

WELCOME



TO THE TROY FIRE DEPT

Issued to:

Probationary FF

Assigned to Fire Station



Fire Department

MEMORANDUM

MISSION STATEMENT

The mission of the Troy Fire Department is to provide the highest possible level of fire protection, rescue, and hazard mitigation services to the community.

This shall be accomplished with a team of professionals, both volunteer and career, by providing fire prevention, public education, emergency operations, and planning.



Fire Department

MEMORANDUM

Welcome to the Troy Fire Department. We're glad you chose the fire service as the means to dedicate your time in serving others. The Troy Fire Department is made up of a combination of dedicated volunteer and career firefighters serving the community in a professional manner.

If you're reading this memo, you've passed the prerequisites of joining the department as a probationary firefighter. As a "probie," your responsibilities are to care for your assigned equipment – turnout gear, pagers, personal ID, station key fob, etc.; attend weekly station training sessions; begin to learn the operation of the apparatus and equipment within the station; and respond to incidents in a non-emergency manner to observe response procedures.

In addition to these responsibilities, you will be required to attend the firefighters' academy where you'll learn the necessary skills of becoming a certified firefighter (unless you've already met the department's criteria as a Michigan certified firefighter).

This document is your New Member Guidebook. It will start you on the path to providing top level service to your community and your fellow volunteers. It is also issued with instructions on the use of your pagers and the care of your turnout gear.

If you have any other questions, you are encouraged to contact one of your station officers.

Good luck in your future endeavors as a Troy Firefighter!

TABLE OF CONTENTS

1. WELCOME TO THE TROY FIRE DEPARTMENT	1
2. ABOUT THIS DOCUMENT	1
3. SPECIFIC TITLES YOU MAY HEAR	1
4. TURNOUT GEAR, UNIFORMS & OTHER ISSUED EQUIPMENT	2-4
5. STATION ACCESS AND USE	4
6. PARKING	4
7. INCIDENT RESPONSE	4-5
8. POLICY DIRECTIVES & TACTICAL PLANS	5
9. COMPUTERS, E-MAIL & THE INTERNET	6
10. RUN RESPONSE / TRAINING	6-8
11. PHONE SYSTEM	8
12. STATION ETIQUETTE	8
13. BUSINESS MEETINGS	8-9
14. PROBATIONER'S HANDBOOK	9
15. APPARATUS	9-10
16. RADIO USAGE	10
17. YOUR RESPONSE DISTRICT	10
18. ROADWAY OPERATIONS	10
19. H.A.P.I.S.	11
20. INCIDENT COMMAND SYSTEM (ICS)	11
21. MEDICAL EMERGENCIES / WALK-INS / SURRENDERED NEWBORNS	11
22. OTHER INFORMATION	12
POLICY DIRECTIVES / TACTICAL PLAN LIST	
NOTES & QUESTIONS	

1. WELCOME TO THE TROY FIRE DEPARTMENT

We are pleased to welcome you to *Troy Fire*. You are now part of the largest fire department in Oakland County, and the largest volunteer/combination fire department within the State of Michigan. This orientation guide will help you get acclimated to some of our policies and procedures. Keep the booklet handy and feel free to ask as many questions as you feel are necessary. A good firefighter is an informed firefighter. And thank you for making time to volunteer.

2. ABOUT THIS DOCUMENT

This guidebook is intended for new members of the Troy Fire Department. We have mentioned only some of the department policies and procedures in this booklet so that new members can begin to familiarize themselves with the operation of the department, each individual station, and how they fit into the organization. All policies and procedures are made available to all members. Their location will be covered later in this document.

3. SPECIFIC TITLES YOU MAY HEAR

The fire service is a “paramilitary” service. We say this because we follow a defined rank structure and chain of command, similar to the military. You may hear certain terms used throughout your tenure in the fire department. If you do not understand the meaning of a title or term, just ask.

- **Administrative Staff:** These are the career members of the department. Their primary role is to perform the administrative functions of the department (Training, Equipment Inventory, Fire Prevention, Fire Investigation, etc). They respond in the daytime to assist the stations with administrative functions and provide support to the firefighters at all major incidents.
- **Incident Commander (IC):** Also referred to as “Command”, this is the fire officer (or senior firefighter) in charge at any fire department incident
- **Quartermaster:** This is the officer assigned to acquiring, issuing, collecting & managing all issued fire department equipment in your station
- **Probationary Member:** Also known as a Probie, Rookie or Boot. These are members of the department that have not yet completed their probationary period (See Policy Directive 103.02).
- **Social Officers:** President, Vice-President, Secretary and Treasurer – These are elected personnel in your station that coordinate your station’s social activities.
- **Staging Area:** Temporary locations at an incident where personnel and equipment are kept while waiting for tactical assignments. The location is designated by Command, but is usually close to or at the location of the 1st arriving engine (Level I). There may be more than one Staging Area at an incident (Level II).
- **Station Officers:** Asst. Chief, Captain, and Lieutenant – these are the command officers of your station. For a list of positions and the job descriptions, go to Policy Directive 102.01 – 102.17 for more detail

4. TURNOUT GEAR, UNIFORMS & OTHER ISSUED EQUIPMENT

TURNOUT GEAR

Firefighting is a dangerous profession. As with any dangerous work, the employer is responsible to provide a certain level of protection to its employees. The Troy Fire Department is no different. As a member of the Troy Fire Department, you are issued all required protective clothing, or “turnout gear”. If any additional turnout gear or equipment is required, it will either be issued through the Administrative Office of the Fire Department (**Station 8**), or it can be requested through the station quartermaster. Turnout gear is to be worn at all incidents and training classes, as indicated.

"Turnout Gear" & "Bunker Gear" are terms used by many firefighters to refer to their system of outer protective clothing. "Bunker gear" and "turnout gear" can refer, depending on the context, to just the trousers and boots, and jacket, or the entire combination of personal protective equipment (PPE) and personal protective clothing including helmet, hood, and gloves. The terms are derived from the fact that the trousers and boots are traditionally kept by the firefighter's bunk at the fire station to be readily available for use (turnout).

Members carry their gear with them in their primary responding vehicles. But, whenever any member is in the station for any length of time, they are encouraged to bring their gear inside with them and place it near the vehicle they will be riding on. Some stations do not allow the turnout gear inside the living quarters of the building. Your assigned Station Officer will explain where you can place your equipment while inside your station.

Unless otherwise specified by the IC, **turnout gear is required for all emergency incidents.**

If you are inside the station and an emergency incident is toned out, unless you are directed to do so by a regular member or officer, **DO NOT:**

- Open the apparatus bay doors for runs
- Start the apparatus, or,
- Turn on any emergency warning lights

Members responding to the station may by-pass the building if they see the doors opening, or the lights activated on the apparatus. They will think that other members are responding with apparatus.

Because of the nature of the work, your turnout gear will get dirty. Since there may be contaminants on it that we do not want you to take home, a system for cleaning your gear has been placed in every fire station. Your assigned firefighter/officer will explain its operation to you.

SELF-CONTAINED BREATHING APPARATUS (SCBA)

During your probationary period, you will be instructed in the use of an SCBA. Prior to wearing the SCBA, all members are required to be “fit-tested” with the SCBA mask they will be wearing. This is an annual requirement for all department members that are expected to enter an IDLH (Immediately Dangerous to

Life & Health) atmosphere. After you have been assigned to a station, please contact Station 8 to schedule your fit-test.

UNIFORMS

The department issues two styles of uniforms to its members. They are Class “A” & Class “B” uniforms.

Class “A” uniforms are the dress uniforms consisting of a blouse coat, uniform hat, white shirt, navy blue pants and any appropriate officer insignia & rank identification. Probationary members are issued this uniform after successfully completing their probationary period.

Class “B” uniforms are the “regular duty wear” uniforms. These are provided to members so that they do not have to wear their personal clothes for training. It is also used when the FF’s leave the station for tours or site visits. A Class “B” uniform consists, in part, of department issued t-shirt or sweatshirt, Navy blue long-sleeve or short-sleeve shirt, navy blue pants, black shoes & belt. This list is not all-inclusive. Uniform parts are issued by the Administrative Staff through your station quartermaster. If you require any uniform parts, contact your quartermaster.

It is recommended that Class “B” uniforms, or at least the department issued t-shirt be worn for training each week. The training dress code is established by the station training officer or station fire officers. Requirements for when to wear the Class B’s are left to the discretion of the Station Assistant Chief.

Members of the Troy Fire Department are fiercely proud and loyal to their department. They proudly display their allegiance in many different manners and styles. While we are pleased to support our members, we urge them to show discretion when displaying the department logo. Be constantly aware of your surroundings. Especially when wearing t-shirts or sweatshirts with department identification in establishments that serve alcoholic beverages. Be aware that the public may not recognize you, but they recognize the organization you represent. Improper or inappropriate actions taken while being identified as a member of the department will not be tolerated. For more information about the department’s disciplinary policy, consult Policy Directive 108.01 for further information.

OTHER ISSUED EQUIPMENT

Each member is issued a “radio receiver style pager” that is used to monitor the fire dispatch channel. Commonly called the “fire pager”, this device is the primary alerting method for our members. You should keep it with you whenever you are available to respond for calls. The pager can be set to alert you of your station incidents by vibration, tone alert or a combination of the two. After the alert is received, the pager will then monitor the radio channel so that you can hear information about the incident (i.e.: Location, Incident Type, and Specific Details). It is battery operated and comes with a charger. Your assigned station firefighter/officer will explain its operation and use.

All members have an alpha text pager issued to them. This pager can receive fire run information in a text format. If you have a cell phone that receives text messages, you can opt to have the run information sent to your phone. If you are issued an alpha-pager, the user guide can be found on the web at: http://www.americanmessaging.net/pdfs/word/Elite%20Users%20Guide_final.pdf

Each member is issued a device for tracking fireground accountability. It is a method we utilize to ensure each member is accounted for at every incident. It is your responsibility to keep yours with you for use at all emergency incidents. If yours becomes damaged or missing, contact your station quartermaster for an immediate replacement.

5. STATION ACCESS AND USE

STATION ACCESS

Each member is provided a key fob to access the fire station. If this fob is misplaced, lost or damaged, immediately contact your station quartermaster to obtain a replacement. Upon completion of probation, you may be issued a metal key.

STATION USE

Since we operate a volunteer system, no members are routinely assigned to stay at the station. Because of this, the fire chief encourages the members to develop activities that will encourage them to be at the station and be available for calls. During your probationary period you will spend many hours at the station reviewing the equipment's location & operational techniques.

But the station is used for many other things; for example: personal vehicle maintenance, studying homework assignments, use of the station owned computer, use of the station owned TV & electronic gaming devices, etc. Consult with your assigned officer/firefighter to see what is available for your use at your station. Remember, this is a public building. Professional decorum is expected at all times. The possession or use of alcohol or any controlled substance is not permitted on, or inside of fire department property.

6. PARKING

We have 6 fire stations within the Troy Fire Department. Depending upon which station you are assigned will determine where you can park your vehicle. The most important thing to remember is not to park your vehicle in front of the apparatus bay doors (those are the doors in front of the fire trucks). Parking spaces are clearly marked in the parking lot at each station. If you have any questions, just ask.

7. INCIDENT RESPONSE

Once members have been authorized "emergency vehicle responder (EVR)" status, they are issued / authorized the use of "lights and siren" by the department. Until you receive EVR status, you shall respond non-emergency. This means when your station is alerted for a call, you respond to the fire station (or to the scene *if authorized by your station officers*) and obey all traffic laws.

All incidents are dispatched under the premise that an EVR is required for that call, unless otherwise indicated. Certain incidents are automatically dispatched as a non-emergency response. The list of non-emergency calls includes, but is not limited to:

- Elevator Rescues with no reported medical emergency
- Wires arcing in the trees, but not down on the ground
- Odor of smoke in the area (outside of a structure)
- Fuel Spills
- Carbon Monoxide Alarms with no reported medical emergency

During any incident, the Incident Commander (IC) may downgrade the incident response issue a “code” to indicate that this is a non-emergency call, or cancel it all together. Codes with which to become familiar are Code 2, Code 1 and cancel.

- **Code 2:** Non-Emergency Response to the scene for all responding EVs. Personnel & equipment are still needed at the incident, but no immediate emergency exists.
- **Code 1:** Non-Emergency Response for all responding apparatus. Personnel in their own vehicles will return to the station & apparatus not on the road will remain in quarters. Additional personnel are not needed at the incident, and no immediate emergency exists.
- **Cancel:** No response is necessary. Personnel are not required to respond to the scene, or to the station.

Consult Tactical Plan 208.13 – “Incident Downgrading” & 204.04 – “Communications” for further information about “Codes” and how we use them.

When planning your route to an incident, plan to go to the fire station first. When you arrive, if all the fire trucks have left, continue to the scene (if approved by your station officers). Pay attention to the wind direction and stay upwind if at all possible. NEVER DRIVE OVER A FIRE HOSE! Upon your arrival, you should report to the designated Staging Area. If you’re not sure where it is, ask someone.

All arriving firefighters in personally owned vehicles (POVs) will park on the same side of the street as the apparatus, or in driveways whenever possible. Do not block the residents into their own driveway when arriving at incidents. Do not park on lawns. All firefighters will report to Level I Staging in their turnout gear.

8. POLICY DIRECTIVES / TACTICAL PLANS

While reading this document, you may notice we have referred to several other documents – “Policy Directives” & “Tactical Plans”. Policy Directives are written documents from the fire chief that state his policy about many different topics. Tactical Plans are a set of written guidelines for the members to follow while responding to, or working at many different incident types.

A list of the documents we mention in this guidebook has been included at the end of this document. Your assigned officer or firefighter will show you where these documents can be retrieved by using the station computer. Other documents can be reviewed as needed.

9. COMPUTERS, E-MAIL & THE INTERNET

COMPUTERS

Each fire station has a county computer (CC). Some stations have a station computer (SC). The CC is for department business only (i.e.: fire incident reports, training records, personnel records, etc.). The SC is for personal business. You will be issued a logon & password for access to certain areas on the CC. Do not share this password with anyone. If you feel your password has been compromised, contact your station officer immediately so that the old password can be deleted and a new password can be issued.

E-MAIL

The department does not currently make e-mail accounts available to all members. As the world of electronic messaging evolves, this may become an option in the future. The department does have a Technology Committee that reviews these applications to see if their use has merit within our organization, department-wide. If you have ideas about this topic, feel free to discuss them with your assigned officer/firefighter.

Station Officers are all assigned e-mail accounts. This may make it easier to contact your assigned officer. Before sending e-mails, discuss with your assigned officer what the best way is for you to contact him/her.

THE INTERNET

Some of the stations have initiated a wireless connection to the Internet. If you would like access, contact your assigned firefighter/station officer about connection and use.

Our department offers information to our members on our own web page. Currently it is available only in the fire stations. There is a portion of the web page that is available on the internet. We'll cover that shortly.

At any of the fire stations, go to the department-owned computer and double click on the "blue E". This will take you to the "fdintranet". There are several tabs loaded with information for you to access.

The department has adopted a policy regarding the use of social media. Consult Policy Directive 126.01 for further information.

10. RUN RESPONSE / TRAINING

RUN RESPONSE Consult Policy Directives 103.07 & 106.01 for further information.

We are primarily a volunteer organization. All of the fire & rescue services are provided by the volunteers with support from the administrative staff. We understand that you cannot be available 24/7. So the department has organized itself to allow you time to conduct your personal/work business while finding time for the fire department.

There are two types of volunteer members in the fire department: Regular & Auxiliary. Regular members live in town and generally respond to runs from home. These members are typically available a minimum of 108 hours per week. This allows the member time for employment (or other activities) for up to 60 hours per week. These are their “work hours.” Coordinate with your assigned firefighter/officer to enter your hours into the department software “FirePats”, the Firefighter Personnel Accountability Tracking System.

Auxiliary members work in town, and are available to respond to incidents at least 40 hours per week. These members must maintain a current letter on file from their employer stating: a) they are employed at least 40 hours per week, and b) they are approved to leave their employment to respond with the Troy Fire Department when summoned. They are generally available during normal work hours (0800-1700 hours/8:00AM-5:00PM). Assignment to a fire station, however, is at the discretion of the fire chief, and based upon the needs of the fire department.

Every member is required to respond to at least 50% of the calls that occur during the time they state as their “available time.” Example: FF Jones is available from 1700 - 0600 hours, Mon-Fri and then all day Saturday & Sunday. FF Jones has to respond to a minimum of 50% of the calls during that time.

Question: How do you know what 50% of the calls during that time will be? **Answer:** You don’t! So respond to everything you can. You gain experience, insight and knowledge on every incident to which you respond. If you miss a call here or there, it won’t significantly impact your overall response percentage. Keep in mind: we are looking for your best.

Each member is allowed a specified number of hours beyond their regular work hours to “sign out” or be unavailable for incidents. This allows the members time to be with family or attend to personal business. This is tracked thru “FirePats”. Each member is assigned his/her own personal login code and is responsible for tracking his/her own hours. This system will be explained in more detail by the officer/firefighter assigned to you at your station.

REMINDER: The use of alcohol and/or medication while performing as a firefighter is prohibited. If you have any questions, consult with your assigned officer/FF.

TRAINING Consult Policy Directive 105.01 for further information.

Every member is responsible to attend station training because it is a valuable way to maintain your skills and familiarity with the equipment and your response area. The north end stations (Stations 2, 5, and 6) offer training on Monday evenings, while the south end stations (Stations 1, 3, and 4) offer training on Tuesday evenings. Consult with your assigned station officer regarding the availability of Day Training. Each member is required to attend a minimum of 15 hours of training per calendar quarter. This requirement is waived while you are attending the firefighter academy.

Each member must also attend all mandatory training (this requirement is also waived while you are attending the firefighter academy). This program is established & coordinated by the training staff and a schedule is posted in each station; contact your assigned station officer about this program.

When attending training with the Troy Fire Department, **all members must sign in to receive credit for training attended.** Consult with your officer on this procedure.

If you are not already certified as a firefighter, you are required by Michigan law to become certified. The Troy Fire Department sponsors its members through a state approved firefighter training academy, offered in many locations in the area. The program may be offered through a neighboring fire department, or it may be offered through a local community college. Our training staff will work with you to get you enrolled into the earliest possible program that best suits your schedule. This program requires a significant time commitment from our members. So if you have any questions, please ask your assigned station officer, or a member of the training staff.

11. PHONE SYSTEM

The city uses a digital, internal phone system. To contact the fire dispatch center to report an emergency, dial 9-1-1. To obtain an outside line, dial 9, then your number. To reach any of the following locations, just dial their extension:

Station 1: 7271	Station 4: 7274	Administrative Offices (Station 8): 3419
Station 2: 7272	Station 5: 7275	Dispatch Center: (Non-Emergency) 3478
Station 3: 7273	Station 6: 7276	

Since all phones can receive outside and internal calls, the preferred method to answer the station phone is: *"Fire Station 3, John Smith speaking"*

12. STATION ETIQUETTE

Each member is asked to make an effort to clean up after themselves. Each station has rules and assignments for how the building & apparatus are to be maintained. Contact your station officer to see what your role will be on that schedule. As a member of a team, you will be expected to conduct your share of maintenance and cleaning.

We act/work as a team, but we are still individuals. Common respect and courtesy are the basic rules in all fire stations. If you feel you have received any form of harassment or abuse (verbal, physical, psychological, sexual, etc.), from any member or officer of the department, contact the administrative offices during regular work hours (Mon-Fri 8:00 AM – 4:30 PM) and ask to speak with the Fire Chief or Division Assistant Chief. Harassment or abuse at any level will not be tolerated.

13. BUSINESS MEETINGS

Each station has a monthly business meeting to discuss many different topics, including, but not limited to:

- Social Activities
- Station Training
- Any Other Topics
- Updates & Info from the Fire Chief
- Incidents

Contact your station officer to determine what night your station business meeting is held, and what your role will be for these meetings.

14. PROBATIONER'S HANDBOOK

The Probationer's Handbook is an introduction to the department's policies and procedures for all new members of Troy Fire. It provides the new member with a series of Policy Directives and Tactical Plans to review. Every month, the probationer (probie) is provided a quiz. The answers to the quiz are reviewed with the probie by his/her Lieutenant. It gives the probie a chance to ask questions about how things operate or how tasks are completed. It also confirms to the Lieutenant that the probie has learned the assigned material.

15. APPARATUS

A fire station supports the needs of the fire department and the community in which it is located. It must accommodate many diverse functions, including housing, recreation, administration, training, community education, equipment and vehicle storage, equipment and vehicle maintenance, and hazardous materials storage. While it is usually only occupied by firefighters, the facility may also need to accommodate the general public for community education or outreach programs.

Apparatus is the fire department term for our vehicles, the fire trucks. The apparatus bay is where we store our vehicles. Since the vehicles, equipment and even our turnout gear may be exposed to unknown or even dangerous bi-products, this area needs to be maintained as a clear and clean space.

The apparatus bay has two primary functions:

- The storage of apparatus
- Training of the firefighters

The officers of the station determine the actual use of the bay. The bay may also be used for washing your POV. Consult with the station officers if you wish to use the area for other functions.

Apparatus need to be maintained in a state of constant readiness. Without proper training, the tools and equipment carried on board can be dangerous. Probationary members are not allowed to remove equipment from apparatus without supervision, or the expressed permission of the station officers.

One of your first priorities should be to familiarize yourself with the equipment on the apparatus. Take a tour of the apparatus assigned to your station and review the contents of each compartment. Take care when opening compartments; items inside may shift when the vehicle is in motion and may become dislodged or loose. Also, only open one compartment at a time. Until approved to do so, do not remove more than one piece of equipment at a time. This allows for quick replacement should a call come in while you are training.

Your assigned Officer or firefighter will explain the use and operation of the Plymo-Vent exhaust system and the electrical shorelines. Do not stand near a vehicle leaving the apparatus bay. There are many moving parts that can cause an injury.

16. RADIO USAGE

Radios are the most common tools used by the firefighters. For a review of the department's communication policy, consult Tactical Plans #204.01-204.07.

Radios are installed in all fire department vehicles as well as inside the station. They are only used for official fire department business. Officers and other authorized members of the department are approved to carry portable radios. These radios are tools used to conduct the day-to-day business of the department in an orderly & professional manner. Due to the nature of the system and its ability to be heard by others, you must maintain a professional decorum whenever using a radio, or near someone using a radio.

No member is authorized to use a fire department radio until trained and approved by the station officers. Profanity, slang or other unauthorized language is a violation of FCC rules and will not be tolerated at any time.

17. YOUR RESPONSE DISTRICT

Start to become familiar with the major roads and boundaries within your station's first alarm response district. The following points will be covered during your training:

- Boundaries and Major Roads*
- Neighborhood Names
- Use of Maps (Electronic & Paper)*
- Mutual Aid (MABAS) Departments - Consult Tactical Plan 216.01

* = Maps are made available to the station members through your station officer/quartermaster.

It is recommended that you begin to learn your district and the hazards to which you may be responding as soon as possible.

18. ROADWAY OPERATIONS

When operating along roads & expressways, the surrounding traffic may be more dangerous than the emergency to which you were summoned. Each member is issued a reflective yellow vest and it shall be worn over their turnout gear in these situations. The only exception to this rule is if you are involved in fire suppression activities (actively fighting a fire or assigned to staff a hose line).

Vehicle placement is designed to protect the responders and provide safe access to the needed equipment. Consult Tactical Plan 208.12 for other considerations at this type of incident.

19. H.A.P.I.S (Hazardous condition Alerts & Pre-Incident Surveys)

Public Act 207 of 1941 is the Michigan Fire Prevention Code. Within this law is a section that deals with Firefighter Right-to-Know rules. This law requires that the fire chief determine which businesses within his/her jurisdiction manufacture, store or use hazardous materials. The fire chief must then plan a response to those facilities and share that plan with the firefighters. To inform the firefighters of these plans, the fire prevention staff has developed the HAPIS directory. This directory, located on the apparatus on-board computer, contains (among other documents): Pre-Incident Surveys, Floor Plans, and Hazardous Material Inventories.

Firefighters familiarize themselves with these plans during training sessions or when learning the apparatus. Your assigned officer/firefighter can show you how to access this information

20. INCIDENT COMMAND SYSTEM (ICS)

ICS is a scene management tool used at all fire department incidents and you should become familiar with this system. Consult Tactical Plan 201.01-201.06 for further information. The following points will be covered with you during your probationary period:

- Unity of Command
- Span of Control
- Offensive, Defensive & Transitional Attack
- **Command Staff:** Safety, Public Information, Liaison
- **Main Branches of ICS:** Command, Operations, Planning, Logistics, Finance

21. MEDICAL EMERGENCIES / WALK-INS / SURRENDERED NEWBORNS

The Troy Fire Department does not routinely respond to medical emergencies, yet each member is trained on how to treat minor injuries and how to request assistance. If someone should walk into the fire station requesting medical assistance, go to a phone in the building and dial 9-1-1. If you are medically trained, there are first aid kits available in the apparatus. If you are not medically trained, reassure the victim that help is on the way, and try to make the victim comfortable.

Most importantly, remain calm. The public looks to the fire department for trained professionals. Getting excited will actually make your job more difficult.

The "Safe Delivery of Newborns Act" took effect in January 2001. It requires fire & police departments "... to accept unwanted newborn infants that are brought to their stations." The primary purpose of the act is to avoid the tragedy of leaving unwanted newborns to die in a dumpster or other unattended location. Policy Directive 123.01 provides details and procedures for you to review in case you are presented with this scenario.

22. OTHER INFORMATION

After reviewing this document, you may still have questions. Once you have been to your station and introduced to your officer(s), the Station Assistant Chief will appoint an officer or a firefighter to assist you with your probationary process. Exchange contact information with him/her and review any questions you may have. They will help you through the process. Remember, we all learn by asking.

You are about to embark upon an exciting and wonderful journey into the world of community service. When the public summons us, they may be having the worst day of their lives. It is our job to help restore some order to their chaos. To do that, it is your responsibility to become educated with the tools, functions and procedures of this department. Ask questions. You may be surprised at what you learn.

Thank you for taking the time to volunteer. And again, welcome to the Troy Fire Department!

THE LOCATION & ACCESS FOR THESE, AND OTHER, POLICY DIRECTIVES & TACTICAL PLANS WILL BE EXPLAINED BY YOUR ASSIGNED FIREFIGHTER OR STATION OFFICER.

This is a list of all the Policy Directives & Tactical Plans mentioned within the New Member Guidebook. Consult with your assigned firefighter or officer about how to access these documents so that you may review them on your own.

POLICY DIRECTIVES

- 102.01 – 102.17: Positions & Job Descriptions
 - 102.03: Station Assistant Chief
 - 102.04: Station Captain
 - 102.06: Station Lieutenant
 - 102.07: Firefighter
 - 102.08: Fire Apparatus Operator
- 103.02: Probationary Member
- 103.07: Attendance Requirements
- 105.01: Training Requirements
- 106.01: Fire Run Attendance Requirements
- 108.01: Disciplinary Actions
- 120.01: Firefighters Involved in Vehicle Accidents
- 120.02: Firefighter Injuries
- 123.01: Safe Delivery of Infants (Surrendered Newborns)
- 126.01: Social Media

TACTICAL PLANS

- 201.01-201.06: Incident Command
- 204.01-204.07: Communications
 - 204.04 – “Radio Terminology”
- 206.01 – 206.02: Staging
- 208.12: Emergency Scene Traffic Mgt
- 208.13: “Incident Downgrading”
- 213.01: Incident Response
- 216.01: MABAS – Mutual Aid Box Alarm System

