum.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

28.6.6.4 Place an even layer of approximately 3 inches of Cell Block in the drum.

28.6.6.5 Place the batteries and/or cells in such a fashion to leave 2 inches of space between them.

28.6.6.6 Take a picture.

28.6.6.7 Place another 3-inch layer of Cell Block over the batteries and cells.

28.6.6.8 Repeat as necessary taking a picture of each layer until drum or pail is full.

28.6.6.9 Place the lid on the pail/drum and secure it if vented. If the lid has a bung hole, remove the bung cap/plug and place tape over the opening. If the lid does not have a vent, place the lid on top and do not secure it. Simply place a piece of tape over the top to hold it in place.

28.6.6.10 Take 1 final photo.

28.6.6.11 IC will contact the proper authority to pick up the drum/pail and transport it to the nearest recycling center.

28.6.6.12 The written report shall include the incident place and address, the home owners name and phone number, the contents of the pail/drum, and the quantity and size of drums/pails.

28.7 Electric Vehicles

All normal safety procedures and precautions employed at a fossil fuel vehicle fire shall be followed.

Notify the Chief if an EV vehicle is involved in a fire and/or accident.

28.7.1 Accident

All personnel on scene in full PPE. Hose line crew in full PPE with SCBA and mask ready to go on air. Personnel working on EV vehicle with full PPE, SCBA, and mask ready to go on air.

28.7.1.1 Disable the vehicle with emergency plug.

28.7.1.2 Hose line in the street if EV is damaged.

28.5.2 EV Vehicle Fire

28.7.2.1 IC should consider non-extinguishment as an option if there are no exposures or safety risks to the public or property.

28.7.2.2 Extinguishment shall be with water. Foam or extinguishers are ineffective.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

28.7.2.3 Make sure water is directed at the underside of the car with an additional line.

28.7.2.4 If garaged, consider covering the vehicle with a fire blanket when visible fire is knocked down and it is safe to do so.

28.7.2.5 Continue to apply water on the battery until ready to move outside. Use a chain and pull vehicle out if necessary to protect the structure or exposures if waiting for a tow truck is not practical.

28.7.2.6 Towing: **Refer to Section 27 Guidelines.**

28.8 Additional Information

28.8.1 Batteries may rupture and vent toxic flammable gases and/or explode violently when the gases ignite, when subject to the following:

Thermal- Hot or cold temperatures

Physical – Impacted, crushed, or pierced

Electrical- Overcharging or forced discharge, including internal manufacturing defects or internal short circuiting.

Drying after being wet.

It may be difficult to discern if a lithium ion battery pack or cell is compromised. The resulting heat signatures may not be picked up by a thermal camera. Using a TIC to check for the presence of heat may not tell you if the battery is compromised or possibly in danger of going into thermal runaway.

28.8.2 Thermal Runaway

28.8.2.1 The stable state of batteries/cells rapidly fails due to increased heat from charging or external conditions such as fire. The cell transitions from a stable state to an unstable state with the catastrophic failure of the cell. Once thermal runaway begins it will propagate to the adjacent cells.

28.8.2.2 Usually there is a “pop” or rupture sound heard preceding thermal runaway with pressurized white smoke (toxic gases) venting moments prior to ignition.

28.8.2.3 Water may not prevent a battery from entering thermal runaway. If able to penetrate the battery case, water may provide a cooling effect on the adjacent cells and reduce further propagation.

28.8.2.4 Dry Chemical is ineffective for any lithium ion related extinguishment.

28.8.2.5 Flammable and Toxic gases are produced in a thermal runaway and are dependent on battery technology and manufacturer. These gases can cause explosions.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

28.8.2.6 Unexpected re-ignition is common and can do so with no warning minutes, hours, or even days after all visible fire is extinguished.

28.8.2.7 Batteries have ruptured with explosive force capable of causing structural damage and extensive fire spread.

28.9 Dover Fire Department Batteries

28.9.1 If a lithium ion battery is no longer holding a charge at the end of its life, this battery should be properly recycled and removed from service.

28.9.2 If a battery is damaged in some way (cracked, swollen, expanding, deformed, leaking, hot, smoking etc.) isolate it outside and notify the Chief.

28.9.3 If a civilian brings a lithium ion battery to the fire station that will no longer hold a charge and is at the end of its life, direct them to the transfer station and have the attendant there dispose of it properly.

28.9.4 If a civilian brings a lithium ion battery that is damaged in some way (cracked, swollen, expanding, leaking, hot, smoking etc.), Isolate it outside, away from the building or any combustibles, in a safe and controllable space, and notify the Chief or Dover Control.

28.9.5 Any concerns or doubts, notify the Chief or any Officer.

DOVER FIRE DEPARTMENT POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

Section 80 Ambulance Procedures & Operations

CONTENTS

<u>1. CERTIFICATION AND RECERTIFICATION OF PERSONNEL</u>	47
<u>2. ORIENTATION OF DOVER AMBULANCE EMPLOYEES</u>	47
<u>3. RESPONSIBILITY TO DISPATCH, TREAT & TRANSPORT</u>	48
<u>4. DELIVERY OF PATIENT TO NEAREST APPROPRIATE FACILITY</u>	49
<u>5. NON-DISCRIMINATION</u>	49
<u>6. BACK UP & USE OF BACK UP SERVICES</u>	49
<u>7. ARRANGEMENTS FOR SECURING ADDITIONAL EMS PERSONNEL AT APPROPRIATE CERTIFICATION LEVELS</u>	7
<u>8. DISPATCH</u>	50
<u>9. COMMUNICATIONS</u>	50
<u>10. STOCKING OF SUPPLIES</u>	51
<u>11. USE OF LIGHTS AND SIRENS</u>	51
<u>12. STAFFING</u>	51
<u>13. CONDUCT OF PERSONNEL</u>	52
<u>14. MECHANICAL FAILURE</u>	52
<u>15. INSPECTION AUTHORITIES</u>	52
<u>16. INFECTION CONTROL</u>	52
<u>17. COMPLIANCE WITH STATEWIDE TREATMENT PROTOCOLS</u>	53
<u>18. TRAINING AND SKILL COMPETENCY ASSURANCE OF EMS PERSONNEL</u>	54
<u>19. RIGHTS OF PATIENTS WHO ARE MINORS</u>	54
<u>20. MANDATED REPORTING</u>	54
<u>21. PATIENT RESTRAINTS</u>	55
<u>22. SCHEDULING</u>	55
<u>23. ON CALL RESPONSIBILITIES; RESPONDING TO CALLS</u>	56
<u>24. RESPONDING DIRECT TO THE SCENE</u>	56
<u>25. CREW MEMBER RESPONSIBILITIES</u>	57
<u>26. RETURNING TO SERVICE AND COMPLETION OF RECORD KEEPING FOLLOWING A CALL</u>	57

DOVER FIRE DEPARTMENT POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

27.	<u>DOVER EMT CLASSIFICATIONS</u>	58
28.	<u>TRANSPORT OF DECEASED</u>	59
29.	<u>MAINTENANCE OF MEDICAL & BIOMEDICAL EQUIPMENT</u>	59
30.	<u>CARE, INSPECTION, STORAGE & CONTROL OF MEDICATIONS</u>	60
31.	<u>QUALITY ASSURANCE</u>	60
32.	<u>RED LIGHT PERMITS</u>	60
33.	<u>DRESS CODE</u>	60
34.	<u>CONFIDENTIALITY</u>	61
35.	<u>SEATBELTS</u>	61
36.	OPERATION OF DEPARTMENT VEHICLES	17
37.	<u>ADDITIONAL AMBULANCE POLICIES</u>	62
38.	AMBULANCE DEPARTMENT DISCIPLINE	18
39.	AMBULANCE POLICY ACKNOWLEDGMENT	18
40.	SANITARY CONDITIONS	19
41.	DISPOSAL OF HAZARDOUS WASTE	19

February 1, 2019

Adopted By the Board of Fire Engineers February 5, 2019

Certified by Town Counsel February 5, 2019

Amended By the Board of Fire Engineers September 3, 2019

Amended By the Board of Fire Engineers March 2, 2020

Amended By the Board of Fire Engineers January 6, 2025

DOVER FIRE DEPARTMENT POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

1. CERTIFICATION AND RECERTIFICATION OF PERSONNEL

The Commonwealth of Massachusetts -Department of Public Health – Office of Emergency Medical Services (OEMS) will certify and re-certify all EMTs. All EMT's must meet Massachusetts OEMS re-certification requirements. All EMTs must also provide evidence of appropriate CPR certification and Massachusetts driver's licenses.

Massachusetts State law requires that all ambulance services operating within the Commonwealth maintain an accurate up-to-date record of all licenses and certifications maintained by their personnel. Each employee is required to provide a copy of their current EMT license, CPR certification, and Massachusetts driver's license to the Fire Chief or Fire Chief's designee. Updated copies must be provided within one week of recertifying and or relicensing.

All EMT's must carry in their possession their current EMT license, CPR certification and a valid Massachusetts Driver's License. A copy of these documents (front and back) must be kept on file at the service headquarters. In addition, copies of all documents for active EMTs shall be carried in the Ambulance within a binder, a binder within the Ambulance Room and a binder within the Fire Chief's office.

IT IS THE RESPONSIBILITY OF ALL EMPLOYEES TO MAINTAIN CURRENT CERTIFICATIONS. FAILURE TO MAINTAIN REQUIRED CERTIFICATIONS MAY RESULT IN IMMEDIATE REMOVAL FROM ACTIVE EMT STATUS.

2. ORIENTATION OF DOVER AMBULANCE EMPLOYEES

Prior to employment as an EMT in the Dover Fire Department, all candidates must submit copies of current EMT license, Healthcare Provider CPR certifications, and Driver's License for review. Candidates must also complete with satisfaction a physical exam provided by the Town of Dover Physician, to include Hepatitis and TB screening.

New EMT employee orientation will include:

- a) Meet with the Fire Chief or Fire Chief's designee, review policies and procedures of department.
- b) Introduction to co-workers, tour of station.
- c) Begin familiarization of major ambulance equipment (stretcher, scoop, stair chair, AED, O2 systems, suction units, first-in bags)
- d) Driver Training (to include cleaning and refueling of ambulance)
- e) Review loads, lifts, and carries utilizing patient transport devices.
- f) Review ambulance equipment, driving and restocking procedures and associated paperwork.
- g) Familiarization of ePCR system.
- h) Review and assure knowledge and competency of service policies, procedures, dress code, statewide treatment protocols and hospital locations.
- i) Attend "new employee" orientation with Town Administrator or Town Administrator designee and Fire Chief.
- j) Review two way radio communications and C-Med procedures.
- k) Record and maintain on file all orientation procedures completed.
- l) Review standard operating policies and job responsibilities.
- m) Information reading Infectious Control procedures.

DOVER FIRE DEPARTMENT POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

Time spent in orientation by a new EMT will be recorded including:

1. Name of New EMT
2. Date of Orientation
3. Time of Orientation
4. Type of Orientation
5. Member Performing Orientation
6. Other Information Deemed Necessary

New EMT's will be on probation for a 3-6 month period pursuant to the Town of Dover Personnel Rules & Regulations. While on probation EMT's will respond to calls as a third EMT. Probationary EMTs may drive the ambulance while it is returning from the hospital after delivery of a patient.

3. RESPONSIBILITY TO DISPATCH, TREAT & TRANSPORT

The Town of Dover Ambulance, including but not limited to its EMS personnel, shall not refuse in the case of an emergency to dispatch an available EMS vehicle and to provide emergency response, assessment and treatment, within the service's regular operating area, in accordance with the Statewide Treatment Protocols, at the scene or during transport, or to transport a patient to an appropriate health care facility in accordance with the applicable service zone plan.

Operational Response Plan

1. Dispatch Center operator serves as both PSAP operator and dispatch officer.
2. Upon request for emergency medical service dispatch shall respond Dover Fire Department Ambulance from Station 1 (only station and ambulance in service zone).
3. If a rescue is needed, dispatch shall respond Dover Fire Department Engine Company(s) from Fire Station 1 (only station in service zone).
4. All ambulance (EMT-B) and fire department personnel are notified by toned pagers, respond to fire station, staff ambulance (Rescue Engine if necessary) and respond to EMS scene. Ambulance personnel have portable radios to contact dispatch if necessary.
5. If Dover Ambulance is out of service, a backup ambulance (mutual aid) from nearest fire department shall be called by dispatch center and respond to EMS scene. If Dover Ambulance has not responded in two (2) minutes after pager notification, Dispatch shall call back up ambulance (mutual aid) from nearest fire department. Dispatch center shall determine at time of request of the closest back up ambulance by the location of the request.
6. If closest back up ambulance unit is unavailable next closest shall be dispatched.
7. ALS intercept service is dispatched under OEMS guidelines; it shall be requested by responding BLS ambulance, PD on scene or dispatch center if needed. Dispatch center shall respond an ALS intercept provider or nearest Fire Department ALS intercept ambulance. ALS intercept shall be canceled by BLS ambulance personnel after arrival to EMS scene through dispatch.
8. Patient(s) shall be treated in a safe, timely and appropriate method.
9. All statewide treatment protocols will be used for the treatment of patients.
10. Patient shall be transported to the nearest appropriate receiving hospital.
11. All pertinent regional point of entry plans will be utilized for trauma, stroke and cardiac emergencies.
12. Ambulance personnel will leave completed trip records at receiving hospital, return to Station, replenish/clean Ambulance and place ambulance back in service.

DOVER FIRE DEPARTMENT POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

All personnel shall provide care to patients to the level of EMT Basic according to their training and certification and in accordance with MGL Chapter 111C, CMR 170.800 and 170.355 and the standard set forth in the uniform statewide treatment protocols.

4. DELIVERY OF PATIENT TO NEAREST APPROPRIATE FACILITY

All patients will be transported to the nearest appropriate facility for treatment required in an expedient manner, with regard to severity of sickness or injury and in accordance with the applicable Statewide Treatment Protocols including Point Of Entry plans. The Dover Ambulance will attempt to honor specific patient requests for transport to a more distant facility based on the condition of the patient and available EMS resources. The crew caring for the patient will make this determination with input from dispatch, and/or medical control if necessary.

5. NON-DISCRIMINATION

The objective of our service is to treat every employee with respect while providing a working atmosphere free from discrimination. We will continue to recruit, hire, train and promote without regard to race, color, creed, gender, age, or national origin. Our service bases its judgment solely on working knowledge, qualifications, and the ability to demonstrate quality interpersonal skills.

Our service shall transport the sick and/or injured patient without regard to race, color, creed, gender, or national origin.

6. BACK UP & USE OF BACK UP SERVICES

Mutual Aid. In the event that the Dover Ambulance is not available, backup ambulances will be activated by Dover Control. Backup ambulances may come from mutual aid responses from neighboring fire departments or from private ambulance services if available. EMTs and Fire Department personnel can request mutual aid by contacting Dover Control.

Advanced Life Support (ALS) Intercept. Advanced Life Support (ALS) intercept services may be activated as necessary, either by Dover Control based on information provided by 911 callers, or by EMTs or other fire department personnel on scene. Requests for ALS units will be made by contacting Dover Control (dispatch) and requesting an ALS intercept.

EMTs will request and use available advanced life support (ALS) – paramedic resources in accordance with the Statewide Treatment Protocols and initiate transport as soon as possible, with or without ALS. Calls that are dispatched as a BLS only response may result in a patient requiring ALS treatment. EMTs must evaluate patients quickly and call for ALS as soon as possible. This will allow an ALS unit to respond as you package and extricate the patient.

Patient transport should not be delayed to wait for ALS. In most cases you will initiate transport and contact the responding ALS unit or dispatch by radio to set up an intercept. Update the ALS unit that is responding to

DOVER FIRE DEPARTMENT POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

your call as soon as you are able. An update for ALS should be short and concise including the patient's age and chief complaint.

Transfer of patient care. Once ALS intercept is completed, ALS will either transport the patient in the ALS unit or will ride with the patient in the Dover ambulance. If a patient is transported in the ALS unit and the ALS unit requests that a Dover EMT accompany the ALS unit to drive or to provide patient care, unless it is a local hospital transport (BI Needham or NWH) the rest of the Dover EMT crew and the Dover Ambulance will return to the Dover station rather than following the ALS unit to the hospital. If necessary, the Dover EMT crew that returns to the station should make arrangements to pick up the Dover member from the ALS units' station upon their return. ALS will document this transport no matter what level of care the patient receives. BLS will document patient care up to transfer to ALS. BLS will document the call as patient care transferred. ALS is expected to accommodate a BLS provider who requests that ALS assume care of any patient.

Canceling ALS. After completing an appropriate patient assessment and having determined that a patient does not require the activation of an ALS intercept or ALS treatment in accordance with the Statewide Treatment Protocols; and there is no foreseeable need for ALS treatment based on the patient's condition or mechanism of injury, BLS may cancel responding ALS. BLS may also cancel ALS if it is determined that the patient can be transported to an appropriate health care facility in less time than it would take ALS to arrive on scene or intercept BLS during transport.

7. ARRANGEMENTS FOR SECURING ADDITIONAL EMS PERSONNEL AT APPROPRIATE CERTIFICATION LEVELS.

Town of Dover ambulance shall at all times maintain an adequate number of EMS personnel to staff EMS vehicles to ensure compliance with the requirements of 105 CMR 170.385 and to carry out its responsibilities of service under the applicable service zone plan(s).

When ambulance transports a patient receiving care at the BLS level, the ambulance must be staffed with at least two EMTs, who are at a minimum certified at the EMT-basic level, as set forth in 105 CMR 170.810.

8. DISPATCH

All 911 calls will be received by Dover Control. Dover Control will evaluate the call received and dispatch the proper personnel and resources to the scene. It is the responsibility of the dispatcher to obtain all pertinent information and dispatch the appropriate units in accordance with the dispatch agreement between Dover Control and Dover Fire.

If two EMT's have not acknowledged response to a toned ambulance emergency within 90 seconds, a second tone will be sounded to alert additional EMS responders. If two EMT's have not acknowledged a response after 2 full minutes, then a mutual aid ambulance will be dispatched as well as the Dover Fire Department.

9. COMMUNICATIONS

DOVER FIRE DEPARTMENT POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

Communications with Dover Control and other fire department units will be via two-way radio frequency 483.05000. All radio communications should be clear, concise and to the point.

On call EMTs shall carry or have at their side both a Portable Radio and Pager. At the time EMT's respond to a call, all EMTs responding shall contact Dover Control (D/C) by two way portable radio. Inform Dover Control that they are responding by giving D/C their EMT call in number. EMTs shall inform D/C if they are responding to the Station or the scene.

Portable radios should be used for ALL communication on ambulance calls. Cell phones are to be used a.)in an emergency situation only and only after radio communication is not possible: or b) for communications regarding matters deemed confidential by the Fire Chief.

All medical communications to receiving hospitals will be via C-Med Radio or on designated recorded phone lines **only**. If necessary, basic medical information can be relayed via Dover Control if the hospital cannot be reached by radio, or in some instances if patient care (ex: combative patient) takes precedence in order to ensure safety of personnel and/or patient.

10. STOCKING OF SUPPLIES

It is the responsibility of EMT's responding to a call to replace the supplies used during the course of a call. Restocking is to be done at the station. If a particular supply item cannot be restocked immediately, the Fire Chief or Fire Chief's designee shall be notified immediately by the EMTs. If any required equipment is determined to be non-operational the Fire Chief or Fire Chief's designee shall be notified immediately by the EMTs.

If the ambulance is below operation standards due to lack of required equipment or supplies, then the Fire Chief or Fire Chief's designee will decide if the ambulance should be taken out of service until corrective action is taken. In the event it is taken out of service, Dover Control will be notified and a mutual aid ambulance will be utilized.

11. USE OF LIGHTS AND SIRENS

Lights and siren will be used to expedite ambulance travel to the scene of an incident. It will be at the discretion of the EMS personnel as to the use of emergency lights and siren when the patient is on board. All EMT's must observe Massachusetts Motor Vehicle laws when operating the ambulance. All personnel will come to a complete stop at all stoplights and stop signs when operating the Department vehicles.

12. STAFFING

When transporting a patient, the ambulance must be staffed with a minimum of two EMT's both of who shall be at minimum certified as EMT-B. No more than three (3) EMTs shall respond in the ambulance. Any other EMT responding shall respond and wait at the station for the remainder of the call. This is to assure response if another call for service is required.

DOVER FIRE DEPARTMENT POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

13. CONDUCT OF PERSONNEL

Emergency Medical Technicians shall maintain a high degree of Professionalism while on duty. Personnel shall wear department issued attire (or similar, which identifies personnel as a member of the Dover Ambulance or Dover Fire Department) and must be in clean and sanitary condition. All personnel will conform to the Standards of Conduct as stated in the Town of Dover Personnel Rules & Regulations (Part 4).

14. MECHANICAL FAILURE

If a mechanical failure of the ambulance occurs while transporting a patient to a hospital, contact Dover Control immediately and give your exact location, your destination and request a backup ambulance. Give dispatch an indication of the nature of the patient's priority. After patients' needs have been attended to, request dispatch to send the Department mechanic or tow truck to your location.

If break down occurs enroute to an incident, request Dover Control to dispatch a backup ambulance to the incident. Request Dover Control dispatch Fire Department to the location of the call. The "Back-Up/Mutual Aid ambulance" policy will be in effect until the Dover ambulance is back in service.

15. INSPECTION AUTHORITIES

All EMT's must be aware that an Inspector from the Office of Emergency Medical Services (OEMS) reserves the right to spot inspect vehicles and credentials of any and all personnel and vehicles. If an inspector from OEMS should approach you for a spot inspection, follow these guidelines:

1. Request that the Inspector provide proper identification.
2. Notify the Fire Chief or Fire Chief's designee.
3. Notify dispatch immediately to determine if there will be any problems or delays.
4. Provide the Inspector with any and all materials requested but not before informing the Fire Chief or Fire Chief's designee.

16. INFECTION CONTROL

The Dover Ambulance recognizes that communicable disease exposure is an occupational health hazard. Communicable disease transmission is possible during any aspect of emergency response, including in-station operations. The health and welfare of each member is a joint concern of the member, the chain of Command, and the Dover Ambulance. While each member is ultimately responsible for his/her own health, the Dover Ambulance recognizes a responsibility to provide as safe a workplace as possible. The goal of this program is to provide all members with the best available protection from occupational acquired communicable diseases.

DEFINITIONS

For the purpose of 105 CMR 172.000 shall mean:

- (1) Airborne diseases

DOVER FIRE DEPARTMENT POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

Infections tuberculosis, measles, mumps, rubella and chickenpox.

- (2) Bloodborne Disease
Hepatitis B, Human immunodeficiency virus infection (AIDS), Hepatitis C
- (3) Uncommon or rare disease
Diphtheria, Meningococcal disease, Plague, Hemorrhagic fevers, Rabies, Ebola

The Designated Infection Control Officer or Fire Chief or Fire Chief's Designee will:

- Serve as the department DICO as required by the Ryan White Comprehensive AIDS-Resources Act of 1990
- Evaluate possible member exposures to communicable diseases and coordinate communications between the department, area hospitals, and the Town Board of Health, and other health care professionals.
- Develop criteria, stock, and maintain infection control personal protective clothing and equipment.
- Receive notifications of exposures to infectious diseases dangerous to the public health from health care facilities, and notifies the indicated care providers of an exposure to an infectious disease dangerous to the public health.
- Ensure proper documentation of the exposure incident is recorded according to 105 CMR 170.171 and 172
- Address safety hazards requiring immediate attention pertinent to infection control.
- Conduct spot inspections of on-scene and station operations to ensure compliance of infection control policies.
- Coordinate immunizations, titers, and other related tests.
- Keep current of new developments in the field of infection control and make proper recommendations.
- Refer members to stress management or CISD as necessary only after notifying and approval the Fire Chief or Fire Chiefs Designee.
- No notification to outside agencies will occur without prior contacting the Fire Chief or Fire Chief's Designee.

All EMT's

- Assume responsibility for their own health and safety and always use appropriate PPE as the situation dictates.
- Report any suspected occupational exposures to a communicable disease to the Fire Chief or Fire Chief's Designee.
- Report any diagnosis of communicable disease (occupational or non-occupational) to the Fire Chief or Fire Chief's Designee.

17. COMPLIANCE WITH STATEWIDE TREATMENT PROTOCOLS

All EMT's employed by the Dover Ambulance while functioning in a clinical setting will abide by the uniform Statewide Treatment Protocols developed by the Massachusetts Department of Public Health. Copies of the most current protocols are available for personnel to review on the Massachusetts Department of Health website. Additional copies are located in the EMS Office and the ambulance. It is advised that all members with a smart-phone download the MA EMS app for immediate reference to the STP's. Any updates to these protocols will be provided to all EMS personnel. Ignorance of the Statewide Treatment Protocols will not be

DOVER FIRE DEPARTMENT POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

an excuse for noncompliance. It is the duty of all members to thoroughly familiarize themselves with the most current protocols, policies and other written orders.

The Fire Chief or Fire Chief's designee shall see that Protocols books are updated and forward them to EMTs.

18. TRAINING AND SKILL COMPETENCY ASSURANCE OF EMS PERSONNEL

The Dover Ambulance maintains an affiliation agreement with Newton Wellesely Hospital (NWH), under which NWH provides oversight and provides a designated Medical Director. All Dover ambulance EMT's are required to attend a minimum of 5 Morbidity and Mortality Review sessions provided by NWH each year, as well as training in any special protocols as necessary. In addition, Dover ambulance provides internal training/skills assurance sessions on a monthly basis to cover standard operating procedures, software interface and equipment usage and treatment skills. Dover EMTs are required to attend a minimum of 5 of these internal training sessions. Dover ambulance also provides training/skills assurance sessions on special topics, such as documentation, as needed.

The five (5) minimum M&M rounds sessions and five (5) internal training/skills assurance sessions shall be over the course of one calendar year. M&M rounds and training/skills assurances sessions taken shall not be counted for more than one calendar year.

If EMT's failing to meet the minimum M&M rounds and training/skills assurance session's requirements, shall be given 60 days to meet minimums.

Failure to meet the minimum M&M rounds and training sessions/skills assurance's requirements and the 60 day extension, shall result in department discipline by the Fire Chief.

19. RIGHTS OF PATIENTS WHO ARE MINORS

An injured or sick child who is to be transported to the hospital by ambulance, shall be accompanied by a parent upon such parent's request, unless the EMT determines that the medical situation is life threatening or that the presence of a parent would create a potential risk to the child. Such determination shall be noted in the patient care report of said EMT and such report shall be sent to such parent within thirty (30) days of determination. Under no circumstance shall EMS personnel delay transport of a sick or injured child to await the on scene arrival of a parent. Patients under the age of 18 shall be transported unless patient is an emancipated minor.

20. MANDATED REPORTING

In accordance with Massachusetts General Law as defined in MGL ch.119 section 51A, and EMT is a mandated reporters of child abuse. EMTs are required by law to report all cases of suspected or actual abuse and/or neglect of children, the elderly, and the disabled.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

An oral report must be made immediately by telephone and a written report must be made within 48 hours.

Child abuse cases must be reported to the Department of Social Services. Elder abuse must be reported to the Executive Office of Elder Affairs. Abuse of disabled persons must be reported to the Disabled Persons Protection Commission.

24 Hour Child Abuse Hotline – (800) 792-5200

24 Hour Elder Abuse Hotline – (800) 922-2275

24 Hour Disabled Person Abuse Hotline – (800) 426-9009

The EMT must also provide a written report of the incident. Forms can be obtained through the hospital, Dover Police or Fire Chief or Fire Chief's designee. Complete forms to be placed in the Medical Record 'mail box' within the Ambulance room. A copy of this report will be provided to the Fire Chief or Fire Chief's designee.

21. PATIENT RESTRAINTS

Restraints are to be used to protect a patient from injuring themselves or others. They should be used only as a last resort after all other means are exhausted. Use only soft restraints (leather restraints only if made with soft padding inside). Remind law enforcement that for ambulance transport, patients who are handcuffed must have handcuffs in front (not behind) or to the stretcher and that a key must be available for removal, if needed. The method of restraint used shall allow for quick release and adequate monitoring of vital signs and shall not restrict the ability to protect the patient's airway or compromise neurological or vascular status. A police officer shall accompany the patient to the hospital in instances where restraint is necessary. When restraints are used, it must be documented in the patient care report, including the reason for their use, confirmation that the patient remained supervised at all times, and the time the restraints were put into place. Assess patient sensory and motor function before, during, and frequently after application of approved restraints.

22. SCHEDULING

The Dover Ambulance operates on a call basis. All scheduling is done with software provided by the department that allows each EMT to see and manage their call schedule. EMTs can also request time off or request to drop shifts if they are unable to be on call. The software program also can be set to remind EMTs of upcoming shifts. Each EMT is responsible for being aware of their schedule, must sign up for 24 hour alerts, and giving early notification of any anticipated conflicts.

As soon as an EMT knows that they have a conflict with an upcoming shift, they should notify the Fire Chief or Fire Chief's designee for scheduling so that a replacement EMT can be scheduled. EMTs may use the software program to request a trade, or may text or call the designated scheduling coordinator. If an EMT needs to drop out of a shift within 24 hours of the start of the shift, they must also notify the Fire Chief, Deputy Fire Chief, and EMS Scheduler directly by text or call in addition to requesting a trade.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

23. ON CALL RESPONSIBILITIES; RESPONDING TO CALLS

When an EMT is on call, they are expected to be in the town of Dover, carrying their pager and radio, and ready to respond immediately to the Fire Station in the event the Ambulance is dispatched by Dover Control via pager tone and radio announcement.

When a tone signaling an Ambulance call is received, each EMT on the call schedule should sign on with Dover Control, identify themselves with their call number, and indicate that they are responding to the station. If other EMTs not on the call schedule are available, they may also sign on with Dover Control and respond to the station. All EMTs who are responding to a call must sign on with Dover Control.

While responding to the Fire Station or to a Scene for an emergency call for duty, the individual EMT is driving on his/her own license. Compliance with all traffic rules, speed limits and regulations of safe driving is mandatory.

Once the on duty EMT crew arrives at the Fire Station they will access the Ambulance and respond to the location of the Call. The Ambulance will sign on with Dover Control as they leave the fire station. The ambulance will have a minimum of 2 and no more than 3 EMTs on board when responding. If more than 3 EMTs have responded to the call, first priority will be given to the EMTs on the schedule and any EMTs in training. Any additional staff will remain at the station and be prepared to respond to any additional calls that may come in while the first call is ongoing.

If an EMT arrives at the Fire Station and no second EMT has signed on with Dover Control or arrived at the station, the first EMT should confirm with Dover Control that second EMT tone has been sent, and/or that a mutual aid ambulance has been dispatched. If a mutual aid ambulance is being dispatched, the first EMT may drive direct to the scene to assist, or wait at the station and ride with the Dover Fire Engine company being dispatched to assist the mutual aid ambulance.

If the Dover Ambulance is out of service, all EMTs will be notified by email. If a call is received while the Ambulance is out of service, Dover Control will tone out the Dover EMTs and also a mutual aid Ambulance. The Dover EMTs shall respond to the Fire Station as normal, but will respond to the scene in a squad truck to provide assistance to the mutual aid ambulance.

The Dover Ambulance may be dispatched by Dover Control to respond to neighboring towns as part of a mutual aid response. In the event of a mutual aid call, Dover EMTs should respond to the Fire Station as normal and sign on with Dover Control when responding. The Dover Ambulance should then switch to the appropriate radio channel for the town they are responding to and contact that towns Dispatch center for further instructions.

24. RESPONDING DIRECT TO THE SCENE

In certain situations it may be faster for a responding EMT to go directly to the scene rather than driving to the Station and riding with the ambulance. EMTs should only go direct to a scene if they are certain that at least one other EMT has signed on for the station and can drive the ambulance to the scene. In the event that an EMT decides to respond directly to the scene, they must still sign on with Dover Control, identify themselves with their call number, and communicate that they are responding direct. All EMTs who are responding to a call must sign on with Dover Control.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

25. CREW MEMBER RESPONSIBILITIES

1.) Driver

Responsible for mechanical aspects of vehicle and tools, clean-up, make-up and restocking following calls. The driver also has a responsibility to assist the attendant with paperwork and other duties when necessary or requested.

The driver is also primarily responsible for reporting the following events to dispatch during the call

- Vehicle En route to scene ("Responding")
- On scene ("Out")
- Relaying any pertinent information such as delays, need for additional resources or ALS support
- Vehicle starting Transport and Hospital Destination ("Transporting")
- On arrival at destination ("On Arrival")
- Delayed at destination
- Clear and returning /in service ("Returning")
- At the station and off the air

2.) Attendant

Primarily responsible for patient care when the unit is occupied. Responsible for completing paperwork (keep in mind both crew members are responsible for what is in the paperwork). The attendant is also responsible to assist the driver with clean-up, restocking, and other duties when necessary or requested.

26. RETURNING TO SERVICE AND COMPLETION OF RECORD KEEPING FOLLOWING A CALL

Once patient care is properly transferred to the receiving Hospital staff, the crew's primary focus must be on getting back in service and becoming ready to respond to the next call.

This means:

- equipment cleaned and replaced
- ambulance cleaned and disinfected, and
- stretcher made with a sheet, blanket, pillow and towel

When the Ambulance returns to the Fire Station after completion of a call, or for other reasons (details, driver training...Etc.) all necessary documentation and procedures to ready the Ambulance for the next call must be completed. These procedures must be followed each time the Ambulance is toned out, even if the call is cancelled or results in no patient contact. The following items should be completed for each call:

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

- Electronic Patient Care Report (Laptop)
 - To ensure proper transference of care of all patients, a patient care report will be filled out in its entirety, each time the ambulance or Dover Fire units are dispatched to a call. The completed report must be printed and left at the receiving facility or electronically submitted upon return to the station. The patient care report should include all actions taken by members on scene (including any members who respond direct to the scene) and is to be approved by all members of the crew prior to submission. Anything unusual that happened during the course of the call (delayed response, on scene delay, problem with patient loading and/or transport) shall be documented in the patient care report.
 - When the patient care report is completed, the EMT shall take the required steps to Lock and Sync the Record and return the Laptop to the charger.
- Driver Log Book / Supplies Used Form Completed (even if no supplies used or call cancelled)
- Patient Face Sheet from Hospital (if Available)
- Dispatch run sheet obtained from PD
- Payroll Sheet Completed
- Payroll, Dispatch Sheet and Face Sheet filed in Mailbox in the Fire Watch Room
- Ambulance Check
 - Shore power plugged in; key off
 - Trash emptied
 - Patient Compartment Cleaned and Swept
 - Any linens bagged and marked for return to hospital
 - Supplies replaced
 - Equipment checked and ready for next run
 - Fuel: If fuel level is less than $\frac{3}{4}$ the ambulance should be refueled.

27. DOVER EMT CLASSIFICATIONS

Active EMTs Active EMTs are members of the Dover Ambulance that are approved for duty on the Ambulance. In order to maintain active status, EMTs must:

- Maintain current EMT licenses, CPR certification and Massachusetts Drivers Licenses and provide copies as required to the Dover Fire Department
- Attend a minimum of 5 NWH M&M sessions each year
- Attend a minimum of 5 Dover Ambulance training sessions each year
- Be on call for a minimum of 36 hours (3 12 hour shifts) on the Night and Weekend schedule each month, on average.
- Complete any other training as required from time to time by the Office of Emergency Medical Services (OEMS), Medical Director, Fire Chief or Fire Chief's designee
- Any exceptions must be approved by the Fire Chief or Fire Chief's designee

Dover Ambulance EMTs who are in college, paramedic school, or other educational programs (Student EMTs) will be considered active if they

- Maintain current EMT licenses, CPR certification and Massachusetts Drivers Licenses and provide copies as required to the Dover Fire Department
- Attend a minimum of 5 NWH M&M sessions each year.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

- Complete any other training as required from time to time by the Office of Emergency Medical Services (OEMS), Medical Director, Fire Chief or Fire Chiefs designee
- Receive in-service training on Dover Ambulance procedures and required skills
- Are on call for a minimum of 36 hours (3 12hours shifts) on night and weekend schedule each month, on average.

Active EMTs are eligible for:

- EMT Annual Stipend
- Per Call compensation
- Participation in paid call schedules
 - o Weekday schedule
 - o Holidays and Summer Weekends Schedule
- Paid time for participation in all required training sessions (NWH and Dover Fire) and training programs required to maintain their licensure and CPR certification
- Details regarding the amounts and methods of calculating these various payments are described in a separate document entitled "Payroll Policies for Active EMTs."

28. TRANSPORT OF DECEASED

The Dover Ambulance will not transport the deceased except in special circumstances when it is in the interest of public health and/or safety to do so or when ordered to do so by the senior official on scene.

29. MAINTENANCE OF MEDICAL & BIOMEDICAL EQUIPMENT

- 1) All electrical, battery powered equipment and/or items having moving parts (stretchers, scoop stretchers, stair chairs etc.) shall be inspected for proper operation prior to being put into service. The inspection shall be completed by the Fire Chief or the Fire Chiefs designee and shall continue to be inspected every two weeks or as recommended by the manufacturer.
- 2) Inspections shall be documented on a Biomedical Equipment Inspection Form, Preventative Maintenance Form or other method of written recording.
- 3) The following equipment will be tested and inspected for defects prior to being placed into service:
 - AED's
 - Stretcher
 - Portable Suction units
 - Scoop Stretcher
 - Stair Chair
 - Glucometers
 - All other equipment in patient care area
 - Oxygen supply
- 4) When a new piece of equipment is received, it will be tested and inspected for:
 - Proper Operation
 - Appropriate equipment and parts
 - Warranty information

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

- Service and maintenance information
 - New maintenance file created
 - Develop a policy and procedures on correct use of equipment
- 5) Any outside manufacturer or contracted, licensed and insured technician is responsible for submitting maintenance records on all equipment listed above.
 - 6) The Fire Chief or Fire Chief's designee will be responsible for maintaining separate maintenance files on each piece of equipment listed above and documentation of preventative maintenance performed on each piece of equipment.
 - 7) All patient handling equipment (i.e. stretchers, scoops, stair chairs) shall be inspected and lubricated on a regular schedule per the manufacturers maintenance guide. A record of this will be kept.

30. CARE, INSPECTION, STORAGE & CONTROL OF MEDICATIONS

For proper care and to ensure a state of readiness, all medications (ie., oxygen, aspirin, Epi-Pens, Albuterol, Narcan) will be checked once every two weeks by the designee of the Fire Chief. Medications will be found in each of the 2 "first-in" bags, and a spare medication kit inside the patient compartment of the ambulance. Problems, expired medications or shortages must be reported and documented to the Fire Chief or Fire Chief's designee immediately.

31. QUALITY ASSURANCE

The Fire Chief or Fire Chief's designee will ensure that all EMT's adhere to the Statewide Treatment Protocols and policies, inter-departmental policies and procedures, and regional medical protocols. As such, all inquiries relating to the operations of the Dover Ambulance shall be directed to the Fire Chief or the Fire Chief's designee.

32. RED LIGHT PERMITS

A request for a Red Light permit may be submitted by an EMT to the Fire Chief or the Fire Chief's designee. The EMT requesting a Red Light permit shall (1) properly complete the RMV Red Light form provided to them, (2) provide a copy of the registration, (3) if the owner of the vehicle is different from the EMT requesting the permit, a letter from the vehicles owner is required allowing permission for the red light, and (4) a copy of the EMT's current Massachusetts Driver's License. Red light permits will not be issued if the Fire Chief or the Fire Chief's designee deem it not in the best interests of the department. Red light permits will be 'revoked' by the Fire Chief or the Fire Chief's designee if it is deemed not in the best interests of the department. The use of emergency lighting and warning devices granted by the Red Light Permit shall be used only within the Town Of Dover.

33. DRESS CODE

All reasonable efforts shall be made by the EMT's to present themselves in professional attire which identifies them as a member of Dover Ambulance while on duty. Protective clothing shall be worn in order to prevent

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

injury to the responder, as in the case of a motor vehicle accident where broken glass and other hazardous materials may be present at the scene. Protective footwear shall also be utilized regardless of the nature of the incident. This is especially important to protect the EMT from debris that may be present at the scene, as well as to prevent ankle/foot/lower extremity injuries due to a loss of footing. Therefore, only closed-toe shoes shall be acceptable when responding to a call.

34. CONFIDENTIALITY

Personal and medical information, whether oral or written, obtained by the EMT's in the course of carrying out their duties, shall be maintained confidentially. Such information contained in communications and records maintained by ambulance services pursuant to 105 CMR 170.345 shall be released as required in 105 CMR 170.345 and additionally only as follows:

1. To the patient or the patient's attorney or legally authorized representative upon written authorization from the patient or the patients legally authorized representative only after authorization from the Fire Chief or the Fire Chief's designee
2. To the Department (OEMS) in connection with a compliance investigation pursuant to 105 CMR 170.795
3. Upon proper order in connection with a pending judicial or administrative proceeding. only after authorization from the Fire Chief or the Fire Chief's designee
4. Pursuant to the requirements of MGL ch.111c, subsection 3(15). Only after authorization from the Fire Chief or the Fire Chief's designee.
5. No medical records of patient, patient information shall leave the Fire Station without authorization from the Fire Chief or the Deputy Fire Chief.

35. SEATBELTS

The Dover Ambulance shall be operated in a manner that provides the safety of all persons and property. Safe arrival shall always have priority over unnecessary speed and reckless driving to an emergency scene or while operating department vehicles.

All Ambulance members are required to use seatbelts at all times when operating a Town of Dover vehicles equipped with seatbelts. All Ambulance members as passengers in Town of Dover vehicles are required to use seatbelts. All passengers and other Town of Dover employees, in Town of Dover vehicles are required to use seatbelts.

Ambulance and Fire Department members who provide patient care while enroute to a hospital may need to have the ability to maneuver in the patient compartment of the vehicle. During these times it is permissible not to use seatbelts but only when care is given to a patient.

36. OPERATION OF DEPARTMENT VEHICLES

All EMTs will operate department vehicle in a safe and responsible manner. It is the responsibility of the driver of each department vehicle to drive safely and prudently at all times. Vehicles shall be operated in compliance with the Massachusetts Motor Vehicle laws.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

Drivers shall avoid backing whenever possible. Where backing is unavoidable, spotters shall be used. If no spotter is available, the driver shall dismount and walk completely around vehicle to determine if obstructions are present before backing.

All personnel shall ride only in regular seats provided with seatbelts.

Prompt, Safe Response Shall be Attained by:

1. Leaving the station in a standard manner:
 - quickly mounting apparatus
 - all personnel on board, seated and seatbelts on (A-1 should remain in the Ambulance Bay until all personnel have boarded. Do not pull the vehicle out onto the ramp until all personnel are on-board.)
 - station doors fully open
2. Driving defensively and professionally at reasonable speeds.
3. Knowing where we are going. If you do not know or are in doubt ask Dover Control for location and/or a cross street.
4. Using warning devices to move around traffic and to request the right-of-way in a safe and predictable manner.
5. Operation the Ambulance in a reckless manner may prevent patient care. The Ambulance must get to the patient.

Fast Response Shall Not Be Attained By:

1. Leaving quarters before crew has mounted safely and before apparatus doors are fully open.
2. Driving too fast for conditions.
3. Driving recklessly or without regard for safety.
4. Taking unnecessary chances with negative right-of-way intersections.
5. Intimidating or scaring other drivers.

37. ADDITIONAL AMBULANCE POLICIES

- The Chief of the Department maintains total control and supervision of the Ambulance. The Deputy Fire Chief and other personnel will serve as his designees when duly authorized by Fire Chief.
- All general orders, special orders, notices, administrative orders shall be in writing and considered standing orders to be in effect until amended or cancelled in writing.
- Change orders and other modifications will be authorized only by the Fire Chief, and Deputy Fire Chief and posted in the station for public view. It is the responsibility of each member to through familiarize themselves with any new orders and be accountable for the contents of the orders.
- No EMT will use improper or disrespectful language at an incident or at the station.
- No EMT shall release information on any incident without the specific authority of the Fire Chief.
- In the situation where possible legal inquiries are involved or could be anticipated, all EMT's will adhere to the Chain of Command. EMT's will advise the Fire Chief or Deputy Fire Chief that inquiries are being made.
- Under no circumstances should any member affix his/her signature to documents, affidavits, other than internal departmental patient care reports.

DOVER FIRE DEPARTMENT

POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

38. AMBULANCE DISCIPLINE

Ambulance discipline shall be administrated in accordance with the Town of Dover Personnel Rules & Regulations by the Fire Chief or in the absence of the Fire Chief the Deputy Fire Chief and at the discretion of the Fire Chief or the Deputy Fire Chief.

Section 99. Acknowledgment of Guidelines

99.1 All members will sign that they have received and shall abide by Dover Fire Department Guidelines.

27.1.1 Members have four weeks to sign once notification of Guidelines have been published.

99.2 An acknowledgement form is provided at the end of these Guidelines.

99.3 Members not signing the acknowledgement form shall be ineligible to:

27.3.1 Respond to calls or attend any training.

27.3.2 Receive compensation.

27.3.3 Represent themselves as members of the Town of Dover Fire Department.

27.3.4 If members do not sign the acknowledgment within four weeks they shall be removed from the Dover Fire Department. This includes removal from Ambulance for Firefighters that are EMTs.

99.4 All questions regarding these Guidelines shall be in writing and signed/dated by the member making them.

99.4.1 The Fire Chief reserves the right to review and respond to any questions.

DOVER FIRE DEPARTMENT
POLICY AND OPERATIONS MANUAL
Revised: 1/6/25

Town of Dover Fire Department

POLICY AND OPERATIONS MANUAL
DFD-E-01

The purpose of this form is to provide a record that a new/current employee has received, read and understands the Town of Dover Fire Department Policy and Operations Manual. This must be signed within 4 weeks of receipt.

Signature: _____

Print Name: _____

Date: _____

Return Completed form to the Fire Chief.

DOVER FIRE DEPARTMENT
POLICY AND OPERATIONS MANUAL

Revised: 1/6/25

Equipment Issued Form DFD-E-02

The purpose of this form is to inform the new employee all equipment issued to the employee will be signed for by the employee and returned upon completion of employment with the Town of Dover Fire Department. Equipment includes all turn out gear, radio equipment, keys, books, handouts, clothing, badges and any other materials. If a potential employee has a question(s) regarding sign equipment issued form, they can contact the Chief or the Deputy Chief.

Signature: _____

Print Name: _____

Date: _____

Return Completed Form to the Fire Chief.

DOVER FIRE DEPARTMENT
POLICY AND OPERATIONS MANUAL
Revised: 1/6/25

Contact Information Form DF-E-03

The purpose of this form is to obtain contact information from a new employee. Please print clearly.

Name: _____

Mailing Address: _____

Home Address: _____

Home Phone: _____

Cell Phone: _____

Email: _____

Next of Kin Contact: _____

Next of Kin Phone Contact: _____

Signature: _____

Date: _____

Return Completed Form to the Fire Chief.