

Norfolk Volunteer Fire Department Standard Operating Guidelines



Implemented 2004
* Revised November 2023

Note: These guidelines do not detail everything that needs to be done on a Fire/Rescue scene. They are basic rules and concepts adopted by the officers for the members of the Norfolk Volunteer Fire Department to reference to be able to conduct themselves in the safest professional manner possible and still complete the task at hand. Trainings and practices must still be attended by everyone to be able to keep up to date with the new technology and procedures to provide an efficient service to the Town of Norfolk and lessen the injury to ourselves and the people we serve.

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Response Guide:

The Response guide for responding apparatus is located in the back of this document. It prioritizes the response of all equipment to a wide variety of incidents. Apparatus are to be staffed and respond in the order they are listed unless the OIC (Officer in Charge) determines differently.

Incident & Department Record Keeping, NFIRS (National Fire Incident Reporting System):

When a fire response occurs, a run sheet will be filled out recording the Date, Location, Incident type and a brief narrative of the events that occurred on scene. Members in attendance must have their names circled with the apparatus responded on marked confirming presence.

The yearly Town Tax Incentive is calculated from these sheets and must be filled out for ALL Activities, Incidents, & Drills.

Run sheets will be entered into the Emergency Reporting Software for monthly NFIRS reporting.

Officer in Charge (OIC):

The Officer in charge is determined by the highest ranking officer on scene or most senior member taking lead at the scene of an emergency. In accordance with NIMS, this person will refer to themselves as “Norfolk (Street Name) Command”.

Public Information Officer (PIO):

Only the highest-ranking officer of the department shall comment to the media with regard to any incident unless the NVFD PIO is on scene.

The Public Information Officer’s primary responsibility is communicating information to the public, particularly during incidents and activities.

The PIO should establish and maintain a list of media contacts, understand how incidents/events should be submitted to media outlets, be familiar with writing press releases, know the rules for successful media submissions by media type, and become a contact for the local media and assure that editors or reporters who need information about the Norfolk Fire Department know where to find it.

FirstNet ATT Cellular

Active members in good standing have the ability to sign up with ATT FirstNet for a cellular plan. As of February 2019 the cost per month is \$40/month for the active member with unlimited Talk/Text/Data. Other family members not in the department can receive 25% off a regular cellular plan.

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Fire Pager:

Active A and B members will be issued a Fire Pager and charger to be carried with them when they are available to respond. The pager will alert the member to an emergency that requires the Norfolk VFD to respond. This is the primary form of notification for members to an emergency or incident.

Door Codes:

Members in good standing shall be given a door code to the fire station for access. This code is unique to each member and is not to be given out under any circumstances.

Everbridge Texting:

The Norfolk VFD and the 911 Dispatch Center (Litchfield County Dispatch) utilize the Everbridge Texting software as a second means of notification for Incidents in the Town of Norfolk or that require the services of the NVFD.

Department info is also sent to cell phones to keep members up to date with department activities.

This form of notification has the potential to be delayed due to 2nd party cell carriers and is NOT to be used as a primary form of notification. Only a Pager, Scanner, or radio offers “real time”, live transmissions of an incident that is occurring.

Spotted Dog App:

Members are encouraged to download the Rover/Spotted Dog application to their Mobile Phone. This app allows members to record their status in real time as responding to the station or Out-of-Service and unable to respond.

This allows other members and drivers to see which members are enroute and their ETA so apparatus can respond accordingly without leaving a member behind that may be a few seconds away from the firehouse.

Roadway Operations/Emergencies:

During any incident, drill or activity when a member is operating on or near an active roadway, High visibility reflective safety vests (Minimum of Class 2) will be worn unless fire suppression measures may occur or are commencing. Vests are issued to every member and also located in each apparatus.

Apparatus Operations:

The driver of any NVFD vehicle or apparatus shall have working knowledge of all the equipment it carries in addition to the pump operations (if applicable) for the vehicle they are driving and knowledge of all fire hose appliances, operating pressures for hand lines, gauges and valves on the apparatus, and the location and types of hydrants in town.

All apparatus will be refueled when the fuel gauge reads 3/4 tank or lower.

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From December to April, apparatus pumps will run “dry” to prevent freezing. Operator/Drivers will ensure pumps are drained after each run.

Social Networking, Photography, and Video Recording:

These guidelines should encourage positive and constructive use of social networking sites (i.e. Facebook, Twitter, Instagram, YouTube, TikTok, etc.), as well as to identify content which may be considered unprofessional or inappropriate in which the members affiliation to the NVFD is known, identified, expected, or presumed.

Be respectful to the NVFD, other emergency services, members, homeowners, and safeguard patients privacy rights (HIPPA).

Abide by all applicable confidentiality laws and policies. Do not disclose any individually identifiable information regarding a member, or patient of the NVFD.

There is no expectation of privacy when sending or uploading videos and images. Members are discouraged from taking pictures of incidents on their personal devices unless advised by the OIC.

The NVFD is not responsible for the content of any images or comments within its membership on any Social Networking Media; Ie. Twitter, Facebook, Instagram, YouTube, TikTok, etc.

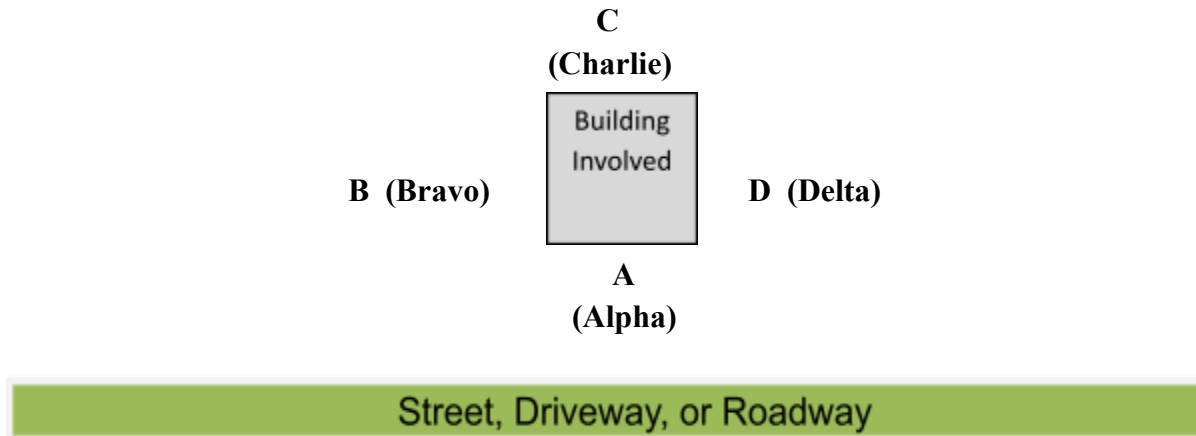
Remember, your online presence reflects the Norfolk Volunteer Fire Department and the Town of Norfolk, your actions captured via images, posts, or comments can reflect that of our department and town.

Alarms:

Quadrant System

The Quadrant system assigns a specific letter to each side of the structure involved in the incident. This system shall be used on all emergencies. The OIC shall take up a position on the front or side A of the building. This position is to ensure ease of access to the OIC and allow subordinate officers and/or personnel to easily direct others to him. The left side will be identified as Side B, The back of the building identified as Side C and the Side to the right of the OIC, Side D.

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Fire Alarm Cancellations:

When an automatic alarm is canceled by dispatch or the alarm company, at least one (1) NVFD officer or senior firefighter will continue to the scene and verify the false alarm and make contact with the key holder or owner/occupant if available.

Responding:

Emergency response will be determined by the urgency of the incident or by the officer in charge (OIC).

*See Hot/Cold response under Radio Communications**

Use of radio while responding:

After being dispatched by LCD all apparatus will sign enroute with LCD on Dispatch 1. After acknowledgement, the apparatus will switch over to Fireground and state (example) “ Engine 30 on FIREGROUND”, and remain on Fireground for all communications with other Norfolk units while enroute to the incident.

Use of the 800MhZ channels. When warranted or directed by Command units may use TAC2 or the designated channel for cross town communications on the State CORE system.

Upon arrival at the incident the apparatus will switch back to Dispatch 1 and give an arrival with LCD & possibly a size up if no officers are on scene. After acknowledgement by LCD, the apparatus will switch back to Fireground and remain on that channel for the remainder of the call unless otherwise directed by an officer.

Officers will be responsible for monitoring both Dispatch 1/Command 3 and communicating with incoming trucks on Fireground until command is established.

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All officers must still monitor or scan Command in the event LCD is trying to contact a Norfolk unit.

If at all possible, a driver and a minimum of three fighters will respond in the attack truck unless instructed by an officer.

Members should make every effort to ride the apparatus to the scene to reduce the congestion of personal vehicles at the emergency scene.

Members who do respond to the scene in their personal vehicles shall park as to not interfere with the access or egress of other emergency vehicles.

Personal vehicles should be directed to park on the same side of the road as the accident or apparatus to reduce on-scene congestion.

Once members reach the emergency scene, they are to report directly to the Incident Commander or Operations for assignment.

No member shall mount or dismount the apparatus until the vehicle is at a full stop.

No member shall mount the apparatus in a position where they cannot carry out the duties assigned to it unless specifically instructed by an officer or driver.

Size Up:

The first officer on scene will complete a 360 degree viewing of the structure to determine number of stories, type of structure, what is showing, location of problem, exposures, what is burning, where it is going, the need for additional resources, and priority for the remaining apparatus responding.

Personal Protective Equipment (PPE):

Full PPE is defined as Steel Toe boots, Bunker Pants, Bunker Coat, Gloves, Nomex Hood, Helmet and Reflective vest if operating on roadway. *See Traffic Control section below**

Structural firefighting PPE is issued to all interior firefighters and will be worn while making entry in a burning or smoking structure. SCBAs will also be donned in accordance with the NVFD Respiratory policy.

Chemical specific PPE will be worn by firefighters operating in a hazardous or potentially hazardous area. *See NVFD Respiratory Protection Policy**

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Damaged Equipment Reporting:

Any piece of equipment or apparatus that has become damaged will be reported to a line officer and not placed back on the apparatus. The damaged equipment will be tagged Out-of-Service with the repairs needed relayed to the Officer/Mechanic. *See NVFD Lock Out/Tag Out policy**

Apparatus repair forms will be filled out and left for the mechanic on the board by the radio.

Incident Types:

Limited Access “Engine 90” Dispatches:

Limited Access responses have been identified as a driveway that prohibits E-30 & E40 from safely navigating due to Length, Bridge Weight Rating, Width, Condition, and Sharp corners/trees.

When dispatched to a “Limited Access” address, Engine 90 and Squad 20 shall be first to respond before any other apparatus. Remaining apparatus should respond to support the initial crews.

Building Rescue:

No building or area that poses a danger to firefighters due to an Immediate Danger to Life and Health (IDLH) atmosphere will be entered without the use of a Self Contained Breathing Apparatus (SCBA) and proper PPE. *See NVFD Respiratory Protection Policy**

The first officer on scene shall attempt to ascertain whether there are any occupants in the structure and try to pinpoint where they are.

The first search and rescue team will make a quick primary search of the structure focusing on hallways and rooms within the building, ventilating as needed. This rescue team shall consist of a minimum of two firefighters and if available to them a thermal imager.

Any searches taking place on a second floor or higher of any building will have appropriate ladders set up to the windows for additional means of egress for the search crews. Request of an aerial apparatus will be at the discretion of the OIC.

Secondary searches will commence as soon as personnel are available, performing a more detailed search of all rooms, with or without a hand line and if available to them a thermal imager.

While any Search or Fire Suppression is in effect, a Rapid Intervention Team (RIT) will be formed and staged near operations with appropriate tools and equipment. *See SOP regarding RIT**

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Vehicle fires:

In the event of a vehicle fire, Engine 40 and Tanker 100, Squad 20 shall respond before any other apparatus.

Upon arrival at the scene of a vehicle fire the attack truck should be placed no closer than 50 feet away from the vehicle on fire on the uphill side to prevent possible flammable liquids from running underneath the apparatus or following hoselines back to the apparatus.

Apparatus will position adjacent to the front and/or rear bumper with the tanker parking in tandem behind the engine in case a pump off is needed.

Wheels on the vehicle involved in fire will be chocked as soon as safely possible to prevent unintentional movement due to a compromised drive train.

In the event a pick-up truck is involved the distance shall be increased to 75 feet due to increased fuel capacity..

Potential fuel capacity and cargo of any vehicle involved in fire should be considered in determining safe distances.

Electric/Hybrid Vehicles involved in fire:

Identify the type and model of vehicle so that they know where the battery is and how to best shut down the vehicle if possible.

1. Command will make a determination if the vehicle can be extinguished or if a thermal runaway event is occurring inside the batteries. Protection of exposures due to the increased temperature involving batteries involved in fire. A decision to let the fire burn itself out may be the best course of action which can take up to 1 hour. If extinguishment is attempted, be prepared to use more water for electric vehicle fires (up to 8000 gallons), and note that fires could also be burning inside one of the protective compartments, invisible to the first responder.
2. Be aware of the possibility that a lithium-ion battery fire could reignite. If not entirely discharged, the stored energy inside the battery could cause a second or even third fire after the vehicle is towed from the scene.
3. Keep electric vehicles that have been in an accident away from buildings or other structures because of the possibility of reignition.
4. Understand that electric vehicles are silent and may still be on even if it's not audible. The voltage from the vehicle could shock a first responder.
5. Always wear self-contained breathing apparatuses when dealing with a lithium-ion battery fire as vehicles emit toxic vapors.

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6. NVFD PPE is designed for temperatures associated with structural fires and may not protect the user from the elevated temperatures from a thermal runaway event. Extreme caution must be taken when approaching Electric vehicle fires.

In the event a tractor-trailer is involved, units will first check for placards or indications that hazardous materials may be involved.

If no hazardous materials are present, the Apparatus should be placed no closer than 100 feet. If hazardous Materials are present or suspected, all units will stay uphill, up-wind and refer to the Emergency Response Guidebook (ERG) carried in each apparatus for proper staging distances. (*See Haz-Mat Response**)

Do not position the apparatus near the fuel tanks of the vehicle involved.

Full protective clothing including SCBA is required for the suppression team and any member operating near the burning vehicle. *See NVFD Respiratory Protection Policy**

Attack of the fire shall be made from the side of the vehicle involved avoiding the vehicle's bumper area.

Auto Accident with Injuries:

When an accident occurs involving any motor vehicle, Engine 40, Engine 30, and Squad 20 are to respond.

During any auto accident involving injuries, the fire officer in charge shall take charge of the scene and coordinate efforts with the EMS person in charge of patient care to ascertain if any additional help will be needed, i.e. Medic, Mutual aid ambulances, Life star, or activation of the mass casualty plan.

If the ranking officer is taking part in patient care, then the next ranking line officer shall assume the responsibilities of the Officer in Charge.

The Officer in Charge shall decide when the scene is safe for the EMS Persons to operate near or in the vehicles involved.

There is a mass casualty plan on file with LCD and is also located in the back of this SOG.

Scene Control, Traffic Control around the incident, and any fluid cleanup will be performed as needed.

Notification to the D.E.E.P. will be based on the quantity of spill and any catch basins or waterways affected.

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Auto Accidents with Entrapment:

When an incident occurs involving extrication, Engine 40, Engine 30 (2nd Tool), Squad 20 are first to respond.

The first fire unit arriving at the scene shall give an assessment to LCD to include the number and types of vehicles involved in addition to the number and severity of patients.

Full protective clothing PPE must be worn by all members working at or around the scene.

An 1 3/4" hand line is to be pulled off and charged for protection of the extrication crew. If staffing does not allow, a 20# ABC and 20# C02 extinguishers shall be deployed near the vehicle.

Stabilization of the vehicle with cribbing blocks, wheel chocks, Rescue 42 Jacks or an equivalent method will be performed prior to extrication.

EMS providers should attempt to gain access to the patient by being careful of broken glass, jagged metal, blood, etc. to provide and maintain manual cervical stabilization, check ABC's and do a primary assessment. Proper PPE will be worn by EMS providers prior to entering a vehicle.

Firefighters will extricate the patient(s) assisting EMS where needed and allow the ambulance to transport to the hospital or landing zone if applicable.

Chimney Fires:

When an incident occurs involving a chimney fire, Engine 40 & Tanker 100 are to respond.

A thorough search of the building will be done to check for any extension out of the chimney. Thermal imagers are to be used if available.

The building will be metered for Carbon monoxide (CO) and properly vented if needed.

Ladders, tarps, a hand line, the water can, and the chimney fire kit will most likely be needed and should be deployed unless otherwise instructed.

Structure Fires:

When an alarm is received for any kind of structure fire, a full response will be dispatched to the incident in order by the response plan in this SOG. All apparatus are to respond without delay once properly staffed.

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When an incident expands beyond the control of the NVFD and its members on scene, the OIC can contact LCD and declare a “Working Incident”, “2nd Alarm”, “3rd Alarm”, or “4th Alarm” to summon mutual aid resources to the scene and put a stand-by engine in the NVFD fire house.

The acronym RECEO-VS will be utilized for all building fires.

Rescue

Exposures

Confinement

Extinguishment

Overhaul

Ventilation (as needed)

Salvage (as needed)

All operations shall be a team effort and no person shall ever work as an individual and disregard the SOP/SOG’s established by this department.

The first officer on scene will complete a 360 degree viewing of the structure to determine number of stories, type of structure, what is showing, location of problem, exposures, what is burning, where it is going, and the need for additional resources.

It is the duty of all members to report to the Incident commander/Safety Officer any unsafe operations, unnecessary destruction of property, and to report violations of the departmental rules and regulations as soon as possible.

When inside a structure, if crews hear any radio traffic concerning a building collapse or 2 long blasts on the air horns, all teams will exit the structure immediately.

A minimum of two firefighters shall be maintained when operations occur inside any structure or on the roof. At no time will one member be allowed or left in any involved structure alone. There will be NO exceptions to this rule.

No firefighter shall exit or leave their team without reporting to the team leader or operations.

For every team operating in an involved structure there will be a back up team consisting of two firefighters at the same door or window the first team went into and will have the same equipment as the initial crew. (*See RIT SOP*)

A RIT team will be dispatched to working fires and staged appropriately near operations.

When a saw or other gas equipment is to be used, firefighters are to check fluid levels prior to using and have appropriate refueling capabilities available to the implement.

In the event of a suspected arson fire, death, excessive injuries or loss, the Fire Chief and the State and local Fire Marshal shall be notified immediately thru LCD.

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When a fatality has occurred as a result of fire, all efforts shall be made to preserve the scene. If the victim is obviously deceased, then the body shall be covered by salvage covers and left where it was found until the arrival of the State Fire Marshal.

The fire scene should be viewed as a crime scene until proven otherwise.

When arson is suspected, all gas powered equipment shall remain outside the crime scene unless approved by the OIC or state fire inspector as to not contaminate the scene for possible K-9 investigators.

When released from the scene, members shall return to the station to assist in the cleaning and reloading of hose and other tasks required to return the apparatus to an "IN SERVICE" condition.

Any person who wishes to leave for any reason must notify the ranking officer.

Firefighters needing rehab must notify their team leader or OIC for replacement and accountability.

Ventilation:

When ventilation needs to be performed on any structure, members will coordinate with the attack team to provide safe and effective ventilation. Ideally, venting should be performed simultaneously or just prior to the attack team making entry into an involved building.

Ventilation can be achieved Vertically (Hole in the roof) or Horizontally (Open the windows)

All members operating on the roof will wear full PPE & a donned SCBA when faced with a potential IDLH atmosphere.

Proper ladders will be raised and a roof ladder will be utilized on any roof that is to be vented.

Members will use any available tools to perform the ventilation.

A charged hose line will be brought up to the roof as a safety measure, but at no time are firefighters permitted to spray water down the hole as this interferes with the ventilation process.

After ventilation is complete firefighters are to remove the roof ladder and all tools from the roof area.

The Operations leader may require Positive Pressure ventilation or Negative Pressure ventilation depending on the situation.

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Overhaul:

When members are performing overhaul on a structure that was involved in fire, Proper PPE including full SCBA will be worn with members remaining on air until it has been determined that the contents of the structure are no longer off-gassing producing a toxic cancer causing atmosphere.

Members will conduct metering with the 4-Gas meter in addition to the HCN (Hydrogen Cyanide) meter to assist in determining if the scene is safe to remove SCBAs. This order will be by the OIC/Operations Officer only.

Firefighter Rehab:

The Incident Commander (IC) at an emergency incident or training activity shall be responsible to consider the circumstances of each event and make adequate and early provisions to provide for the rest and rehabilitation of personnel.

NVFD Officers shall maintain an awareness of personnel operating within their span of control and ensure adequate steps are taken to provide for each person's health and safety. This includes ensuring that appropriate re-hydration and rest for their personnel is accomplished.

During any emergency incident or training activity, all firefighters are to advise an officer when they believe their level of fatigue or exposure to heat/cold is approaching a level that could affect themselves, the team they are in, or the operation they are involved in. Officers shall assess their crew at least every 45 minutes. All individuals shall remain aware of the health and safety of others within their company.

Establishment of Rehab

The IC shall establish rehab when conditions indicate that rest and rehabilitation is needed for personnel working at an incident or training activity. Climactic or environmental conditions that indicate the need to establish rehab are a heat stress index above 90 degrees Fahrenheit or wind-chill index below 10 degrees Fahrenheit. Additional factors that should be considered in the need to establish rehab include:

- Time – including extended use of PPE and exposure to weather conditions
- Complexity – including crime scenes, specials teams incidents
- Intensity – mental and/or physical stress at incidents such as major extrications, interior search and rescue, etc.

The Rehab Officer shall function within the incident command system and report to the Incident Commander (IC) or the Incident Safety Officer (if established)

Rehab should be in a location that will provide physical rest by allowing personnel to recuperate from the demands and hazards of the emergency incident or training activity. Specific criteria for selecting a rehab location include:

- Be far enough away from the scene that personnel may safely remove PPE and if available have their vital signs checked while receiving fluids and rest

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- Provide suitable protection from the prevailing weather conditions. During hot weather it should be in a cool, shaded area. During cold weather, it should be in a warm, dry area.
- Large enough to handle the needs of the incident
- Easily accessible by ambulance
- Enable personnel to be free from exhaust of apparatus, vehicles or equipment
- Allow for prompt re-assignment by the Rehab Manager as determined by the IC.
- Should be marked and provide a single entry/exit point.

Rehab efforts should include the following:

- Relief from weather conditions
- Rest and recovery
- Active and/or passive cooling or warming as needed
- Rehydration
- Calorie and electrolyte replacement for longer duration incidents
- Medical monitoring
- Accountability

Rehab Period

A. All personnel involved in emergency operations should be routinely evaluated in rehab. The following criteria should be used as a general guideline:

1. After the use of two 30 minute SCBA cylinders
2. After use of a single 45 or 60 minute SCBA cylinder
3. After 40 minutes of intense work without SCBA *However, extreme weather or strenuous working conditions may decrease the intervals.

B. Members entering rehab shall rest for a minimum of 10 minutes. Members shall rest for a minimum of 20 minutes if meeting the above listed criteria. Personnel requiring rest periods of greater than 30 minutes should be closely monitored for medical conditions. Those who exhibit problems with the baseline medical assessment after 30 minutes should be treated following EMS protocols and may require transport to the hospital.

C. Personnel requiring more than one hour of rest shall be released from duty and transported to the hospital

Hydration

A. Personnel should rehydrate with at least 16 ounces of water during each SCBA cylinder change

B. For scheduled events, personnel should pre-hydrate with at least 16 ounces of water within two hours of the event

C. During heat stress, personnel should attempt to replace at least one (1) quart of water per hour. Plain water or commercially prepared beverages which replenish electrolytes are the preferred beverages for rehydration during rehab. Caffeinated beverages such as coffee or tea to aid warming during cold weather may be consumed, but these should be used sparingly and are not to be considered as rehydration.

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Accountability

A. Teams shall report to rehab using the department's accountability system. Assignment to rehab is to be considered an order similar to any other incident scene assignment.

B. Personnel assigned to rehab shall enter and exit the rehab area as a company. The team designation, number of personnel, and the times of entry/exit shall be documented by the Rehab Manager.

C. Teams shall not leave the rehab area unless released by the Rehab Officer and shall then report to staging, Operations, or the IC

Documentation

A. Any non-emergent injuries (sprain, strain, laceration etc.) treated in rehab other than fluids, food, and/or rest shall be documented on an appropriate rehab form. The injured firefighter and officer will fill out a fire department injury report upon returning to quarters.

Fire ground Accountability & P.A.R.:

Firefighters on scene of a Fire/Haz-Mat incident will provide their accountability tags to Operations or the accountability officer prior to making entry into an involved structure or area.

Personnel Accountability Reports (PAR)

PAR provides a rapid accounting of all personnel at the scene as well as for those in staging. When P.A.R. is requested by the incident commander, the Operations officer shall take immediate roll call of all members in their sector and report into command.

When a "Working Incident" or "2nd alarm" is declared, LCD will automatically begin a 15 minute PAR check with the Incident Commander.

A roll call (PAR) is required in all the following situations:

1. A report of a missing or trapped firefighter.
2. A change from offensive to defensive operation.
3. A sudden hazardous event at the incident – flashover, backdraft, collapse, etc.
4. At a report of fire or incident under control.
5. After an evacuation alert.
6. At any time the incident commander is in doubt of the accountability of all crews

Traffic Control:

When an incident occurs where traffic control is needed, Squad 20 & Brush 50 will respond.

All other pieces of apparatus are to remain in quarters unless requested by the OIC.

Traffic 13 will be utilized for all radio communications between detours unless changed by the OIC.

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When operating in a roadway, traffic cones will be used and apparatus positioned as a shield for emergency personnel, all emergency lights will be on.

Traffic cones or equivalent will be set up around the hazard to allow the safe and free flow of traffic thru the scene unless a detour has been set up.

Members shall use extreme caution when working around incidents, Wear proper ANSI Class 2 reflective vests, and be mindful of moving traffic.

If restoration times are going to exceed 2 (two) hours which are recognized as a construction zone requiring further traffic control devices not available, CT DOT may be called to set up a long term traffic diversion around an incident or the roadway may be closed completely by NVFD personnel using available signage as directed by the Incident commander. Traffic patterns and time frames regarding flaggers and proper signage will follow the federally regulated Traffic Incident Management System (T.I.M.S.)

Brush/Grass Fires:

When an alarm is received for a brush or grass fire, the response of the apparatus will be Brush 50 & Engine 30 followed by Tanker 100 unless otherwise directed by the OIC.

Exposures shall be protected upon arrival followed by confinement then extinguishment of the fire.

Drivers shall not park any apparatus in an area where fire may possibly affect pumping operations or egress of the truck.

All equipment will be accounted for prior to leaving the scene.

Members who take equipment off a truck are responsible for making sure it is returned in the correct location and in working order.

Landing Zones:

When an incident occurs that requires a medivac helicopter or any flying craft to make a landing, a Landing Zone (LZ) will be established.

The location will be at the discretion of the OIC.

The Incident Commander will advise the engine crew and the ambulance personnel the location of the LZ.

An engine will be dispatched to the LZ, upon arrival; the apparatus will park no closer than 200' from the LZ. This engine will assume LZ command.

As soon as possible the LZ Commander will update LCD on command 3 of any hazards in the area. (IE. power lines, trees, buildings, etc.)

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Four (4) traffic cones will be placed in a 100' X 100' square that is free from all hazards.

In the event of a night time or low light landing, hand lights will be placed under the cones to illuminate the corners of landing zone.

Under no circumstances are members to shine lights at the approaching aircraft or be in the LZ when the aircraft is on approach.

All emergency (flashing) lights will be turned off on the apparatus and personal vehicles to not distract the incoming pilot/aircraft.

LZ Command will communicate with the helicopter using the Airtac 14 channel to coordinate the landing and possibly update the pilot of hazards etc.

LCD will be notified by LZ Command when the helicopter has landed, taken off, and the destination hospital, on Command 3.

Hazardous Material Incidents:

See Haz-Mat Response Plan*

Water Rescue:

When a call is received requiring any water rescue Squad 20 and Brush 50 will respond.

Rescue attempts will be initiated with the Reach, Throw, Row, and Go theory.

Personal safety will always take precedence before any rescue takes place.

Any member assisting or operating on or near water will have on and properly secured a USCG approved flotation device.

No member will put himself or others at risk by disregarding this guideline

The cold water rescue suits will be used by any rescuer entering the water will have attached and secured to them a life rope that is properly manned from ashore at all times.

The M.A.R.S. Ice Rescue board will be deployed with rescuers to assist in transitioning a victim from the water to ice and assist with buoyancy.

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Radio Language and Terminology:

Dispatch Language:

Technical Emergency – LCDs facility and/or ability to communicate has been jeopardized. Members will staff the firehouse and monitor the Intra-County base radio until the situation is resolved.

Incident Emergency – A wide area incident, intentional or unintentional has occurred or is imminent. Members will staff the firehouse and monitor the Intra-County base radio until the situation is resolved.

- *Exact Nature of an Emergency Incident*
- *Exact Nature of a Fire Incident*
- *Exact Nature of an EMS Incident w/ EMD Code*
- *Radio Test*
- *Nature of Drill or Training*
- *Exact Nature of Non-Emergency Incident*

Response Language:

- *Enroute to headquarters*
- *On the air, awaiting a crew*
- *Enroute to the scene*
- *On scene*
- *On-Scene Size up* Ie. “two story, wood frame, nothing showing”

Command Language:

- *Incident under control*
- *All units clear the scene*
- *Back in service*
- *Incident terminated*

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Hot Response:

Emergency lights and sirens safely with due regard. Stop signs & Stop Lights will be followed. Under NO circumstance are apparatus allowed to drive thru stop signs/lights without first coming to a complete stop.

Cold Response:

No emergency lights, No sirens. Proceed with traffic

Omega, Alpha – Cold response (No lights , No siren)

Bravo, Charlie, Delta, Echo- Hot response (full lights and siren)

Communications

Fiber Phone:

This phone is located above the base radios in the station. It is only for communicating with other firehouses or LCD. This phone cannot dial out or call any 7-digit number.

With this portion and any other section in this guide, if there are any questions regarding the use of these guidelines feel free to contact an officer for clarification.

DISPATCH 1 - Is used for dispatching departments and for units to sign on the air and give an arrival. No other traffic should be on this frequency to keep it open for other dispatches. *See Dispatch Language**

NFLK FIREGROUND - Is a frequency licensed to the Norfolk Fire Dept. Only Norfolk Fire radios have this frequency. Utilized for on-scene communications.

COMMAND 3 - - Is a repeaterized frequency that will be used by command only for transmissions to LCD and other incoming chiefs for incident updates. LCD will be monitoring this channel at all times of day. *See Command Language**

SCENES 4-12 - Are on scene channels assigned to each department by LCD to be used during calls to keep DISPATCH 1 open. **LCD does not monitor these channels and cannot be reached on them.** The Norfolk's scene channel is SCENE 7 (North Canaan's is scene 5, Colebrook's is scene 8).

TRAFFIC 13 - Will be used by any member/officer dealing with traffic control at an incident. This channel is the same for every department throughout Litchfield County to ease mutual aid communications regarding traffic control.

AIR-TAC 14 - Will be used by members/officers dealing with incoming airships for direct communication to the aircraft. I.e. life star landings, trooper 1, airdrops & smoke jumpers.

Norfolk Volunteer Fire Department Standard Operating Guidelines

NW INTERIOR- A local Interior Operations Channel for members operating inside an involved structure to have communications with other crews and departments within the same structure. (*See NW Interior SOP*)

RIT Channel – A Regional frequency that is for the on-scene R.I.T. team to communicate on.

INTRA COUNTY - Exists only in Engine 40, Squad 20 & next to the base radio. This channel is for when LCD declares an Incident or Technical Emergency and can no longer dispatch emergency services. **All** fire and EMS calls for Norfolk will be broadcast over this channel. It is necessary that this channel be monitored constantly during the signal 1 or 2.

C-MED CHANNELS - On the same radio as Intra County. Utilized for Communications to the hospital and or responding medic.

LCD & Norfolk monitor **MED 7**, in the event that Utility 50 or Engine 40 is used as a 1st responder vehicle, **MED 7** can be used to update the incoming ambulance or LCD of the patients condition where there is a degree of privacy but still, no names are to be broadcast over the airways.

800 Mhz Channels on the State CORE - TAC-2 and others are registered to LCD and gives NVFD users cross town communications. Mobile radios have the best reception but portables will work when in proximity to the towers. Usage will be determined by the IC.

11/2023 Apparatus Response Guide:

Trucks are in Order of Response

Limited Access: E90 S20 B50 T100 E40 E30

Fire+Alarm: E40 T100 E90 S20 E30

Mutual Fire To Scene: E40 T100 E90 S20 E30

Brush Fire: B50 E30 T100 E90 U70

Car Fire: E40 T100 S20

R.I.T.: E40 S20

MVA: E40 E30 S20

CO: E40 S20 E30

Water Rescue: S20 B50 E40

Ropes: S20 B50+U70

Search: S20 B50+trailer U70 E40

Hazmat: S20 E40 B50+trailer E30

Trees+Wires: S20 B50 E30

Norfolk Volunteer Fire Department Standard Operating Guidelines

Cellar Pump: E30 S20

Lifestar: E30 S20

Station Coverage: E30 S20

Mutual Aid: Tanker T100 E30

Brush B50 E90 T100 S20+U70

Rescue E40 E30 S20

Medical: S20

West of Laurel Way/South to Winchester Rd.

LCD CAD Zones: 614, 615, 628, 629

Working Incident:

1. Re-Dispatch Norfolk Fire for all equipment Dispatch Norfolk Amb. to scene for stand-by
2. North Canaan Fire, 1 Engine/Crew to stand by in their quarters

2nd Alarm:

1. North Canaan Fire to scene, All Equipment, 1 Engine to Fill Site/Water Supply
2. Colebrook Fire, 1 Engine/Crew to stand-by in the Norfolk FH
3. Winsted Fire, 1 Engine/Crew to stand by in their quarters
4. Lakeville Fire RIT team to scene
5. Dispatch N. Canaan Amb. to Stand-By at Norfolk Amb Hq.
6. Notify Fire Marshal and EMD Via text
7. Notify Norfolk Fire house committee for refreshments via text
8. Notify County Coordinators via. text
9. Dispatch to start 15min PAR check w/ command

3rd Alarm:

1. Colebrook Fire to scene, All Equipment
2. Winsted Fire to scene, 2 Engines
3. Winchester Fire to scene, All Equipment
4. Winsted Fire RIT team to scene
5. Drakeville Fire, 1 Engine/Crew to Norfolk FH for stand-by
6. Falls Village Fire, 1 Engine/Crew to stand-by in their quarters
7. Relocate N. Canaan Amb to scene & Dispatch Winsted Amb. to Stand-By at Norfolk Amb Hq.
8. Notify Selectmen
9. Notify Rehab Team, EM Trailer response

4th Alarm

1. Drakeville Fire to the scene, All Equipment
2. Falls Village Fire to scene, All Equipment
3. New Marlboro Fire to scene, All Equipment
4. New Hartford Fire RIT team to scene

Norfolk Volunteer Fire Department Standard Operating Guidelines

5. Riverton Fire 1 Engine/Crew to Norfolk FH for stand-by

East of Laurel Way

LCD CAD Zones: 619, 620, 621, 622, 623, 624

Working Incident:

1. Re-Dispatch Norfolk Fire for all Equipment Dispatch Norfolk Amb to scene for stand-by
2. Colebrook Fire, 1 Engine/Crew to stand-by in their quarters

2nd Alarm:

1. Colebrook Fire to the scene, All Equipment, 1 Engine to Fill Site/Water Supply
2. North Canaan Fire, 1 Engine/Crew to stand-by in the Norfolk FH
3. Winsted Fire, 1 Engine/Crew to stand-by in their quarters
4. Winsted Fire RIT team to scene
5. Dispatch Winsted Ambulance to Stand-By at Norfolk Amb Hq.
6. Notify Fire Marshal and EMD Via. text
7. Notify Norfolk Fire house committee for refreshments via text
8. Notify County Coordinators via. Text
9. Dispatch to start 15min PAR check w/ command

3rd Alarm:

1. North Canaan Fire to the scene, All Equipment
2. Winsted Fire to scene, 2 Engines
3. Winchester Fire to the scene, All Equipment
4. New Hartford Fire RIT Team to scene
5. Drakeville Fire, 1 Engine/Crew to Norfolk FH for stand-by
6. New Marlboro Fire, 1 Engine/Crew to stand-by in their quarters
7. Relocate Winsted Amb to scene & Dispatch N. Canaan Amb. to Stand-By at Norfolk Amb Hq.
8. Notify Selectmen
9. Notify Rehab Team, EM Trailer response

4th Alarm

1. Drakeville Fire to scene, All Equipment
2. New Marlboro Fire to Scene, All Equipment
3. Riverton Fire to scene, All Equipment
4. Lakeville Fire RIT team to scene
5. Falls Village 1 Engine/Crew to Norfolk FH for stand-by

Rt 272, South of Winchester Rd.

LCD CAD Zones: 611, 612, 613, 625, 626, 627

Working Incident:

1. Re-Dispatch Norfolk Fire for all Equipment. Dispatch Norfolk Amb. to the scene for stand-by
2. Drakeville Fire, 1 Engine/Crew to stand-by in their quarters

2nd Alarm:

1. Drakeville Fire to scene, All Equipment
2. Winchester Fire to scene, All Equipment, 1 Engine to Fill Site/Water Supply
3. North Canaan Fire, 1 Engine/Crew to stand-by in the Norfolk FH

Norfolk Volunteer Fire Department Standard Operating Guidelines

4. Winsted Fire, 1 Engine/Crew to stand-by in their quarters
5. Winsted Fire RIT team to scene
6. Dispatch North Canaan Ambulance to Stand-By at Norfolk Amb Hq.
7. Notify Fire Marshal and EMD Via Text
8. Notify Norfolk Fire house committee for refreshments via. text
9. Notify County Coordinators via Text
10. Dispatch to start 15min PAR check w/command

3rd Alarm:

1. North Canaan Fire to the scene, All Equipment
2. Winsted Fire to the scene, 2 Engines
3. Falls village Fire, 1 Engine/Crew to Norfolk FH for stand-by
4. Colebrook Fire 1 Engine/Crew to stand-by in their quarters
5. Lakeville Fire RIT team to scene
6. Relocate N. Canaan Amb to scene & Dispatch Winsted Amb. to Stand-By at Norfolk Amb Hq.
7. Notify Selectmen
8. Notify Rehab Team, EM Trailer response

4th Alarm

1. Falls Village Fire to scene, All Equipment
2. Colebrook Fire to scene, All Equipment
3. Goshen Fire to scene, All Equipment
4. New Hartford RIT team to scene
5. New Marlboro Fire, 1 Engine/Crew to stand-by in the Norfolk FH

Rt. 272, North of Ashpohtag Rd.

LCD CAD Zones: 616,617,618

Working Incident

1. Re-Dispatch Norfolk Fire for all Equipment. Dispatch Norfolk Amb. to the scene for stand-by
2. North Canaan Fire, 1 Engine/Crew to stand-by in their quarters

2nd Alarm:

1. North Canaan Fire to the scene, All Equipment, 1 Engine to Fill Site/Water Supply
2. New Marlboro Fire to the scene, All Equipment
3. Colebrook Fire, 1 Engine/Crew to stand-by in the Norfolk FH
4. Winchester Fire, 1 Engine/Crew to stand-by in their quarters
5. Winsted Fire RIT team to scene
6. Dispatch N. Canaan Ambulance to Stand-By at Norfolk Amb Hq.
7. Notify Fire Marshal and EMD Via text
8. Notify Norfolk Fire house committee for refreshments via text
9. Notify County Coordinators via. Text
10. Dispatch to start 15min PAR check w/command

3rd Alarm:

1. Colebrook Fire to the scene, All Equipment
2. Sheffield Fire to the scene, All Equipment
3. Winchester Fire, 1 Engine/Crew to stand-by in the Norfolk FH
4. Winsted Fire, 1 Engine/Crew to stand-by in their quarters

Norfolk Volunteer Fire Department Standard Operating Guidelines

5. Lakeville Fire RIT team to scene
6. Relocate N. Canaan Amb to scene & Dispatch Winsted Amb. to Stand-By at Norfolk Amb Hq.
7. Notify Selectmen
8. Notify Rehab Team, EM Trailer response

4th Alarm

1. Winchester Fire to scene, All Equipment
2. Winsted Fire to scene, 2 Engines
3. Falls Village Fire to scene, All Equipment
4. New Hartford RIT to scene
5. Riverton Fire, 1 Engine/Crew to stand-by in the Norfolk FH

Norfolk Mutual Aid Tanker Response

Request number of tankers to the scene, not by town.

(In Order of Response)

As of January 1, 2019

West of Laurel Way/South to Winchester Rd.

LCD Cad Zones: 614, 615, 628, 629

1. North Canaan Tanker 3 (3000gal)
2. Colebrook Tanker 31 (4000gal)
3. Colebrook Tanker 32 (1800gal)
4. Winchester Tanker (3000gal)
5. New Marlboro Tanker 2 (2500gal)
6. Falls Village Tanker 5 (2700gal)
7. Riverton Tanker 34 (3000gal)
8. Lakeville Tanker 10 (3100gal)
9. Drakeville Tanker (3000gal)
10. Sheffield Tanker (3000gal)
11. Winsted E2 (2000gal)

East of Laurel Way

LCD CAD Zones: 619, 620, 621, 622, 623, 624

1. Colebrook Tanker 31 (4000gal)
2. Colebrook Tanker 32 (1800gal)
3. Winsted E2 (2000gal)
4. Winchester Tanker (3000gal)
5. Riverton Tanker 34 (3000gal)
6. North Canaan Tanker 3 (3000gal)
7. New Marlboro Tanker 2 (2500gal)
8. Falls Village Tanker 5 (2700gal)
9. Drakeville Tanker (3000gal)

Norfolk Volunteer Fire Department Standard Operating Guidelines

10. Sandisfield Tanker (3400gal, Rt.57 Station)
11. Lakeville Tanker (3100gal)

Rt.272, North of Ashpohtag Rd.

LCD CAD Zones: 616, 617, 618

1. North Canaan Tanker 3 (3000gal)
2. New Marlboro Tanker 2 (2500gal)
3. Colebrook Tanker 31 (4000gal)
4. Colebrook Tanker 32 (1800gal)
5. Sheffield Tanker (3000gal)
6. Sandisfield Tanker (3400gal, Rt.57 station)
7. Winchester Tanker (3000gal)
8. Falls Village Tanker 5 (2700gal)
9. Riverton Tanker 34 (3000gal)
10. Winsted E2 (2000gal)
11. Lakeville Tanker 10 (3100gal)

Rt 272, South of Winchester Rd.

LCD CAD Zones: 611, 612, 613, 625, 626, 627

1. Winchester Tanker (3000gal)
2. Drakeville Tanker (3000gal)
3. North Canaan Tanker 3 (3000gal)
4. Colebrook Tanker 31 (4000gal)
5. Colebrook Tanker 32 (1800gal)
6. Winsted E2 (2000gal)
7. Goshen Tanker (2500gal)
8. Falls Village Tanker 5 (2700gal)
9. Riverton Tanker 34 (3000gal)
10. Lakeville Tanker (3100gal)
11. Sheffield Tanker (3000gal)

Distance/Drive times to NVFD (20 Shepard Rd.):

Distances/Times by MapQuest

Colebrook FH (Center) -- 4.9miles 10 min

North Canaan FH ----- 7.06miles 11min

Winchester FH ----- 8.37miles 18min

New Marlboro FH ----- 8.45miles 19min

Winsted FH (Elm st.) ---- 9.4miles 16min

Colebrook FH (Forge) – 10.21miles 19 min

Norfolk Volunteer Fire Department Standard Operating Guidelines

Drakeville FH ----- 11.27miles 21 min
Riverton FH ----- 11.27miles 22min
Falls Village FH ----- 13.61miles 22min
Goshen FH ----- 13.64miles 26min
Sheffield FH ----- 13.75miles 24min
Falls Village FH ----- 13.8miles 18min
Sandisfield FH (RT 57) -14.87miles 32 min
Lakeville FH ----- 14.92 miles 28 min
New Hartford FH ----- 16.17miles 31 min
West Hartland FH ----- 16.50miles 30 min
Nepaug FH ----- 18.17miles 37min
Sandisfield FH (RT8)- 18.36miles 29min
Litchfield FH ----- 19.50miles 35 min
Millerton FH ----- 19.54miles 38min
Barkhamsted East FH-19.74 miles 37min
Cornwall FH ----- 20.73miles 33 min
Great Barrington FH - 21.01miles 37 min
Harwinton WS FH ----- 21.02miles 34 min
Canton FH ----- 22.24miles 43 min
Sharon FH ----- 23.13miles 42 min

Norfolk Volunteer Fire Department Standard Operating Guidelines

Norfolk Fire APX8000 Portables & Mobiles - November 23, 2022

Norfolk Fire & EMS - Zone *A*	Norfolk Fire & EMS - Winsted/Torrington Zone *B*	ok	Norfolk Berkshire Zone *C*	Norfolk E-Mngmnt Zone	Norfolk LCD Zone
800 LCD Dispatch	800 LCD Dispatch	ok	VHF LCD Dispatch	800 LCD Dispatch	VHF LCD Dispatch 1
LCD Dispatch	800 NFK FG	ok	VHF NVFD FG	800 NFK FG	VHF NVFD FG
800 NFK FG	NVFD FG	ok	VHF LCD Command	VHF NVFD FG	VHF Command 3
NVFD FG	800 LCD Command	ok	S4 Slsbry/Bark	800 LCD Command	S4 Slsbry/Bark
800 LCD Command	800 LCD Tac 1	ok	S5 N.Can/N.Hart	800 NFK EMS/FD	S5 N.Can/N.Hart
LCD Command	800 LCD Tac 2	ok	S7 Norfolk	800 LCD Tac 1	S6 Fls Vill/Harw
800 LCD Tac 1	S5 N. Can/N. Hart	ok	Berkshire CNTY (RX only)	800 LCD Tac 2	S7 Norfolk
800 LCD Tac 2	Winsted FD Dispatch	ok	Berkshire RESP	Norfolk S7	S8 Colebrook
S4 Slsbry/Bark	Winsted FD FG 1	ok	Berkshire CMD	800 Norfolk EM	S9 Hartland
S5 N. Can/N. Hart	Winsted FD FG2	ok	Berkshire FG1	VHF Pubile works	S10 Cornwall
S7 Norfolk	Winsted FF FG3	ok	Berkshire FG2	Norfolk 459	S11 Goshen
S8 Colebrook	Torrington FD	ok	Berkshire FG3	STOCS-1/vtac12	S12 Sharon
Traffic 13	Torrington FG 1	ok	Berkshire INT	STOCS2/4/vtac13	Traffic 13
AirTac 14	Torrington FG 2	ok	N. Marlboro FG	STOCS3/5/vtac14	Airtac 14
NW Interior	Torrington FG 3	ok	Sheffield FD 4	Fire Coord 1	NW Interior
RIT Channel	RIT Channel	ok	RIT Channel	DEMHS Region 5T	RIT Channel
				DEMHS (#17 Scroll)	
Zone "A" Scan List	Zone "B" Scan List		Zone "C" Scan List	Botelle School (#18 Scroll)	ok Norfolk LCD Scan List
<Selected Channel>	<Selected Channel>		<Selected Channel>	Region 5 VHF (#19 Scroll)	ok <Selected Channel>
VHF LCD Command	VHF LCD Command		VHF LCD Command		VHF LCD Command
VHF NVFD FG	VHF NVFD FG		VHF NVFD FG	Norfolk EM Scan List	VHF NVFD FG
N.Can/N.Har S5	RIT Channel		S4 Slsbry/Bark	<Selected Channel>	N.Can/N.Har S5
Norfolk S7			S5 N.Can/N.Hart	VHF NVFD FG	Norfolk S7
Colebrook S8			Berkshire RESP	Norfolk S7	Colebrook S8
NW Interior			Berkshire CMD	Norfolk DPW	NW Interior
R.I.T. Channel			Sheffield FD 4	Norfolk 459	R.I.T. Channel
			RIT Channel	Fire Coord 1	

Norfolk Volunteer Fire Department Standard Operating Guidelines

Norfolk Volunteer Fire Department HT1250 Portable programming February 2019

<u>LCD Zone</u>	<u>Norfolk Zone</u>	<u>Winsted Zone</u>	<u>Berkshire Zone</u>
1. LCD Dispatch 1	1. LCD Dispatch	1. LCD Dispatch	1. LCD Dispatch
2. NVFD Firegrnd 2.	NVFD Firegrnd	2. NVFD Firegrnd	2. NVFD Firegrnd
3. Command 3	3. Command	3. Command 3	3. Command 3
4. Bark/Slsbry S4	4. N. Can/N. Har S5	4. Bark/Slsbry S4	4. Bark/Slsbry S4
5. N.Can/N.Har S5	5. Fls Vllage S6	5. N. Can/N.Har S5	5. N.Can/Nar. S5
6. Fls Vllage S6	6. Norfolk S7	6. Norfolk S7	6. Norfolk S7
7. Norfolk S7	7. Colebrook S8	7. Colebrook S8	7. Berkshire CNTY
8. Colebrook S8	8. Traffic 13	8. Winsted Fire	8. Berkshire RESP
9. Hartland S9	9. Airtac 14	9. Winsted FG1	9. Berkshire CMD
10. Cornwall S10	10. Berkshire RESP	10. Winsted FG2	10. Berkshire FG1
11. Goshen S11	11. Winsted Fire	11. Winsted FG 3	11. Berkshire FG2
12. Sharon S12	12. Winsted Amb	12. HAZMAT	12. Berkshire FG3
13. Traffic 13	13. Norfolk 459	13. Winsted FP	13. Berkshire INT
14. Airtac 14	14. Norfolk DPW	14. Winsted AMB	14. N. Marlboro FG
15. NW Interior	15. NW Interior	15. NW Interior	15. Sheffield FD 4
16. RIT Channel	16. RIT Channel	16. RIT Channel	16. RIT Channel

E-Mngmnt/TTown

1. LCD Dispatch 1
2. NVFD Firegrnd
3. Command 3
4. Norfolk S7
5. Norfolk 459
6. Norfolk DPW
7. Torrington FD
8. Torrington FG1
9. Torrington FG2
10. Torrington FG3
11. STOCS-1/vtac12
12. STOCS2/4vtac13
13. STOCS3/5vtac14
14. Botelle School
15. NW Interior
16. RIT Channel

Scan List

- <Selected Channel>
- Command 3
 - N.Can/N.Har S5
 - Norfolk S7
 - Colebrook S8
 - NVFD Firegrnd
 - NW Interior
 - R.I.T. Channel

Norfolk Volunteer Fire Department Standard Operating Guidelines

Norfolk CDM1250 Radio Programming (if applicable)

January 2019

1. LCD Dispatch 1
2. NVFD Firegrnd
3. Command 3
4. Bark/Slsbry S4
5. N.Can/N.Har S5
6. Fls Vllage S6
7. Norfolk S7
8. Colebrook S8
9. Hartland S9
10. Cornwall S10
11. Goshen S11
12. Sharon S12
13. Traffic 13
14. Airtac 14
15. NW Interior
16. RIT Channel
17. Norfolk 459
18. Weather
19. Botelle School
20. Berkshire CNTY
21. Berkshire RESP
22. Berkshire CMD
23. Berkshire FG 1
24. Berkshire FG 2
25. Berkshire FG 3
26. Berkshire Interior
27. New Marlboro FG
28. Sheffield FD 4
29. Region V
30. STOCS3/5vtac14 (low power)
31. STOCS2/4vtac13 (low power)
32. STOCS1vtac12 (low power)
33. VTAC-11
34. VCALL-10
35. Torrington FG 3
36. Torrington FG 2
37. Torrington FG 1
38. Torrington FD
39. Winsted EMS
40. Winsted FP
41. HAZMAT
42. Winsted FG 3
43. Winsted FG 2
44. Winsted FG 1
45. Winsted FD T/A
46. Winsted Fire
47. Norfolk DPW T/A
48. Norfolk DPW

Engine Scan List

1. <Selected>
3. Command 3
4. NVFD Firegrnd
5. N.Can/N.Har S5
6. Norfolk S7
7. Colebrook S8
8. Norfolk 459
9. NW Interior
10. Winsted FG1
11. Winsted FG2
12. Winsted FG3

Squad-20 Scan List

1. <Selected>
3. Command 3
4. NVFD Firegrnd
5. Bark/Slsbry S4
6. N.Can/N.Har S5
7. Norfolk S7
8. Colebrook S8
9. Norfolk DPW
10. Winsted Fire
11. Winsted FG 1
12. Berkshire CNTY
13. Berkshire RESP
14. Berkshire CMD
15. Sheffield FD 4
16. NW Interior

Pushing the “Scan” till radio “beep” temporarily removes channel from Scan bank until:

- A: Power down
- B: Channel Change
- C: Any Button Press
- D: Transmit

Note: Can only remove 1 channel at a time

Norfolk Volunteer Fire Department Standard Operating Guidelines

Town of Norfolk
Mass Casualty Incident (MCI):
Ambulance Mutual Aid Dispatch Protocol
 As of February 2019*

<p>Unconfirmed M.C.I. <u>Dispatch to Scene</u></p> <ol style="list-style-type: none"> 1. Norfolk Fire 2. Norfolk Ambulance 	<p><u>Dispatch to Stand-By</u></p> <ol style="list-style-type: none"> 1. Winsted Ambulance : Units 1 & 2 2. North Canaan Ambulance: Units 1 & 2 3. New Marlboro Ambulance 4. Goshen Ambulance 5. Falls Village Ambulance 6. Salisbury Amb Unit 1 & Rescue 1 w/trailer
<p>Confirmed M.C.I <u>Dispatch to Scene</u></p> <ol style="list-style-type: none"> 1. Norfolk Fire 2. Norfolk Ambulance 3. Medic 6 4. Winsted Ambulance Units 1 & 2 5. North Canaan Ambulance Units 1 & 2 6. Northern Dutchess Medics 7. Salisbury Amb Unit 1, Rescue 1 w/Trailer 8. Goshen Ambulance 9. Falls Village Ambulance 10. New Marlboro Ambulance 11. Lifestar 	<p><u>Dispatch to Stand-By</u></p> <ol style="list-style-type: none"> 1. Southern Berkshire Ambulance relocates to North Canaan HQ 2. New Hartford Ambulance relocates to Winsted 3. Salisbury Amb Unit 2 4. Cornwall Ambulance relocates to Goshen 5. Sharon Amb. relocates to West Cornwall FH 6. Kent Ambulance 7. Sandisfield Amb relocates to New Marlboro
<p>Confirmed M.C.I. Second Alarm <u>Dispatch to Scene</u></p> <ol style="list-style-type: none"> 1. Southern Berkshire Ambulance 2. Salisbury Ambulance Unit 2 3. Cornwall Ambulance 4. Sandisfield Ambulance 5. Sharon Ambulance 	<p><u>Dispatch to Stand-By</u></p> <ol style="list-style-type: none"> 1. Warren Ambulance 2. Millerton Ambulance relocates to North Canaan 3. Kent Ambulance relocates to West Cornwall FH 4. Wassaic Ambulance relocates to Kent FH 5. Amenia Ambulance relocates to Salisbury HQ 6. Otis Ambulance relocates to New Marlboro

Norfolk Volunteer Fire Department Standard Operating Guidelines

Norfolk Volunteer Fire Department Chain Of Command 2023 NVFD Officer Job Descriptions:

Chief Car 1:

- Ensure incident reports are being entered into NFIRS
- Send monthly NFIRS report to state
- Prepare annual Chiefs report
- Ensure equipment is in proper repair and serviced with officers
- Preparation of the annual budget with line officers/council
- Report from Winsted area chiefs and NW area chiefs meetings
- Ensure weekly training and paperwork meets ISO & OSHA annual criteria
- Schedule annual physicals with AFC Urgent Care (June/July/August)
- Schedule and oversee yearly hose testing, ladder testing, and suction testing with Failsafe
- Schedule yearly flo-test of SCBA packs
- Schedule and file quarterly breathing air report for SCBA compressor
- Represent department at BOS & BOF meetings during budget time
- Oversee department I.T. position
- Check for mail in mailbox

Assistant Chief Car 2:

- Schedule and oversee annual gear fitting
- Ordering of turnout gear, schedule sizing of members
- Work with mechanics and schedule annual truck service (E-30, E-40, E-90, and T-100) (Oct/Nov)
- Check for mail in mailbox

Assistant Chief Car 3:

- Ensure 4-gas & HCN meters are sent out for 6-month calibration to Fire Equipment HQ
- Schedule annual SCBA FIT testing with CFA (October, and April if needed)
- Monitor and schedule dry hydrant cleaning/back flushing
- Work with mechanics and schedule annual truck service (S20, B50, U70, Trailers) (Oct/Nov)
- Diesel fuel tank storage monitoring and schedule filling if necessary, winter additive as needed
- Propane tank level and heating oil level monitoring
- Check for mail in mailbox

Captain Car 4:

Captain will ensure that Command, Operations, and Water supply (if necessary) positions are filled for incident mitigation before engaging in firefighting activities

- Work with mechanics and oversee scheduling of all equipment repairs and yearly maintenance (Small

Norfolk Volunteer Fire Department Standard Operating Guidelines

Engine, Electric). Report deficiencies and maintenance schedule to chiefs.

- Oversee monthly equipment/apparatus inspections by membership/officers
- Ensure all Fire Police equipment is operational and in-service on all apparatus
- Will oversee department training and work with officers for weekly training lesson plans
- Keep inventory of equipment and report missing/broken items to chiefs

Lieutenants: Car 5, Car 6, Car 7:

** In the absence of higher ranking officers, Lieutenants will ensure that Command, Operations, and Water supply (if necessary) positions are filled for incident mitigation**

- Coordinate all rescue, suppression, and ventilation duties with operations officer**
- Inspect SCBA bottles and monitor hydro testing (5-year test)
- See that all small engines are run at least once per month
- Monitor spare gasoline can levels in apparatus and refill as needed
- See that hand tools/nozzles/equipment is in good repair and report missing/broken/damaged equipment to captain and chiefs
- Ensure all apparatus and equipment is replaced and back in-service after calls and drills
- Report any missing or broken equipment to the chiefs
- Ensure SCBA usage sheets are filled out and submitted
- Assist with yearly gear inspection and report status to car 2
- Report damaged/non-fitting gear of members to car 2 as discovered
- Monitor portable radio, cordless tool, and flashlight batteries on apparatus, recharge/replace if needed
- Refill and check water extinguisher cans on apparatus, refill with foam/water when used
- Ensure all FP equipment is operational and in-service on all apparatus
- Train members in proper traffic control procedures, town detours

EMS Captain Car 20:

- Follow Job Description in By-laws
- Oversee the medical equipment & PPE on the 3 engines and squad and ensure supplies are restocked as needed. 1st responder bags should possess the required equipment as determined by the state.

All Officers:

- We're in charge of the members, the building, and life safety. Nobody else.
- Check Spotted dog for preplans for all calls
- Lead by example. Our actions and comments set the pace for the department, see that it's positive.
- Give praise where praise is earned. Even the small stuff.
- Never walk past a problem you can fix or clean.

Norfolk Volunteer Fire Department Standard Operating Guidelines

- Putting equipment back where it belongs is the biggest issue within this department. Don't think someone else will do it for you, you're in charge, see that it's done personally. If you assign it, follow up that it was done properly to your standard.
- If you see something out of place, correct it or Text the Officer group why it is the way it is.
- Know what training month is yours and plan your drills long before the time they will be executed.
- **Everyone's time is a precious commodity and even more with volunteers. There is nothing more disheartening to our members than gathering together and having to ask well, what do you want to do, or being unprepared. When in charge, take charge. Have a plan well in advance and initiate it exactly when you advertised that you would.
- See that members remove garbage/water bottles from truck cabs/compartments after calls & drills. Nobody likes getting into a messy cab.
- Ensure all apparatus and equipment is restocked and placed back in-service after calls and drills.
- Oversee refueling of apparatus after calls/drills if needed. $\frac{3}{4}$ or lower needs to be topped off.
- Make sure Water and foam tanks in the apparatus are topped off.
- Monitor FH grounds for cleanliness. Inside and outside
- See that members are adhering to Traffic Incident Management guidelines, (wearing traffic vests, proper cone placement) when performing traffic control.
- Fill out paperwork and record members present for Incidents, Drills, & Activities.
- Work within yearly budget line items.
- Be engaging with the membership, Pass along knowledge.
- Ensure the station is secured at ALL times: Bay Doors, Entry doors need to be closed and locked.
- Turn off lights when leaving.