

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



Policies & Procedures

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MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #101.00 MISSION & VALUES STATEMENT

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To clearly articulate the mission and values that are essential to the operations of Massachusetts Fire District 7, Communications Team.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members

MISSION STATEMENT:

To promote and deliver exceptional operational support to the operations of communities within Massachusetts Fire District 7, the Commonwealth of Massachusetts, by providing professional, efficient, high quality support services to the local Incident Commander in a timely and proactive manner.

VALUES:

- Professionalism
- Ingenuity
- Customer Service
- Positive Public Projection

GOALS:

- Evaluate Incident communications usage/needs
- Provide areas for improvement (if needed)
- Provide documentation support through recordings and written log
- Provide communications support needs through caches of equipment

The Host Community is to remain in full control of all Incident operations. The Communications Team is available to provide and offer assistance and support to the Community requesting assistance.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #102.00
POLICIES & PROCEDURES MANUAL

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To establish a Standard Operating Guideline, Policy and Procedures Manual for the Massachusetts Fire District 7 Communications Team. This manual will be utilized to develop and disseminate SOGs, Procedures, Organizational Charts, and Policy Information, and will prescribe the method for issuing and modifying these documents.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members

1.0 DEFINITIONS

- 1.1 SOG Policy and Procedures Manual: A comprehensive collection of written Communications Team SOGs, Policies, Procedures and Organizational information which is provided to Massachusetts Fire District 7, Local Fire Chiefs and Communications Response Team personnel.
- 1.2 Manual: A short-term used in all Policies and Procedures to refer to the Policy Board's Policies and Procedures Manual.
- 1.3 Directive: A short, temporary statement of policy and procedures issued by the Communications Committee and/or the Chair of Massachusetts Fire District 7.
- 1.4 Comm Team: A short term used to identify the Communications Team/Unit.
- 1.5 Information Bulletin: A statement issued by the Communications Committee to inform personnel of any matter of particular interest.
- 1.6 Form: A document issued to implement Policies and Procedures.

2.0 POLICY

- 2.1 The Communications Team Policies and Procedures Manual is the official method of disseminating policies, procedures, organizational structure, functions, activities and services as approved by the Communications Team Committee.
- 2.2 Documents in this manual include policies and procedures to guide and direct all members of the team in performance of their duty.
- 2.3 Documents in this manual must not supersede any part of any law or Memorandums of Agreements.
- 2.4 Forms issued for use as part of the implementation of a Policy or Procedure must:
 - A. Be assigned a title and sequential number designation to indicate the organizational area: 100-Administrative, 200-Operations, etc.
 - B. Typed and submitted in Standard SOG formatting by the Communications Committee
 - C. Formatted as per the attached sample in Attachment 1.
- 2.5 Directives must be:
 - A. Formatted as per the attached sample in Attachment 2.
 - B. Numbered sequentially by year and directive number (e.g. 95-1).
 - D. Placed in a separate section of the Policy and Procedure Manual.
 - E. Include a cancellation date or cancelled in writing by the Communications Committee when no longer in effect.
- 2.6 Information Bulletins must be:
 - A. Formatted as per attached sample in Attachment 3 .

3.0 RESPONSIBILITIES

- 3.1 All Communications Team Members are responsible for:
 - A. Familiarizing themselves with and maintaining a constant awareness of the documents contained in this manual.
 - B. Making suggestions for new and/or revised policies and procedures they feel are necessary.
- 3.2 All Team Coordinators are responsible for policy training and compliance by technicians and Communications Team Members with applicable policies and procedures.
- 3.3 All Team Members must be issued a copy of each applicable policy and/or procedures issued in accordance with this policy. Each of the above must maintain their set of policies and procedures up-to-date as new documents are issued.
- 3.4 The Communications Committee is responsible for maintaining the official manual up-to-date at all times.
- 3.5 The Communications Committee is responsible for reviewing all suggestions for new or revised policies and procedures submitted and transmitting these proposals for approval as appropriate.

4.0 PROCEDURE

- 4.1 Any Team Coordinator, Technician or Communications Team Member seeing the need for the establishment, revision to, or modification of a current policy or procedure, may forward, in accordance with the procedure, set forth in this section, the suggested policy and/or procedure.
- 4.2 The request shall be a typed draft document to the Communications Committee. The Team Coordinator will start the process for adoption of the document and keep the originator informed of the progress. If the Team Coordinator is the originator, they will submit the typed draft document to the Communications Committee.
- 4.3 The Committee shall review the originator's draft document for content and need. If necessary, the draft document will be revised and then returned to the originator for review before final approval.
- 4.4 Upon approval by the Communications Committee, training requirements will be identified and the document will be assigned an effective date. At the appropriate time, the document will be copied and issued to Team Members.

5.0 GENERAL

- 5.1 After one year from the effective date, all documents and procedures will be reviewed by the Communications Committee, and revisions made as per the procedure described in Section 4.0.
- 5.2 Distribution of a new or revised document or page automatically cancels the existing issue of the same document or page and is identified by a new issue date or revision date.
- 5.3 Cancellation of documents will be done in writing and issued by the Coordinator.

6.0 ATTACHMENTS

- 6.1 Sample SOG Form (Attachment 1).
- 6.1 Sample Directive Form (Attachment 2).
- 6.2 Sample Information Form (Attachment 3).

ATTACHMENT #1

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #
TITLE

EFFECTIVE DATE:

BY ORDER OF

ATTACHMENT #2

MASSACHUSETTS FIRE DISTRICT 7

Communications Team

DIRECTIVE

TO:

NO:

FROM:

DATE:

SUBJECT:

EXPIRATION DATE:

CC:

ATTACHMENTS:

ATTACHMENT #3

MASSACHUSETTS FIRE DISTRICT 7

Communications Team

INFORMATION BULLETIN

SUBJECT:

DATE:

ISSUED BY:

FOR MORE INFORMATION, CONTACT:

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

**SOG #103.00
ORGANIZATIONAL CHART
& JOB DESCRIPTIONS**

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

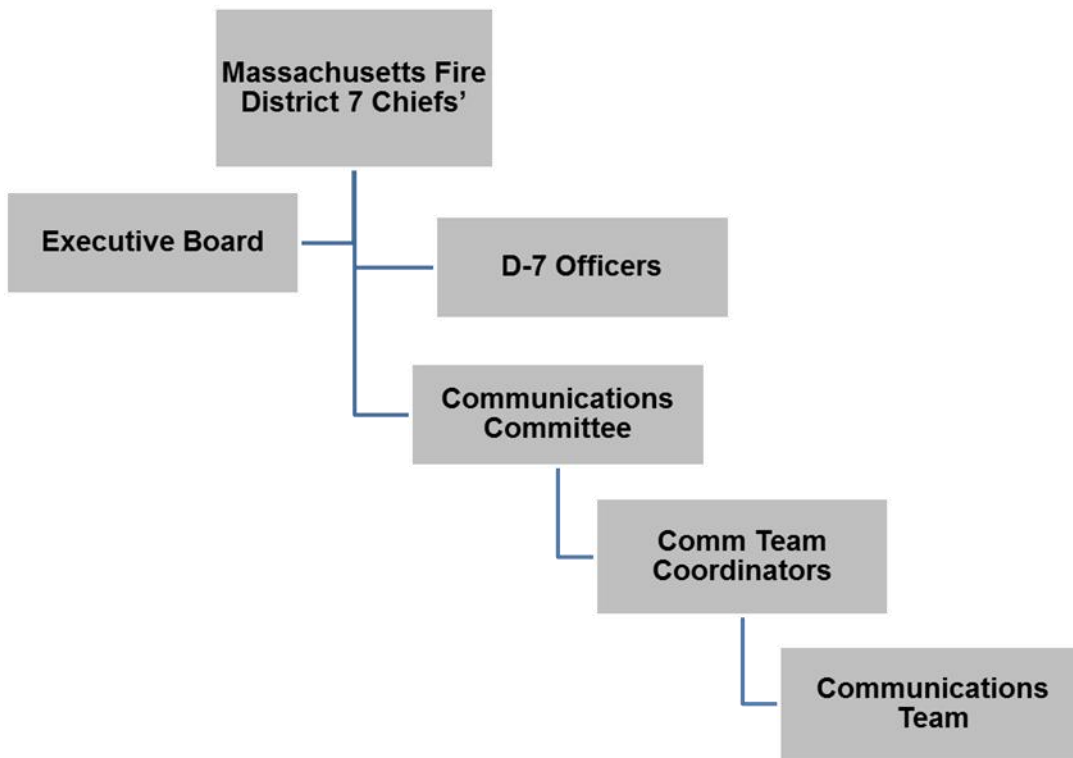
To provide a clear organizational chart and chain of command and define the duties and responsibilities associated with each Communications Team position.

APPLICABILITY:

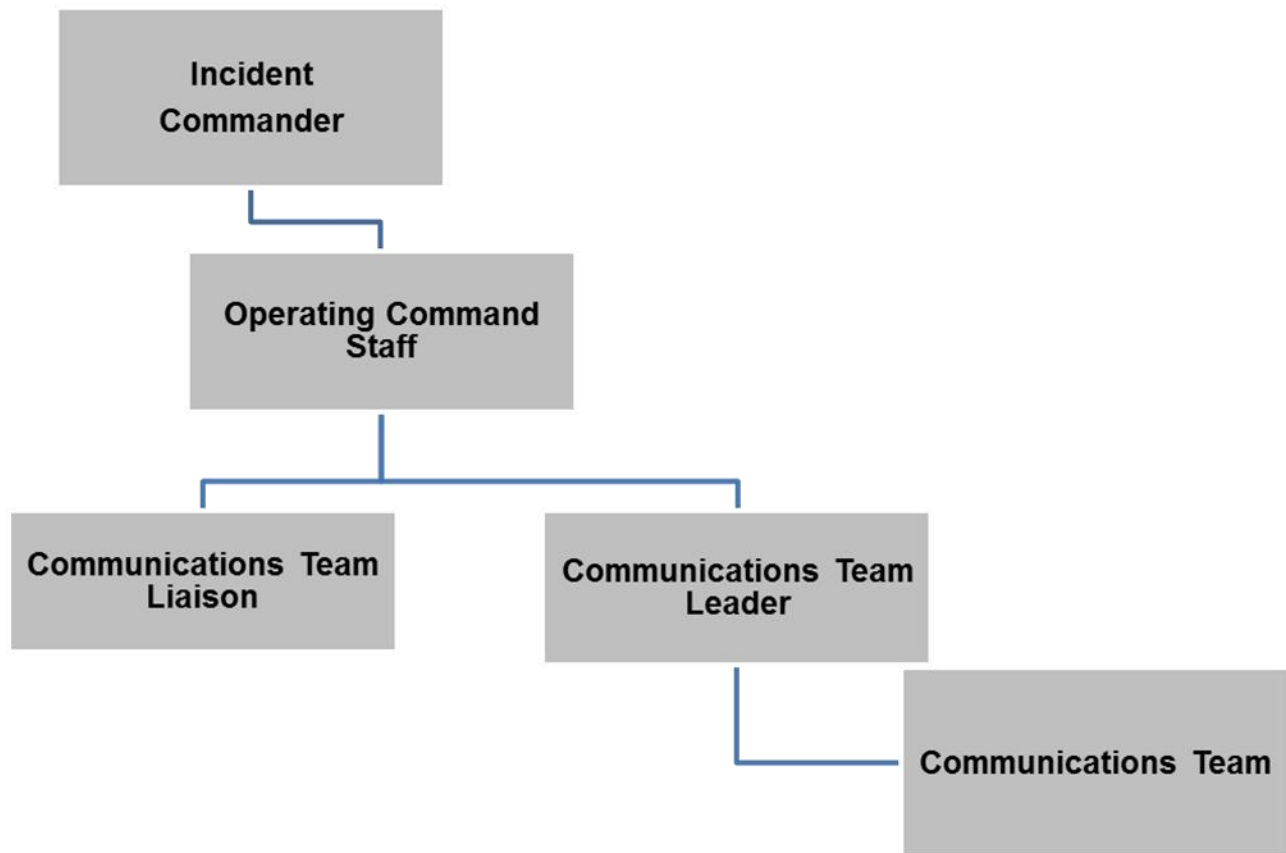
- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members

1.0 ORGANIZATIONAL CHARTS

1.1 Administrative Structure



1.2 Operations Structure



2.0 JOB DESCRIPTIONS

Team Coordinator – This position is appointed by the Communications Committee.

This is an administrative type position that has the overall responsibility for the vehicle, operators and technical support staff. This position reports directly to the Communications Committee. Responsibilities include but are not limited to the following:

- Coordination, scheduling, and training of all team members
- Operation, upkeep and upgrade of all equipment
- Coordination of all vehicle maintenance (major and routine)
- Makes recommendations to the Communications Committee of members being approved for “Operator” Status

Team Leader – A member of the team shall be assigned to be the Team Leader once operating at an incident/event. This position works in and around the communications unit in a floating position and coordinates operations. The Team Leader works as a buffer to the Operators in the communications area. The Team Leader will help to make any decisions that need to be made. The Team Leader will help to provide for a smooth operation of the unit and all of the people during any operation. Responsibilities include but are not limited to the following:

- Ensure proper setup and coordinate all initial operations.
- For the planning, directing and controlling all Communications Team operations during a deployment
- For the overall supervision and operation of the Communications Team during a deployment
- Shall ensure that all necessary records regarding the incident are completed and all SOGs are followed

Team Liaison – This person works directly with the Incident Commander at an incident scene and is the connection between the Incident Commander and his staff and the Communications Unit and Team.

Operators – Will be required to attend a percentage training sessions each year. The Unit Operators will perform many job functions including but not limited to: radio communications, telephone communications, video recording, set up and take down of A/V equipment, Computer work including but not limited to: log recording, Internet research, general typing, Global positioning, tracking of personnel, equipment, and apparatus.

Auxiliary Staff – These members will be required to attend and complete an initial orientation and training, and successfully complete any and all work required during the initial training. In order to be considered as an Operator, the member must be recommended by the Team Coordinators to the Communications Committee for approval.

Technical Support – These personnel have specific skill sets to support all audio, visual and electrical components of the vehicle. These are the people that have extensive knowledge on the vehicle and of all the equipment on the truck.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #104.00 CODE of ETHICS CONDUCT

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To clearly project the professionalism of the Massachusetts Fire District 7 and the Communications Team. To articulate parameters of acceptable conduct keeping the positive projection of professionalism as our overall objective.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members

1.0 CODE OF ETHICS

As a basic pretense of participation and operations all Response Team Members, Fire Chiefs and Massachusetts Fire District 7 has an obligation to conduct their duties in the most professional manner which best serves the interests of the host community and protects the organizations resources. All Members shall have the responsibility to do the following:

- 1.1 Perform all duties to the very best of their abilities in a manner that is professional, efficient, cost effective and meets the needs of the Incident Commander.
- 1.2 Demonstrate integrity, honest and ethical behavior in the conduct of all organizational related activities.
- 1.3 Ensure that personal interests do not come in conflict with official duties and avoid both actual conflicts of interest and the appearance of conflicts of interest, as outlined by the Massachusetts State Ethics Commission, when dealing with vendors, customers, external agencies or other parties doing business or seeking to do business with Massachusetts Fire District 7. Questions pertaining to ethics should be directed to the Communications Committee
- 1.4 Ensure that all organizational resources including funds, equipment, vehicles and other property are utilized for the benefit of Massachusetts Fire District 7 or the community that has requested incident support.

2.0 CODE OF CONDUCT

Professionalism is an absolute necessity that cannot be overemphasized. To this end all Team Members have the following responsibilities:

- 2.1 All dealings with the public, representatives of the host community, responding agencies and other customers must be conducted in a manner that reflects courtesy, professionalism, and the service orientation of Massachusetts Fire District 7. Failure to uphold this basic principle will be grounds for immediate termination.
- 2.2 Treat the public and other Team Members fairly and equitably, without regard to age, color, disability, ethnicity, national origin, political affiliation, race, religion, gender, sexual orientation, or any other factor unrelated to incident support activities.
- 2.3 Avoid a behavior that could be defined as misconduct.
- 2.4 Report for assignments on time and fully equipped, fit and able to perform assignments.
- 2.5 The Team Coordinators shall set an example for all Team Members and have a responsibility to ensure that their activities and decisions pertaining to the Communications Team are consistent with the Massachusetts Fire District 7 policies and practices.
- 2.6 Team Members shall exhibit courtesy to all Team Members, Supervisors, Fire Service and external agency personnel. All Fire Officers shall be referred to with the respect of their appropriate rank.
- 2.7 Members shall treat one another with due courtesy and shall not engage in horseplay or disrespectful conduct during operations and incident support related activities.
- 2.8 Should a Member have a complaint or concern against another Team Member or member of an external agency, he/she shall forward the complaint in writing to the Team Coordinator. If the concern pertains to the Team Coordinator, it shall be forwarded to the Communications Committee.

5.0 USE OF MASSACHUSETTS FIRE DISTRICT 7 PROPERTY

Team Members shall properly care and account for the property of Massachusetts Fire District 7 within their control and shall not use such property of personnel for personal task or gain.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #105.00 CUSTOMER SERVICE

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To clearly establish customer service and exceeding the expectations of the host community as an integral part of the incident support mission and to empower Communications Team personnel to work creatively within this guideline to provide high quality service that exceeds expectation.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members

1.0 CUSTOMER SERVICE

Given the nature of the Communications Team mission the customer service provided by our Response Team Members and personnel can often mean the difference between the success or failure of an operation. Therefore, maintaining a high degree of service that positively and creatively works to meet the needs of the host agency is not an option but rather a mandate. During operations and incident support related activities the following should be creatively applied to maximize the benefit to the host agency:

- 1.1 Our essential mission and number one priority is to deliver the best possible service to the agencies that we endeavor to support.
- 1.2 Always be nice, treat everyone with respect, kindness and patience.
- 1.3 Always attempt to execute a standard problem solving outcome that is; quick, effective, skillful, safe, caring and the outcome is evaluated to ensure that the objective was achieved.
- 1.4 Regard everyone as a customer.
- 1.5 Consider what you are doing and how you are doing it looks to others.
- 1.6 Don't disqualify the customer with your qualifications.
- 1.7 Communications Team activities must be community centered.
- 1.8 We must continually improve our customer service performance.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

**SOG #106.00
PARTICIPATION STANDARDS**

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To clearly set standards of acceptable participation and performance for Communications Team Training and Response.

APPLICABILITY:

- Fire Chiefs
- Response Team Members

1.0 TRAINING PARTICIPATION

- 1.1 All Response Team Members must complete an initial training program.
- 1.2 All Fire Chief Officers must complete an orientation training program.
- 1.3 To remain as an active Team Member, an individual must attend no less than fifty percent (50%) of the training sessions or practical exercises offered during the calendar year.
- 1.4 Failure to attend fifty percent (50%) of the continuing education training sessions or practical exercises will result in the individual being removed from active response status.
- 1.5 The Team Coordinators will have the option to grant a leave of absence or an excused absence for training sessions.
- 1.6 Team Coordinators may recommend for removal a Member for not meeting the training standards detailed above.
- 1.7 All training must be either a component of the Communications Team continuing education or approved in writing by the Communications Committee.

2.0 OPERATIONAL RESPONSE PARTICIPATION

- 2.1 All Response Team Members must indicate his/her availability to respond to a minimum of fifty percent of all team activations.
- 2.2 Response Team Members should try and commit to staff at least one two hour shift during a Communications Team deployment
- 2.3 Failure to indicate availability in at least fifty percent of responses or appropriate long term operational deployments will result in the individual being removed from active response status.
- 2.4 The Communications Committee will have the option to grant a leave of absence for a period of time not to exceed one year, or remove a Member for not meeting the operational response standards detailed above.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #107.00 INJURY REPORTING & DOCUMENTATION

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To provide a consistent mandated procedure that details the essential aspects of injury reporting and clearly informs all Team Members and Chiefs the parameters of compensation related to injuries received during Communications Team Training and/or operations.

APPLICABILITY:

- Fire Chiefs
- Response Team Members

1.0 INJURY REPORTING & DOCUMENTATION

1.1 Once an injury has occurred during either training or operations, the injury must be immediately reported to the Team Leader or Coordinator and a notation of the injury will be documented on either the unit log or training sheet.

1.2 Once an injury has been reported, a qualified at least as a Massachusetts Emergency Medical Technician – Basic, shall review, treat and evaluate the injured party. It will be the responsibility of this EMT to determine the severity of the injury, arrange for appropriate emergency care and transportation (if necessary) and complete a comprehensive report documenting the injury and the medical actions taken.

The Team Leader or Coordinator shall review the information for completeness and forward all documentation to the Communications Committee.

The Communications Committee will forward a complete report of the incident to the Chief of the effected team member.

1.3 If the individual is unable to continue as a functional Response Team Member, the Team Leader will take appropriate action to obtain a replacement and retain full operational capability.

1.4 The Team Leader or Coordinator shall notify the Communications Committee Chair. The Committee Chair will notify the Department Chief of the Team member's injury/illness.

1.5 All necessary forms, procedures and practices relating to injury documentation and reporting will be fully completed. All completed documentation pertaining to the injury/illness shall be forwarded to the Team Coordinator.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #108.00
CONTINUOUS IMPROVEMENT PROCESS

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To provide an opportunity to allow the expertise of Communications Team Members to be utilized to increase the efficiency and quality of service provided by the Communications Team.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members

1.0 INNOVATION PROCESS

If anyone has an idea or suggestion that he or she feels will benefit the Communications Team function this individual should:

- 1.1 Discuss the idea with the Team Coordinator.
- 1.2 Present the concept in writing.
- 1.3 If the idea is accepted it may be piloted.
- 1.4 The Communications Committee will determine a test period.
- 1.5 The Communications Committee will send a memo to all Team Members notifying them of the innovative process being conducted within the designated time frame.
- 1.6 Upon completion of the evaluation period, a decision will be made on implementing the procedure on a Team wide basis. Decisions will be based on information supplied by Team Members piloting the procedure. If the procedure is to be implemented, full authority and responsibility for implementation will rest with the Team Coordinators.
- 1.7 The individual or Response District that championed the idea will be recognized for their effort.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #109.00 COMMUNITY FEEDBACK

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To clearly identify the methodology and timetable of providing the host communities with a summary of the Communications Team Support activity and satisfaction survey.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members

1.0 COMMUNITY FEEDBACK

- 1.1 Subsequent to an operational response of the Communications Team, the host community will be given a summary letter indicating the scope and success of incident support activities. This summary letter will be distributed by the Communications Team Chairman after compiling data received from the incident Team Leader and Control Point.
- 1.2 This initial summary letter will be distributed within fourteen days of the termination of the operation.
- 1.3 The host community is encouraged to provide the Communications Committee and Massachusetts Fire District 7 with any comments or criticism pertaining to the quality and effectiveness of the Communications Team function.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

**SOG #200.00
TEAM COORDINATOR**

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

The objective of this guideline is to outline the roles and responsibilities of the Team Coordinator.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members

1.0 JOB DESCRIPTION

Team Coordinator – A member who is assigned by the Communications Committee to assist in overseeing the day to day operations of the team. They will report to the Communications Committee as needed. The Team Coordinator will work with the Communications Committee in the scheduling of training and training components as well as to monitor that all people working with the Communications Team maintain a professional manner at all times. The Team Coordinator will help to provide for a smooth operation of the unit and all of the people during any operation. The Team Coordinators will be required to attend and complete the initial training, and successfully complete any and all work required during the initial training. The Team Coordinator will also be required to attend two training sessions each year.

2.0 RESPONSIBILITIES

- 2.1 The Team Coordinator is responsible for the planning, directing and controlling all Communications Unit operations.
- 2.2 The Team Coordinator is responsible for the overall supervision and operation of the Communications Team.
- 2.3 The Team Coordinator shall be responsible to meet with the Communications Committee to develop an agenda and conduct briefings as needed.
- 2.4 The Team Coordinator is responsible to ensure their assigned Comm Unit is in a state of readiness at all times. If at any time their unit is taken out of service it shall be reported to the Communications Committee Chair for proper notification to the team and District.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

**SOG #201.00
RESPONSE TEAM ACTIVATION**

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

The objective of this procedure is to define the general provision for notification of the Communications Unit Team Members to initiate a response to an incident.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members
- Fire District Control Center & Alternate Control Center
- Massachusetts Emergency Management Agency (MEMA)

1.0 ACTIVATION PROCEDURES

- 1.1 The Incident Commander or his/her designee of the requesting department will initiate the response of the Communications Team by contacting the District Control Point (Southbridge Fire) via the County Band Radio (33.62 Mhz) or phone at (508) 764-5430.
- 1.2 The Dispatcher will obtain the following information from the requesting community:
 - 1.2.1 City or Town;
 - 1.2.2 Location of the Incident;
 - 1.2.3 Requesting Department;
 - 1.2.4 Call back telephone number;
 - 1.2.5 Incident Commander (contact number if available);
 - 1.2.6 Nature/extent of incident;
- 1.3 The Dispatch Center Operator will then take the following actions:
 - 1.3.1 Activate the primary paging system. (IamResponding)
 - 1.3.2 The message transmitted shall be in the following form: "Communications Team Response, to (Town), (incident type) at (address of incident)."
 - 1.3.3 Confirm the page message was transmitted.

- 1.4 The Dispatch Center Operator will then take the following action:
 - 1.4.1 Page the Communications Committee
 - 1.4.2 Page the Massachusetts Fire District 7 Officers
- 1.5 The Dispatch Center will document and track the activation and activities.
- 1.6 The Team Members will contact the response number and leave a message indicating their response.
- 1.7 Vehicle Operators are responsible to obtain directions, respond in a safe manner to the staging area. The use of lights or sirens by unit operators is at their discretion and appropriate to the situation. Team members may utilize lights and sirens appropriate to the situation provided they are utilizing a municipal fire service vehicle or have the appropriate red light permit for the vehicle.
- 1.8 Upon arrival at the incident scene the Vehicle Operator will respond and contact the first arriving Team Member as well as the Incident Commander.
- 1.9 If no response is received within ten (10) minutes, the Team Leader or individual monitoring response activity shall initiate a second paging and activate the Backup Activation Procedure (Section 3).
- 1.10 The status of the Team Members will be recorded once a Communications Unit arrives on scene and setup operations as follows:
 - Available and ETA
 - Unavailable - not responding (sick or injured leave, unavailable)
 - Availability over the next 48 hours

This information will be kept in the Communications Unit and become part of the response documentation package and will be relayed to the Team Coordinator, Communications Committee, or the Massachusetts Fire District 7 Officers upon request.

2.0 BACK-UP ACTIVATION PROCEDURE

- 2.1 In the event of failure of the primary paging system, the Dispatch Center shall activate the Team using Fire Mutual Aid and telephone systems.

2.2 Each Team member shall indicate the community that can locally notify them in the event necessary.

The procedure shall include a method to:

2.2.1 Contact Team Members as per local policy.

2.2.2 Record the status of the Team Members answering the activation (as in section 2.3.4).

2.2.3 Relay all available information to the Team Members that are responding to the activation.

2.2.4 Relay to Team Members directions to Staging or Incident.

2.2.5 Report the status of the Department's Team Members to the Control Center by County Radio (33.62 Mhz) or telephone not more than twenty-five (25) minutes after notification.

2.2.6 The status of Team Members shall be recorded as follows:

- Available and ETA
- Unavailable - not responding (sick or injured leave, unavailable)

2.2.7 Provide updates of the status of the Department's Team Members not available at the time of the request to the Control Center as soon as possible.

3.0 TEAM MEMBER DUTIES

3.1 Team Members shall provide and be responsible for keeping their contact information up to date. This shall be provided to the Team Coordinators.

3.2 Team Members will take the following actions upon notification that the Communications Team has been activated:

3.2.1 Determine ability to respond. No Team Member on sick or injury leave from their department shall respond to any unit response. Members are responsible at all times for their fitness for duty.

3.2.2 Members will record the location of the incident and the assembly point. Directions to the incident should be obtained through the primary paging system, local department, Internet mapping services or the Control Center.

3.2.3 Members responding to the incident shall use good judgement and drive in accordance with all applicable laws and rules of the road.

4.0 CANCELLATION OF TEAM RESPONSE

- 4.1 Upon notice from the Incident Commander, or designee, they may cancel the response of the Communications Team.
- 4.2 Once the cancellation has been verified, the Dispatch Center will activate the paging system and broadcast a cancellation message.

5.0 ACTIVATION DRILL

- 5.1 The Communications Committee shall initiate a full test of the activation procedure semi-annually (at a minimum).
- 5.2 Upon notice from the Communications Committee, the Control Center shall conduct the test of the activation procedure.
- 5.3 The tests shall use the primary team paging system.
- 5.4 The Control Center operator shall follow all steps in Section 2 of this procedure.
- 5.5 The message format for the test shall be: "Communication Team Activation Drill." Team Members shall follow the Activation Procedures as outlined in 1.0 to verify system operation.
- 5.6 The Communications Committee will oversee Activation Drills.

6.0 ATTACHMENTS:

- 6.1 Control Center Activation Worksheet (TBD)

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #202.00
RESPONSIBILITIES of the FIRST ARRIVING
TEAM MEMBER

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To outline actions to be taken by the first arriving team member to maximize the effective deployment and operation of the Incident Support Team.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members

1.0 RESPONSIBILITIES

- 1.1 The first arriving Team Member will identify him/herself to the Incident Commander or designated local officials as the Team liaison. The first arriving Member will be responsible to obtain a current status report on the situation and select a setup area. The first arriving Team Member may not remain in the liaison position for the duration of the incident however it is imperative that this position be immediately established to assess the immediate support needs of the incident.
- 1.2 Confirm that sufficient number of team personnel are responding.
- 1.3 Complete an initial incident briefing sheet and checklist.
- 1.4 The Initial Briefing Checklist will be posted at the Communications Unit and a copy will be retained in the incident documentation package.
- 1.5 Considering the potential expansion of the incident, the first arriving Team Member will coordinate the placement of the first arriving Communications Unit on the incident scene. Placement must be at least 500 feet away from any action area, in a cold zone and have sufficient space for the development of long-term operations. The location of a Comm Unit will be mutually agreed upon with The Incident Commander. However, the above guidelines cannot be violated as it could place the Team at an unacceptable level of risk.
- 1.6 Once approved, this site should be evaluated for utility access and secured to prevent other agencies from using the selected area.

2.0 ATTACHMENT

- 2.1 First Arriving Team Member Checklist and Briefing Sheet (TBD)

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #203.00
TEAM LEADER

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

The objective of this guideline is to outline the roles and responsibilities of the Team Leader.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members

1.0 JOB DESCRIPTION

Team Leader - There needs to be a single person in charge of the team during a deployment. A member of the team shall be assigned to be the Team Leader. This position works in and around the communications unit in a floating position and coordinates operations. The Team Leader works as a buffer to the Operators in the communications area. The Team Leader will help to make any decisions that need to be made. The Team Leader will help to provide for a smooth operation of the unit and all of the people during any operation. All Team Leaders will be required to attend and complete the initial training, and successfully complete any and all work required during the initial training

2.0 RESPONSIBILITIES

- 2.1 A Team Leader shall be designated for all responses involving the Communications Unit.
- 2.2 The Team Leader is responsible to ensure proper setup and coordinate all initial operations.
- 2.3 The Team Leader is responsible for the planning, directing and controlling all Communications Team operations during a deployment.
- 2.4 The Team Leader is responsible for the overall supervision and operation of the Communications Team during a deployment.
- 2.5 The Team Leader will maintain communications with the Incident Commander and through the Team Liaison and keep the IC informed of Team operations.
- 2.6 The Team Leader shall ensure that all necessary records regarding the incident are completed and all SOGs are followed.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

**SOG #204.00
TEAM LIAISON**

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

The objective of this guideline is to outline the roles and responsibilities of the Team Liaison.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members

1.0 JOB DESCRIPTION

Team Liaison - This person works directly with the Command Staff at an incident scene and is the connection between that staff and the Communications Unit and team.

2.0 RESPONSIBILITIES

- 2.1 The Team Liaison will serve as the only means of communication between the Command Staff and the Communications Unit.
- 2.2 The Team Liaison will be responsible to provide the Command Staff with periodic briefings relative to team activity and capabilities.
- 2.3 The Team Liaison will document all requests and provide the Command Staff with a status report on all open action items as needed.

3.0 PERFORMANCE

- 3.1 The Team Liaison is not a member of the host communities command staff and is not present to take an operational role in running the incident.
- 3.2 The Team Liaison shall not impose him/herself upon the command staff or become a distraction. The Team Leader shall have the ability to remove a Liaison from the incident scene
- 3.3 Complaints from an Incident Commander relative to a Liaisons performance and behavior will be treated most seriously and presented to the Communications Committee for action.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #205.00 INITIAL OPERATIONS

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To clearly outline the procedures for unit setup and the initiation of operations on an incident scene.

APPLICABILITY:

- Massachusetts Fire District 7
- Incident Commanders
- Fire Chiefs
- Response Team Members

1.0 UNIT SETUP

- 1.1 Upon arrival at the staging area, the Team Leader / Team Liaison will brief all personnel and assign initial tasks.
- 1.2 The Communications Unit shall be placed as instructed and begin the co-operational setup checklist.
- 1.3 All Response Team personnel will assist in the initial setup as directed until the unit is operational.
- 1.4 Once the unit is operational, the Team Members will double check all aspects of the vehicle's mechanical operation and setup and sign the checklist.
- 1.5 The checklist will then be entered as a part of the units log.

2.0 ASSIGNMENT OF PERSONNEL:

- 2.1 Once the vehicle has been made operational the Team Leader will assign personnel to positions based upon the prioritized needs of the incident.
- 2.2 As soon as the unit has become operational all internal systems will be tested to ensure proper function.
- 2.3 Once the computer systems have become operational, a crew member will ensure that a unit log is started.
- 2.4 Upon the completion of all testing the Team Leader will have the Liaison report the units operational status to the Incident Commander and determine the tasks that need to be accomplished.
- 2.5 Once operational all Team Members operating outside of the vehicle will be issued a portable radio to ensure the ability to communicate effectively.
- 2.6 Once the tasks have been determined they will be documented in the unit log and assigned as action items.

3.0 INCIDENT COMMAND FLOW CHART

- 3.1 Once the unit is in operation and personnel have been assigned positions, priorities and action items, an Incident Command flow chart will be developed to ensure the clarity of roles and positions.
- 3.2 The Incident Commander from the host community is ALWAYS to be listed as the person in charge of the situation.
- 3.3 Communications Support functions will be consistent with the units operational organizational chart and will be a separate operational branch.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

**SOG #206.00
LONG TERM OPERATIONS
& SCHEDULING**

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To clearly establish a threshold that will trigger long term operational scheduling and to establish a procedure for activation of long term scheduled operations.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members

1.0 LONG TERM OPERATIONS & SCHEDULING

- 1.1 If operations are expected to be long term, the Team Leader along with the Team Coordinators, are to develop a staffing plan for operations for the expected duration of the event.
- 1.2 All long term operational scheduling will be done directly through the Communications Unit.
- 1.3 Scheduling should project the number of personnel needed and determine the availability of all Communications Team personnel for at least 48 hours.
- 1.4 Shift rotations should be assigned and confirmed (subject to later cancellation) for at least the next 24 hours.
- 1.5 Upon determining the need of extended operations, the Communications Unit shall follow the guidelines established in SOG 201, page all team members and determine availability.
- 1.6 Once availability has been determined, the Team Leader along with the Team Coordinators will determine the scheduling of personnel. Once this has been completed it cannot be altered unless the Team Leader has given specific approval.
- 1.7 The schedule and any approved changes will be entered into the unit log.
- 1.8 Upon assignment of shifts this information should be posted.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #207.00
LOGISTICS SUPPORT

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To provide sources for logistical support to best meet the needs of the incident considering the available resources.

APPLICABILITY:

- Massachusetts Fire District 7
- Incident Commander
- Fire Chief
- Response Team Members

1.0 IMMEDIATE NEEDS

- 1.1 The Communications Team may need to coordinate some logistical functions related to incident support operations.
- 1.2 At the request of the Incident Commander the Communications Unit may coordinate incident related logistical functions.
- 1.3 Once a need has been determined or a request made through the Communications Unit, the Response Team shall endeavor to creatively, effectively, and efficiently meet this need.
- 1.4 The Communications Unit shall not take responsibility for any incident related logistical, equipment or material costs without the approval of the Incident Commander.
- 1.5 Based upon the immediate needs presented, the Communications Unit should request appropriate resources, as approved by the Incident Commander to meet that need.
- 1.6 The Communications Unit will coordinate the personnel and resources assigned to the function of Incident Support Logistics by Command.
- 1.7 Through the Liaison the Communications Unit may request additional personnel, mutual aid companies or seek the approval of other resources.
- 1.8 When obtaining resources at the request of the Incident Commander, the Communications Unit will serve as a facilitator and the host community will bear all responsibility for cost.

2.0 LOGISTICAL SUPPORT OPTIONS

- 2.1 Once it is determined that extensive logistical needs exist, the Team Leader will inform the Incident Commander or his designee of the situation and a determination will be made relative to the best method given the immediacy and scope of the logistical situation presented. (Activation of the District Assist Team [D.A.T.]
- 2.2 The first source of logistics personnel will be provided through command.
- 2.3 Should complex logistical needs exist the Team Leader will make the determination relative to the needs and if needed, activate the District Assist Team [D.A.T.].
- 2.4 Upon arrival, the D.A.T. will assume the Logistics role and be assigned a radio.
- 2.5 Logistics will meet with the Team Leader and any crew members assigned to planning in order to understand the situation and develop a plan to meet the needs of the incident.
- 2.6 Upon assuming the logistics function, D.A.T. will document all team activities and assignments.
- 2.7 The Logistics Officer will also see that D.A.T. personnel create an inventory of equipment and initiate a procedure to track the allocation and return of these items.
- 2.8 The Logistics Officer will provide the Team Leader with a status report on a regular basis. This will be recorded in the incident log and significant changes or completion of action items will be reported to command through the Team Liaison or D.A.T. representative.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #208.00 TECHNICAL ASSISTANCE

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To outline the technical support services available through Massachusetts Fire District 7.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Incident Commanders
- Response Team Members

1.0 TECHNICAL SUPPORT

- 1.1 The Massachusetts Fire District 7 will endeavor to have a list of Technical Support Services available in the following areas:
- District Assistance Team
 - Communications
 - Technology
 - Critical Incident Stress Management
 - Chaplains Services
 - Public Information
- 1.2 Should a specific need arise the Team Liaison will communicate these needs to the Team Leader who will see that the appropriate personnel are contacted.
- 1.3 Once the specified personnel arrive on the incident scene they will report to the Communications Unit and will coordinate their efforts through the Incident Support branch.
- 1.4 Each technical service provider will provide periodic status reports and update the Team Leader relative to their activities.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #209.00

USE of NON-TEAM MEMBERS

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To set the operational Guidelines for the use of Non Team Members.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Incident Commanders
- Response Team Members

1.0 USE OF NON TEAM MEMBERS

- 1.1 All personnel are to be treated with the highest possible degree of customer service.
- 1.2 Personnel offering assistance but restricted from the area are to be thanked and asked to report to an appropriate area.
- 1.3 Unit security is the responsibility of all Communications Team personnel.
- 1.4 Once operations have been initiated only Communications Team personnel are to be allowed in the operations area of the vehicle. The exterior door is to remain closed and all personnel must be acknowledged by Comm Staff before interacting with team members operating the unit.
- 1.5 Only the Team Leader may make an exception to these guidelines.
- 1.6 Non-Team personnel will be allowed in the area of the unit at the request Team Leader or Incident Commander.
- 1.7 It will be the responsibility of the Team Leader to determine the appropriate level of security and restricted access to the exterior of the vehicle and the associated external resources.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

**SOG #210.00
SAFETY**

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To clearly establish safety as the foremost priority of any incident and to outline the roles and responsibilities of a Communication Team Safety Officer.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Incident Commanders
- Response Team Members

1.0 SAFETY OFFICER

- 1.1 Safety is the responsibility of every Team Member. As such, during all Communications Team Unit responses, the Team Leader and Team Liaison shall all monitor safety of the Team Members and the operation of the Unit
- 1.2 A Communications Safety Officer will be assigned during all major deployments of the Communications Team.
- 1.3 When sufficient resources do not exist or the unit is operating at a low level event, the Team Leader will function as the Communications Safety Officer for the team.
- 1.4 Any incident related safety issues will be relayed to the Incident Commander through the Liaison.
- 1.5 Any safety issues related to Communications Unit will be directly addressed by the Communications Team personnel.
- 1.6 Once the vehicle has been placed into operation a safety inspection will be facilitated by the Team Leader.

2.0 SAFETY PLAN

- 2.1 During long term operations a Safety Plan will be created, reviewed and evaluated on a daily basis.
- 2.2 Safety issues and concerns will be discussed during each external agency briefing.
- 2.3 The Communications Team Safety Officer and the associated Safety Plan will encompass the operations of all external agencies working through the Communications Unit.
- 2.4 The Safety Plan will address sources of potential hazards inclusive of fire, electrical, trip, fall, sanitation, and contamination.
- 2.5 The Safety Plan will clearly identify the protective clothing requirements applicable to each operational area of the incident.
- 2.6 If a Safety Officer has been assigned by the Incident Commander the Safety Plan should be coordinated with this individual.
- 2.7 Once the Safety Plan is established it will become part of the Communications Unit documentation package.

SAFETY MONITOR CHECKLIST

Incident#:	Date of Alarm:	Time: hrs
Location:		
Nature of Incident:		
Safety Officer:		<input type="checkbox"/> identified by vest
Safety Monitors:		
1.	2.	3.
INCIDENT PROFILE		
	Received a description of the incident	
	Tour the operating area of the Communications Unit and external agencies	
	Identify any hazards (physical, fire, and electrical)	
	Identify the immediate health hazards (sanitation and contamination)	
	Review site layout and develop a mitigation action plan	
OPERATIONS		
	Ensure that all safety related issues are communicated to each agency	
	Discuss safety as an integral component of operations at each briefing	
	Develop a written Safety Plan	
	Monitor and evaluate the Safety Plan on a daily basis or as the situation changes	
	Ensure rehabilitation and medical monitoring of personnel	
	Track and investigate all incident support or external agency injuries.	

Safety Issues Identified	

Actions taken to Address Safety Concerns	
TERMINATION & DEMOBILIZATION	
	Coordinate safety with demobilization efforts
	Through the Liasion provide the Incident Commander with a briefing on the termination of operations and any safety issues that remain.

Safety Officer:

Date & Time:

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

**SOG #211.00
REPORTING LOST or DAMAGED
EQUIPMENT**

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To define the responsibility of Communications Unit personnel for resources under their control and provide a clear procedure for reporting equipment that has been lost or damaged.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members

1.0 RESPONSIBILITY FOR EQUIPMENT

- 1.1 It is the responsibility of all Communications Team Members to ensure that equipment is cared for and utilized to the best advantage of both Massachusetts Fire District 7 and the Incident Commander.
- 1.2 As such an inventory of all Communications Unit equipment and acquired resources will be done prior to these items being deployed.
- 1.3 All equipment utilized external to the Communications Team will be signed out and signed back in when returned.

2.0 LOST EQUIPMENT

- 2.1 Equipment that cannot be located will be listed in the unit log as lost.
- 2.2 During demobilization, a complete inventory of all equipment will be conducted. Any equipment that is missing will be so noted and listed in the unit log.
- 2.3 The Team Leader will provide a complete listing of all lost equipment upon termination of operations.
- 2.4 Every effort will be made prior to leaving the incident scene to locate and return these misplaced items.
- 2.5 The Team Coordinators will investigate the disposition of any lost equipment, and coordinate recovery efforts with the host community

3.0 DAMAGED EQUIPMENT

- 3.1 When a piece of equipment is damaged, the damage will be noted in the unit log and a tag will be placed on the equipment describing the damage.
- 3.2 If the damage compromises operation, the unit shall be immediately removed from service.
- 3.3 Whenever a piece of equipment is tagged as damaged or out of service this information should be sent in writing to the Team Coordinator.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #212.00
UNIFORMS, PERSONAL APPEARANCE
& P.P.E.

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

The purpose of this guideline is to establish a standard that will promote a uniform and professional appearance, and to prescribe the proper use of clothing for each Response Team Member.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members

Each Response Team Member will be expected to have the proper clothing required to perform the duties of their position. It is the responsibility of each Member to maintain this equipment and to keep it readily available for response.

1.0 RESPONSIBILITIES

- 1.1 The Communications Committee will provide each Response Team Member an approved clothing list to be worn at incidents.
- 1.2 The Member shall maintain all this equipment in a clean and ready state.
- 1.3 The Member shall wear protective equipment as required for training or responses.
- 1.4 The Member shall report to the Team Coordinator any lost or damaged equipment during a training exercise or activation.
- 1.5 Each Member shall sign for all equipment issued. The Team Coordinator shall provide forms.
- 1.6 All signature forms for the receipt of equipment shall be maintained on file.

2.0 UNIFORMS

- 2.1 Appropriate clothing includes clothing specified or as approved by the Communications Committee.

3.0 DRESS CODE

3.1 Purpose

This code is established to ensure that personnel present the most professional appearance possible.

3.2 Scope:

All Response Team personnel shall be required to wear a proper uniform, as defined herein, when working for the Communications Team unless otherwise authorized by the management staff. It shall be the duty of the Team Leader in charge to insure that personnel are in a proper uniform. In general, attire shall be neat and clean and appropriate length and fit as to present a professional appearance. The individual shall not present a disheveled appearance. Personnel who are not in a proper Communication Team uniform shall not work for the Team until a proper uniform is worn. All uniforms shall be clean and neat. It is required by all personnel that:

- Proper personal hygiene to be followed
- Hair must be neat, trim and clean
- Shirts must be tucked in.

3.3 Communications Team Uniforms

3.3.1 Work Uniform:

1. When possible, the member's department approved station uniform shall be worn.
2. If the member is unable to wear the approved station uniform, at a minimum, the member shall wear long pants, and appropriate footwear (flip flops, sandals not approved)
3. Once on scene team members shall wear an approved D-7 Comm Vest

3.3.2 Protective Clothing

Equipment / items issued by the member's City or Town may be worn while working for the Communications Team. The Team Coordinators or the Communications Committee may approve other equipment for a short period of time and /or a temporary approval may be granted while this SOG and policy are being reviewed. If protective equipment is required based upon incident conditions, the Team Leader or Coordinator will determine the most appropriate way in which to meet this safety related need.

3.4 Uniform Requirements

3.4.1 Training Activities / Community Events

1. Team Members engaged in training or events shall wear the following:
2. Members affiliated with a department shall wear their department's approved station uniform.
3. Members not-affiliated with a department shall wear long pants, an appropriate shirt and appropriate footwear (flip flops, sandals not approved)
4. Once on scene team members shall wear an approved D-7 Comm Vest

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #213.00 TEAM SECURITY

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To provide a clear guideline for the restriction of access and establishment of Team security measures that are critical to the success of the Communications Team.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members
- Incident Commanders
- Fire Service and external agency personnel

1.0 UNIT SECURITY

- 1.1 All Response Team personnel in the vehicle during operations are to have an assigned function and be functioning as a portion of the active duty crew.
- 1.2 Any personnel that are not Members of the Communications Team, they will be thanked for their assistance and nicely asked to leave.
- 1.3 Any disputes regarding the access of personnel should be directed to the Team Leader for resolution
- 1.4 Once operations have been initiated an operations area shall be established around the vehicle to provide a safe working area. If deemed necessary and appropriate the Team Leader may decide to secure all entry doors and lock the vehicle.
- 1.5 Once the decision has been made to secure the vehicle, only a member of the Command Staff, and/or Communications Team Members will be allowed into the vehicle.
- 1.6 The Team Leader may make a temporary exception to this guideline based upon the unique needs of the incident.
- 1.7 External areas required for operations should be outlined by barrier tape if needed.
- 1.8 All Communications Team personnel should wear the issued picture identification tags during all operational activities.

2.0 ENTRY CONTROL

- 2.1 Based on the needs of the incident the Communications Unit and support operating area may subject to restricted access.
- 2.2 Upon establishing the need to restrict access, the Team Leader shall meet with the appropriate police agency and develop an access and a security plan.
- 2.3 Prior to implementation, the Incident Commander, fire service agencies operating on the scene and all external agencies will be informed of this action.
- 2.4 Entry control is a police function and any problems should be brought to the police agency through the Team Leader for discussion and resolution.
- 2.5 Once entry control has been established, a Response Team or Logistical Support Member should be placed at the point of restricted entry to assist the police agency in enforcing appropriate restricted access.
- 2.6 Whenever possible a list of authorized personnel and color coded or picture identification will be utilized to facilitate this process.
- 2.7 When entry control is established for the entire support area portable fencing and barriers may be erected to prevent unrestricted access.
- 2.8 Once entry control and restricted access points have been established, it is essential that the responsible police agency take a strong stand on this issue.
- 2.9 Any security reluctance on the part of a police agency should be brought to the attention of the Incident Commander and a meeting to address this issue should be requested with the police agency Senior Staff.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #214.00
REHABILITATION of TEAM PERSONNEL

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To provide guidance to ensure that the mental and physical rehabilitation needs of all Communications Team personnel are met.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members

1.0 REHABILITATION

- 1.1 All Communications Team personnel will be given a chance to rehabilitate at least every two hours.
- 1.2 Rehabilitation will include fluid replacement, meals, physical needs, and the opportunity to take at least a fifteen-minute break from Communications Team operations.
- 1.3 If incident needs preclude this rehabilitation schedule, efforts will be made to ensure rehabilitation occurs on a staggered basis as soon as possible.
- 1.4 It is the responsibility of the Team Leader to see that all Communications Team personnel are rehabilitated on a regular basis.
- 1.5 If operations continue past eight hours, the Team Leader will ensure that all Communications Team personnel are included in the incident meal plan. The Team Liaison will be asked to coordinate this information with the Incident Commander.
- 1.6 Rehabilitation may be scheduled on a more frequent basis based on the intensity of operations and the stress of the incident.
- 1.7 Critical Incident Stress management may be coordinated with rehabilitation efforts.
- 1.8 The Team Leader and/or the Team Coordinator may either offer or require attendance at CISM debriefing sessions.
- 1.9 If the provision of rehabilitation is a problematic area this should be coordinated through the Team Liaison to ensure that the needs of all personnel are met.
- 1.10 The Communications Team will assist the Incident Commander upon request in the acquisition of rehabilitation services inclusive of shelter, restrooms, sleeping areas, food services, clothing etc.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

**SOG #215.00
PERSONNEL ACCOUNTABILITY
& IDENTIFICATION**

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To clearly address the need to identify and track personnel functioning within the operational area.

APPLICABILITY:

- Massachusetts Fire District 7
- Incident Commanders
- Fire Chiefs
- Response Team Members

1.0 PERSONNEL IDENTIFICATION

- 1.1 In addition to uniforms, all Communications Team personnel will wear a picture identification badge during all operations or training exercises.
- 1.2 A roster of personnel functioning with the Unit will be maintained at all times.

2.0 PERSONNEL ACCOUNTABILITY

- 2.1 The Team Leader will see that all Communications Team personnel are accounted for on a periodic basis.
- 2.2 Personnel operating external to the Unit, such as the Team Liaison, will be issued a radio and if communication is not ongoing, a status check will be conducted once per hour.
- 2.3 If a Communications Team Member fails to report, the Team Leader will dispatch another Team Member to look for the missing individual.
- 2.4 If this is unsuccessful the Incident Commander will be informed of the missing Member and a radio broadcast will be put out to all units on the incident scene.
- 2.5 If a Member remains unaccounted for, the Team Liaison will coordinate with the Incident Commander to develop a search starting from the point last seen and focusing on dangerous areas that the individual could have entered.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #216.00 INCIDENT COMMAND

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To provide a consistent structure to coordinate and control operational activity of the Incident Support system.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Incident Commanders
- External Agencies
- Response Team Members

1.0 INCIDENT COMMAND

- 1.1 The Communications Team will never take command of a situation and will function exclusively as a supporting branch designed to assist the Incident Commander in every way possible.
- 1.2 All Communications Team personnel are expected to be fully trained in the terminology and application of Incident Command as taught by the Massachusetts Firefighting Academy.
- 1.3 A lack of ability or failure to utilize Incident Command will be grounds for removal from the Response Team.
- 1.4 Although all Incident Support operations will utilize ICS during all operations, the Communications Team will not force this organizational structure on any host community.
- 1.5 However, should a host community not utilize the ICS system, the Communications Team will utilize ICS for all Communication Team functions.
- 1.6 Team Members shall have ICS 100, 200, 700
- 1.7 Team Leaders shall have ICS 100, 200, 300, 700

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #217.00 INCIDENT TRACKING & DOCUMENTATION

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

The purpose of this guideline is to establish the procedures to ensure complete, accurate and timely reporting of response actions and to provide Communications Team Personnel with the guidance necessary to appropriately document and track Communications Team operations, equipment and personnel.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members

1.0 GENERAL

- 1.1 The Incident Team Leader shall be responsible to file all required reports prior to established deadlines.
- 1.2 All data, notes, forms, checklists, logs and records shall be protected and made part of the permanent incident record.
- 1.3 A chronological log of the incident shall be maintained by Team Members of the Communications Team. (ICS 214)
- 1.4 The Communications Committee along with the Control Point will assign an incident number to all Team responses.

2.0 TEAM LEADER

- 2.1 The Incident Team Leader shall complete the Operations checklist during the incident.
- 2.2 The Incident Team Leader shall distribute all appropriate forms for completion.
- 2.3 The Communications Committee shall establish the filing deadlines for all reports and shall announce the deadlines.
- 2.4 The Incident Team Leader shall ensure all checklists are completed prior to dismissing Team Members.
- 2.5 The Incident Team Leader shall, within 3 days of incident termination, file a narrative report summarizing operations (Branch Report), all documentation and the Incident report to the Coordinator.
- 2.6 All data, notes, forms, checklists, logs and records shall be preserved as part of the permanent documentation of the incident.
- 2.7 Team Members shall attend a briefing with the Team Leader during demobilization.

2.8 The narrative report shall use the attached format:

- All data
- Notes
- Forms
- Checklists
- Logs and records
- Branch narrative report

3.0 REPORT FILING

3.1 Within three (3) days of incident termination, the Incident Team Leader will file a complete incident record with the Team Coordinator.

3.2 Within one (1) day of receipt from the Incident Team Leader, the Team Coordinator will file all documentation to the Communications Committee.

3.3 Within seven (7) days of incident termination, the Communications Committee shall forward to the local Incident Commander, a copy of the incident record. This release will be to only the host community.

3.4 The Communications Committee shall maintain all original records.

4.0 ATTACHMENTS

4.1 Branch Report

4.2 ICS 214

Purpose. The Activity Log (ICS 214) records details of notable activities at any ICS level, including single resources, equipment, Task Forces, etc. These logs provide basic incident activity documentation, and a reference for any after-action report.

Preparation. An ICS 214 can be initiated and maintained by personnel in various ICS positions as it is needed or appropriate. Personnel should document how relevant incident activities are occurring and progressing, or any notable events or communications.

Distribution. Completed ICS 214s are submitted to supervisors, who forward them to the Documentation Unit. All completed original forms must be given to the Documentation Unit, which maintains a file of all ICS 214s. It is recommended that individuals retain a copy for their own records.

Notes:

- The ICS 214 can be printed as a two-sided form.
- Use additional copies as continuation sheets as needed, and indicate pagination as used.

BRANCH REPORT

INCIDENT COMMANDER: _____

LOCATION: _____

ACTIVATION DATE AND TIME: _____

TERMINATION DATE AND TIME: _____

Summary of Branch Operations

Write an overview of branch operations

Detail of Branch Operations

In this section detail the operation of the branch from arrival and setup through termination.

ICS 214 – Activity Log

Block Number	Block Title	Instructions
1	Incident Name	Enter the name assigned to the incident.
2	Operational Period <ul style="list-style-type: none"> • Date and Time From • Date and Time To 	Enter the start date (month/day/year) and time (using the 24-hour clock) and end date and time for the operational period to which the form applies.
3	Name	Enter the title of the organizational unit or resource designator (e.g., Facilities Unit, Safety Officer, Strike Team).
4	ICS Position	Enter the name and ICS position of the individual in charge of the Unit.
5	Home Agency (and Unit)	Enter the home agency of the individual completing the ICS 214. Enter a unit designator if utilized by the jurisdiction or discipline.
6	Resources Assigned	Enter the following information for resources assigned:
	<ul style="list-style-type: none"> • Name 	Use this section to enter the resource's name. For all individuals, use at least the first initial and last name. Cell phone number for the individual can be added as an option.
	<ul style="list-style-type: none"> • ICS Position 	Use this section to enter the resource's ICS position (e.g., Finance Section Chief).
	<ul style="list-style-type: none"> • Home Agency (and Unit) 	Use this section to enter the resource's home agency and/or unit (e.g., Des Moines Public Works Department, Water Management Unit).
7	Activity Log <ul style="list-style-type: none"> • Date/Time • Notable Activities 	<ul style="list-style-type: none"> • Enter the time (24-hour clock) and briefly describe individual notable activities. Note the date as well if the operational period covers more than one day. • Activities described may include notable occurrences or events such as task assignments, task completions, injuries, difficulties encountered, etc. • This block can also be used to track personal work habits by adding columns such as "Action Required," "Delegated To," "Status," etc.
8	Prepared by <ul style="list-style-type: none"> • Name • Position/Title • Signature • Date/Time 	Enter the name, ICS position/title, and signature of the person preparing the form. Enter date (month/day/year) and time prepared (24-hour clock).

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #218.00 LOAN of EQUIPMENT

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To provide guidelines for Communications Team personnel to loan and track Massachusetts Fire District 7 or related Communications Team, rented or acquired resources.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members
- Incident Commanders
- External Agencies

1.0 LOAN OF EQUIPMENT

- 1.1 The Team Coordinator must approve agencies or personnel requesting equipment use.
- 1.2 All equipment loaned to agencies will be assigned to a specific person who will sign for and be responsible for care and return of the resource.
- 1.3 Those personnel utilizing equipment must understand that their agency may be responsible for lost or damaged items.
- 1.4 Once a piece of equipment is loaned Communications Team personnel will endeavor to provide instruction on proper use and care.
- 1.5 At the direction of the Incident Team Leader, and at least once every 48 hours, Communications Team personnel will locate and inspect all loaned equipment.

2.0 INVENTORY AND TRACKING EQUIPMENT

- 2.1 All equipment that is under the supervision of the Communications Team will be inventoried and tracked.
- 2.2 An equipment loan form shall be initiated and retained as documentation of any equipment loaned.
- 2.3 This sheet will indicate the equipment inventory number, description, condition, area that the equipment will be utilized in, responsible agency, contact information, and signature of a responsible agency representative.
- 2.4 Upon return the form will be completed indicating the date, time and condition of the loaned item. Any damage noted will be documented and the party returning the equipment will be asked to sign under the documentation of the damage.
- 2.5 Once operations have been terminated, all equipment loan forms that detail items that have not been returned will be given to the Team Leader who will attempt to locate and retrieve these items.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #219.00 MISSION & VALUES STATEMENT

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To clearly establish guidelines for the dissemination of public information to the host community.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members
- Incident Commanders
- Host Community PIOs

1.0 PUBLIC INFORMATION

- 1.1 No information pertaining to the incident or the Communication Team will be publicly released other than by the Incident Commander or the Communications Committee.
- 1.2 At the request of the Incident Commander, summary data may be released to the host community.
- 1.3 Should the Incident Commander request detailed information, unit logs or recordings, these will only be released when approved by the Communications Committee.
- 1.4 The Incident Team Leader will handle all information requests, contact the Communications Committee if necessary and direct all public or media requests for public information to the Incident Commander.
- 1.5 All requests for public information shall be handled in accordance with the Massachusetts public records law.
- 1.6 The Communications Committee may make an exception to this guideline based on the specific incident situation.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #220.00 POST INCIDENT ANALYSIS

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To provide guidance relative to the timely internal review of Communications Team with the goal of analyzing operations to improve future performance and to provide feedback to Team Members as well as identify Team training priorities.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members

1.0 GENERAL

- 1.1 The Team Leader for the incident shall coordinate with the Team Coordinators and the Communications Committee to determine the scope, method and time for the critique.
- 1.2 The incident critique shall be convened after the incident reports have been filed and reviewed.
- 1.3 The Incident Team Leader may enlist help from the Communications Committee or Massachusetts Fire District 7 Officers to conduct the incident analysis and critique.
- 1.4 The Communications Committee shall select the moderator for the critique. The moderator may be a Member of the Team or a person from outside the Team.

2.0 SCOPE OF POST INCIDENT ANALYSIS

- 2.1 The Incident Team Leader along with the Communications Committee shall determine the elements most appropriate for analysis of operations based on the complexity and needs of the incident.
- 2.2 The post incident analysis will include any member of the Communications Team, host community or any community involved at the incident.
- 2.3 A post incident analysis may be conducted during a continuing education program or at a separate time.
- 2.4 Every effort should be made to conduct a post incident analysis within sixty days after the termination of operations.
- 2.5 The moderator of the post incident analysis may elect to have only those directly involved speak to the incident. Others attending may do so for knowledge purposes.

- 2.6 All “lessons learned” and opportunities for improvement noted at the post incident analysis should be presented to the entire Response Team at the next training session.

3.0 METHOD OF POST INCIDENT ANALYSIS

- 3.1 The Incident Team Leader, Team Coordinators and the Communications Committee shall coordinate and review the incident operations to identify specific points to be addressed in the critique.
- 3.2 A determination of the scope of the critique will be made.
- 3.3 Multiple critiques, with different scopes may be convened for a single incident.
- 3.4 A moderator will be designated for each critique.
- 3.5 The moderator is responsible to conduct the critique in accordance with standard parliamentary procedures to insure a fair and orderly hearing.
- 3.6 The moderator shall prepare a report of the critique including a history of the incident, an overview of operations, and any specific concerns identified prior to the critique.

4.0 RECORDS & DOCUMENTATION

- 4.1 The moderator is responsible for keeping notes during the critique.
- 4.2 The moderator shall prepare a report, including recommendations concerning equipment, policy or procedures and operations.
- 4.3 The moderator’s report shall, within five working days, be forwarded to the Communications Committee to be included as part of the permanent incident record. The report shall identify items for further review
- 4.4 The Team Coordinators and Communications Committee shall review the moderator’s report and forward comment and recommendations to the appropriate jurisdiction.
- 4.5 The Communications Committee shall maintain all original materials and reports on file.
- 4.6 The report will be reviewed at the next Team training session.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #301.00 RADIO PROCEDURES

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To support the use of plain language that is easily understood and will aid the delivery of effective and efficient Communications Support services.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members

1.0 RADIO PROCEDURES

- 1.1 Plain language will be utilized at all times during Communications Team activations and training activities.
- 1.2 All communications will utilize appropriate unit or personnel identification and be repeated to ensure clarity. As an example the following is appropriate radio traffic.

I.C. calls the Comm Unit:

Command to the Comm Unit (waits for the unit to answer)

Comm Unit Answers:

Comm Unit answering Command

Message sent:

Please announce all companies working the incident change to Fire Ground Red.

Comm Unit Responds:

Received, we will announce to all companies working the incident change to Fire Ground Red.

- 1.3 Communications will be professional at all times.
- 1.4 Communications should contain essential information and be as concise as possible.

2.0 PRIORITY TRAFFIC

- 2.1 Priority Traffic is important information that must be immediately shared with command but does not impact the safety of personnel.
- 2.2 In the event that a situation arises that requires immediate action, the use of the terminology **priority traffic** will be utilized to cease non-emergency transmissions and request access to the radio system. The following is an appropriate example of priority traffic:

Team Liaison calls the Comm Unit:

Liaison to the Comm Unit with priority traffic.

Comm Unit answers the Team Liaison:

Answering the Liaison

Liaison sends his/her message:

Fire has extended to another structure, the incident commander requests the immediate activation of a Strike Team.

Comm Unit acknowledges the message:

Received, you are reporting that the fire has extended to another structure, and request the activation of a Strike Team.

3.0 EMERGENCY MESSAGING & EVACUATION

- 3.1 In the event of a critical operational or safety need during Support Operations, the term of "Emergency Message" shall be utilized to clear the airwaves and broadcast critical safety information.
- 3.2 The Comm Unit will then repeat the emergency message and announce the emergency message.
- 3.3 Evacuation and Accountability – When the Incident Commander makes the decision to evacuate an operating area, the Comm Unit will announce the evacuation order and instruct all support operations operating on the incident scene to conduct a full personnel accountability check.
- 3.4 All personnel operating with the Communications Unit will report their accountability to the Comm Unit and the outcome of the accountability check will be reported to Team Leader and to the Incident Commander through the liaison.

4.0 SENSITIVE MESSAGING

- 4.1 In the event of the need to transmit sensitive information, this will be communicated by either face-to-face conversation or, secure cellular telephone.
- 4.2 All sensitive messages will be communicated as quickly as possible with respect to the urgency and sensitivity of the situation.

5.0 ELAPSED TIME TRACKING & NOTIFICATION

- 5.1 The Comm Unit will provide command with an elapsed time upon request and at one-hour intervals until the situation is contained and declared under control or Incident Command requests that elapsed time tracking be terminated.

6.0 RADIO TESTING

- 6.1 All radios will be tested on a monthly basis.
- 6.2 Once the Communications Team has arrived at an operation and the communications systems have been activated, each radio that is deployed or will be utilized will be tested.
- 6.3 As time permits during the scope of an operation, all radios will be tested, that status of all batteries will be checked and the outcome of these tests will be logged.
- 6.4 Radios that are less than fully functional will be removed from service.
- 6.5 The Communications Unit will ensure rapid charging of all low batteries and ensure that sufficient resources are on scene to facilitate cyclical charging and replacement of all batteries.
- 6.6 It shall be the responsibility of the Comm Unit operators to ensure that the system deployment can remain functional twenty-four hours per day.
- 6.7 If sufficient resources do not exist to accomplish this goal, it should be noted in the log and reported to both the Team Leader and the Communications Committee.
- 6.8 A full roll call radio test of all deployed units should be conducted every eight hours.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #302.00
TERMINOLOGY & UNIT IDENTIFICATION

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To clearly and consistently identify units and personnel and ensure understanding of common terminology to be utilized in conjunction with Communications Team.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members
- External agencies operating with the Communications Unit`

1.0 UNIT & PERSONNEL DESIGNATION

1.1 All incident positions will have a designation consistent with ICS. Such designations are as follows:

Incident Commander	(Community Name) Command
Liaison Officer:	Liaison
Operations Officer:	Operations
Logistics Officer:	Logistics

1.2 Additional functional positions may be added to clearly identify functions based on the scope and needs of the operation.

2.0 PORTABLE RADIO DESIGNATION

2.1 Portable radios will be designated first by the individual's functional designation as detailed above.

2.2 In the event that portable radios are utilized by a person without an attached functional designation that person should be assigned a portable radio. Each radio issued has an identification number that will be posted along with the persons name within the Comm Unit.

3.0 TERMINOLOGY

3.1 Once operations have been established all aspects of the Incident Command system will be utilized.

3.2 Evacuation means removing all personnel from the warm zone or potential collapse area.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #303.00

**USE of TELECOMMUNICATIONS
& RADIO EQUIPMENT**

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To define clear parameters for the utilization of Massachusetts Fire District 7 communications resources and equipment.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members
- External agency personnel functioning with the Communications Unit

1.0 USE OF TELECOMMUNICATIONS & RADIO EQUIPMENT

- 1.1 The use of Massachusetts Fire District 7 telecommunications and radio equipment is strictly for professional purposes including all tasks associated with incident support operations, scheduling, resource acquisition and emergency personal communications.
- 1.2 Personnel or agencies will not be allowed to utilize or borrow equipment unless this is first approved by Team Coordinator and second documented.
- 1.3 Any equipment that is assigned to an external agency must have a responsible party sign for the items they have requested.
- 1.4 The host community will have full use of all telecommunications and radio equipment necessary to mitigate the situation. This must be coordinated and approved by the Incident Team Leader and all equipment must be tracked.
- 1.5 A log of resource status and assignment shall be maintained. This shall include the persons name, time out, time returned, unit telephone number or designation, battery change time.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #304.00
COMPUTER UTILIZATION & DATA STORAGE

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To define clear parameters for the utilization and operation of Department of Fire Services technology.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members
- External agency personnel functioning with the Communications Unit

1.0 USE OF TELECOMMUNICATIONS & RADIO EQUIPMENT

- 1.1 The use of Massachusetts Fire District 7 technology is strictly for professional purposes include all tasks associated with Incident Support operations, scheduling, resource acquisition and deployment.
- 1.2 Personnel or agencies will not be allowed to utilize or borrow technology unless this is specifically approved by Incident Team Leader or Team Coordinator.
- 1.3 Any external use of technology must be documented as a special entry in the unit log.
- 1.4 The host community will have full use of all technology. However, this shall be accomplished through the assignment of Communications Team Operators to the technological functions as requested by the Incident Commander and radio equipment necessary to mitigate the situation. This must be coordinated and approved by the Incident Team Leader and all equipment must be tracked.

2.0 UNIT LOG

- 2.1 Upon arrival at an incident scene a time based, chronological documentation log that details all Communications Team functions, actions, activities, significant events and assignments will be initiated.
- 2.2 Each action item that the Communications Team is requested to perform will be entered into this log along with a disposition relative to each request.
- 2.3 A status update and progress report from the Incident Team Leader will be entered into the unit log at least every four hours.

- 2.4 Personnel that are functioning as a part of the Communications Team or within the realm of the Communications Unit operations will be tracked documenting time in, time out and functional assignment.
- 2.5 Personnel will also be tracked for the purpose of personnel accountability and safety.
- 2.6 All staff meetings and meetings with external agencies will be documented within this log.
- 2.7 All incoming and outgoing phone calls related to incident activity will be entered in the log.
- 2.8 External agencies that are functioning with or reporting to the Communications Unit will constitute separate log entry that details the function and scope of operation of the agency.

3.0 DATA STORAGE

- 3.1 Files will be saved as frequently as possible but no less than every thirty minutes.
- 3.2 A full backup of all technology will be made at eight-hour intervals.
- 3.3 The backup will be removed from the Communications Unit and stored in a separate safe location.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #305.00 AUDIO & VIDEO RECORDING

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To inform all personnel that all audio and video devices associated with the Communications Team are recorded and to detail the security of this data.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members
- External agency personnel functioning with the Communications Unit

1.0 AUDIO & VIDEO RECORDING

- 1.1 All audio and video systems that are integral to the Communications Unit are to record all activities from the point of arrival on an incident scene until the incident is terminated and the Communications Unit is released from the scene.
- 1.2 Radio transmissions of the host community's operational frequencies will be recorded as well as the Communications Team operating frequencies as a component of incident documentation. Due to equipment limitations, priority of frequencies will need to be considered.
- 1.3 Conversations routed through any Communications Unit radio equipment will be recorded.
- 1.4 Once an audio or video device has filled its medium with data, a new recording medium will be placed in the device and the full data tape will be given to the Incident Team Leader for security.
- 1.5 Each tape should be marked with a catalog number and the time and date that it was removed and secured.
- 1.6 Once a tape has been secured, access will not be permitted (based on evidentiary concerns) without the specific permission of the Incident Team Leader or his designee.
- 1.7 The status of all audio and video recording devices will be checked and logged every sixty minutes.
- 1.8 All Response Team Members, and other personnel working with the Communications Unit should expect that they are being recorded at all times that they are within the unit or utilizing systems that are associated with the unit.
- 1.9 All digital images or photographs will be secured and handled as detailed above.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #306.00 RELEASE of INFORMATION

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To set clear guidelines for the release of any information pertaining to Communications Team activities and documentation.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members
- External agency personnel functioning with the Communications Unit

1.0 RELEASE OF INFORMATION

- 1.1 Once information has been developed through recording or documentation that information will remain secure and be considered part of an ongoing investigation.
- 1.2 Communication Team personnel will not release public information.
- 1.3 Information may be provided to the host community at the request of the Incident Commander and with the specific approval of the Incident Team Leader.
- 1.4 Documentation shall be made of any information that is released.
- 1.5 Master files of all Communications Unit Data, recording medium and documentation will be retained in a master file for a minimum period of seven years or as required by pertinent public records law.
- 1.6 Once an incident has been terminated all documents will be scanned into electronic medium for data preservation and retention.
- 1.7 No information is to be publicly released other than detailed above through the host community.
- 1.8 Requests for public information will be deferred to the Communications Committee who will respond as required by the public records statute.
- 1.9 Unauthorized release of any information, documentation, pictures, or recordings will be considered a most serious disciplinary issue that will be immediately brought to the attention of the Communications Committee. Disciplinary action and termination as a Communications Team Member should be expected.
- 1.10 Unless requested by the host community and approved by the Incident Team Leader or his designee, Communications team members will make no public statements.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #401.00 INITIAL OPERATIONS

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To clearly define the scope, parameters of initial training for Response Team Members.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members

1.0 INITIAL RESPONSE TEAM TRAINING

- 1.1 All Response Team Members will complete an initial training program that covers Communications Team operations.
- 1.2 This training will include classroom, skills development and practical application.
- 1.3 Prior to participating as a Response Team Member, an individual must be cleared to operate by the Team Coordinators.
- 1.4 The Team Coordinators will conduct periodic Communications Team orientation and training as openings within the Response Teams exist.

2.0 TRAINING PARTICIPATION

- 3.1 All Response Team Members must complete an initial training program.
- 3.2 To remain as an active team member, an individual must attend no less than fifty percent (50%) of the training sessions or practical exercises offered during the calendar year.
- 3.3 Failure to attend fifty percent (50%) of the continuing education training sessions or practical exercises will result in the individual being removed from active response status.
- 3.4 The Team Coordinator will have the option to grant a leave of absence for a training session, and may recommend for removal a Member for not meeting the training standards detailed above.
- 3.5 All training must be either a component of the Communications Team continuing education or approved in writing by the Team Coordinator.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #402.00
CONTINUING EDUCATION & TRAINING

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To clearly define the frequency and scope of continuing education for Response Team Members.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members

1.0 CONTINUING EDUCATION

- 1.1 Continuing education will be provided to Response Team Members.
- 1.2 This training will consist of a staff meeting to communicate Team related information and assignments, a training component and a minimum of practical application of skills.
- 1.3 External training must be approved in writing by the Team Coordinator and will be counted toward the annual training requirement.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #403.00 TRAINING COMPENSATION

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To clearly define the parameters of compensation related to Incident Support training participation.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members

1.0 RESPONSE TEAM TRAINING COMPENSATION

- 1.1 Communities sponsoring Team members may elect to pay them for their training time. That is an agreement between the Community and the member.
- 1.2 Massachusetts Fire District 7 will not compensate Team members for training.

MASSACHUSETTS FIRE DISTRICT 7

Communications Team



STANDARD OPERATING GUIDELINE

SOG #404.00 OPERATIONAL EXERCISES

EFFECTIVE DATE:
May 01, 2016

BY ORDER OF

Communications Committee

OBJECTIVE:

To detail the need to participate in practical exercises as a means to maintain operational readiness relating to the Communication Team function.

APPLICABILITY:

- Massachusetts Fire District 7
- Fire Chiefs
- Response Team Members

1.0 OPERATIONAL EXERCISES

- 1.1 The Communications Committee will work with Team Coordinators to schedule two (2) Operational Exercises per year.
- 1.2 Team Members will need to attend at least one (1) of these exercises to remain on the active list.

2.0 SKILL EVALUATION

- 2.1 Each Response Team Members skills will be evaluated on an annual basis by the Team Coordinators.
- 2.2 The outcome of the skill evaluation will present to the individual areas of strength and areas of improvement to focus upon during the next year.

3.0 ANNUAL COMPETENCY TESTING

- 3.1 Each Team Member will be tested annually by the Team Coordinators and documentation of competency will be valid for a full year.
- 3.2 Failure to pass this examination will result in the identification of areas of needed retraining.
- 3.3 Once these areas have been identified the individual will be placed on inactive status and have six months to be retested.
- 3.4 If an individual fails a second competency test or fails to retake the examination within six months he/she will be automatically removed from their respective position.