Delaware State Fire School
National Certification Candidate Handbook

Fire Officer IV
NFPA 1021-2020

Delaware State Fire School

Providing Fire, Rescue, Emergency Medical Training and Public Fire Safety Education

The Delaware State Fire School is accredited by IFSAC, the International Firefighter Service Accreditation Congress, and the Proboard, the National Board on Fire Service Professional Qualifications.

The Fire School is accredited in the following disciplines, noted by the emblem of the accrediting entity:

Firefighter NFPA 1001 - 2019
Firefighter I
Firefighter II
Fire Instructor NFPA 1041 - 2018
Fire Instructor I
Fire Instructor II
Fire Instructor III
Live Fire Instructor
Live Fire Instructor-in-Charge
Fire Officer NFPA 1021 - 2020
Fire Officer I
Fire Officer II
Fire Officer III
Fire Officer IV
Driver Operator NFPA 1002 - 2017
Driver Operator Apparatus with Pumper
Driver Operator Apparatus with Aerial
Driver Operator Apparatus with Tiller
Driver Operator Mobile Water Supply
Hazardous Materials NFPA 1072 - 2018
Hazardous Materials Awareness
Hazardous Materials Operations
Hazardous Materials Technician
Hazardous Materials Incident Commander
Hazardous Materials NFPA 472 - 2018
Hazardous Materials Branch Officer
Hazardous Materials Safety Officer
Rescue Technician NFPA 1006 - 2013
Rope Rescue, Level I & II
Confined Space Rescue, Level I & II
Rescue Technician NFPA 1006 – 2013
Passenger Vehicle Rescuer Awareness
Passenger Vehicle Rescuer Operations
Passenger Vehicle Rescuer Technician
Health & Incident Safety 1521 - 2020
Incident Safety Officer
Industrial/Brigade NFPA 1081 - 2017
Advanced Exterior Brigade
Incipient Brigade
Small Unmanned Aircraft System
NFPA 2400 - 2020
Visual Observer
Remote Pilot In Command

Delaware State Fire School Certification Written Skills Formatting Guide

This guide will help guide you on the required formatting for all written certification skills. Skills submitted not following these guidelines will not be graded and returned. Skills being submitted using APA guidelines should exceed these requirements. Be sure to understand what may fall outside of these guidelines when writing specific skills, such as writing a report, a memo, or a press release.

Basic format rules:
- ALL skills shall be typed. Handwritten skills will be returned.
- Use a font like **Times New Roman** or **Arial**, and in size 12 font
- Skills should be 1 1/2 -spaced or double-spaced
- Margins should be 1 inch (this is the default in Word)
- Use clear, professional language in your writing. No slang or metaphors should be used.
- All skills shall have your name, the level being challenged, and the date. This can be easily done in the header or the footer of the document. Page numbers are not required but may help in the case of evaluations needing correction. You will not need a title page, unless for a presentation or otherwise noted in the skill.
- You only need to include references if using materials outside your company/department policies or the assigned textbook.

Other guidance/tips:
- The focus of your skills should be based upon the information in the instructions and from information gathered from your research surrounding your department or the example given. BE SURE to read all the instructions to be sure to understand the requirements and expectations of the skill.
- Follow all the JPR checklists to ensure you cover all the JPRs in your skill. It is recommended that you make a footnote or note in parenthesis (2) before or after the section addressing the JPR number in the skill. This will help with the evaluation of the skills and point out to the evaluator where you are attempting to address that specific JPR.
- Names used should not be actual members, although you may use your company's/department's name if allowed.

Candidate: _____ Date: _____

Fire Officer IV NFPA 1021 - 2020	Skill Sheet # 7-1
Evaluate the demographics for the organization.	Objective(s) 7.2.1

Evaluator Instructions: The candidate will evaluate human resource demographics for an organization.

Location: N/A

Performance Outcome: The candidate will be able to evaluate human resource demographics for an organization and address any areas of need within the organization's diversity and inclusion initiatives.

Required Equipment: Pen and paper, or a computer with word processing.

No.	Task Steps	First Test		Retest	
		P	F	P	F
1.	Compare the demographics of the organization's personnel to the demographics of the community workforce.				
2.	Review programs that the organization has in place to promote workplace diversity and inclusion.				
3.	Identify areas of need or concern within the organization's existing programs.				
4.	Make a plan to address areas of need within the organization's diversity and inclusion initiatives. a. Include measurable goals and objectives that are tied to the organization's strategic plan. b. Identify potential barriers to creating a diverse and inclusive organization. c. Identify how the plan will be communicated to and involve members of the organization. d. Refer to all applicable workplace diversity laws and regulations				
5.	Identify the criteria that will be used to evaluate the plan once it is implemented.				

Retest Approved By:	Retest Evaluator:

Evaluator Comments: Candidate Comments:

_____   _____

Evaluator   Date   Candidate   Date

Retest Evaluator   Date   Retest Candidate   Dat

Candidate: _____ Date: _____

Fire Officer IV NFPA 1021 - 2020	Skill Sheet # 7-5
Establish and evaluate a list of education and in-service training goals.	Objective(s) 7.2.3

Evaluator Instructions: The candidate will establish a list of education and in-service training goals.

Location: N/A

Performance Outcome: The candidate will be able to establish a list of education and in-service training goals for an emergency services agency.

Required Equipment: Pen and paper, or a computer with word processing.

No.	Task Steps	First Test		Retest	
		P	F	P	F
1.	Identify the minimum training and certification requirements for each position that are established by AHJ policies and any other applicable regulations. a. Initial training and certification requirements b. Proficiency training requirements c. Promotional training requirements d. Higher education considerations				
2.	Conduct a training needs assessment.				
3.	Analyze operations data to identify areas that need improvement through additional training and education.				
4.	Compare the proposed training goals to industry standards and best practices.				
5.	Determine if the training division's current staffing level can accommodate training needs or if outside assistance or external training and educational sources are required.				

Retest Approved By:	Retest Evaluator:

Evaluator Comments: Candidate Comments:

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_____   _____   _____   _____
Evaluator   Date   Candidate   Date

_____   _____   _____   _____
Retest Evaluator   Date   Retest Candidate   Dat

Candidate: _____   Date: _____

Fire Officer IV NFPA 1021 - 2020	Skill Sheet # 7-6
Assess a member assistance program.	Objective(s) 7.2.4

Evaluator Instructions: The candidate will assess a member-assistance program (MAP).

Location: N/A

Performance Outcome: The candidate will be able to assess a member-assistance program (MAP) and make recommendations for improvements to the MAP based on analysis of the existing plan.

Required Equipment: Pen and paper, or a computer with word processing.

No.	Task Steps	First Test		Retest	
		P	F	P	F
1.	Research the goals of the MAP and identify all services provided by the MAP.				
2.	Confirm that the program is compliant with all applicable federal, state/provincial,				
3.	Confirm that the MAP meets organizational needs and goals.				
4.	Review MAP usage data.				
5.	Compare the goals of the MAP with actual outcomes.				
6.	Communicate with members of the organization to identify areas of needed improvement.				
7.	Analyze use records to identify historical trends and determine the need for additional services provided through the MAP.				
8.	Make recommendations for improvements to the MAP based on analysis of the existing plan.				

Retest Approved By:	Retest Evaluator:

Evaluator Comments: Candidate Comments:

_____ _____   _____ _____
        Evaluator   Date   Candidate   Date

_____ _____   _____ _____
     Retest Evaluator   Date   Retest Candidate   Dat

Candidate: _____ Date: _____

Fire Officer IV NFPA 1021 - 2020	Skill Sheet # 9-1
Develop and administer a media relations policy.	Objective(s) 7.3.2

Evaluator Instructions: The candidate will develop and administer a media relations policy.

Location: N/A
Performance Outcome: The candidate will be able to develop and administer a media relations policy for an emergency service agency.

Required Equipment: Pen and paper, or a computer with word processing.

No.	Task Steps	First Test		Retest	
		P	F	P	F
1.	Identify authorized positions that will be utilized to interact with the media.				
2.	Identify approved and unapproved methods of interacting with the media.				
3.	Identify appropriate and inappropriate content for media communications.				
4.	Outline consequences for members who violate the media relations policy.				
5.	Disseminate the media relations policy and train all members of the organization.				
6.	Monitor media relations and revise the policy as necessary.				

Retest Approved By:	Retest Evaluator:

Evaluator Comments: _____   Candidate Comments: _____

_____   _____   _____   _____
Evaluator   Date   Candidate   Date

_____   _____   _____   _____
Retest Evaluator   Date   Retest Candidate   Dat

Candidate: _____ Date: _____

Fire Officer IV NFPA 1021 - 2020	Skill Sheet # 10-3
Evaluate and plan for training needs and training facility needs.	Objective(s) 7.4.2

Evaluator Instructions: The candidate will evaluate and plan for training needs and training facility needs.

Location: N/A

Performance Outcome: The candidate will be able to develop and evaluate and plan for training needs and training facility needs.

Required Equipment: Pen and paper, or a computer with word processing.

No.	Task Steps	First Test		Retest	
		P	F	P	F
1.	Evaluate the current training plan and goals to determine if goals are being met.				
2.	Analyze organization and community needs.				
3.	Revise training goals to meet the needs of the organization and the community.				
4.	Determine whether additional resources will be necessary to meet the revised goals and how those resources will be acquired. a. Budget b. Personnel c. Facility d. Training programs and sources				
5.	Determine any changes in operations or policies necessary to meet training needs.				
6.	Propose steps for implementation of any changes.				

Retest Approved By:	Retest Evaluator:

Evaluator Comments: Candidate Comments:

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_____   _____   _____   _____
Evaluator   Date   Candidate   Date

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Retest Evaluator   Date   Retest Candidate   Dat

Candidate: _____ Date: _____

Fire Officer IV NFPA 1021 - 2020	Skill Sheet # 10-2
Develop a comprehensive long-range plan for the organization.	Objective(s) 7.4.1

Evaluator Instructions: The candidate will develop a comprehensive long-range plan for the organization.

Location: N/A

Performance Outcome: The candidate will be able to develop a comprehensive long-range plan for the organization.

Required Equipment: Pen and paper, or a computer with word processing.

No.	Task Steps	First Test		Retest	
		P	F	P	F
1.	Determine a timeline for the plan.				
2.	Identify needs and target hazards within the community.				
3.	Analyze whether existing resources and operations are meeting the needs of the community.				
4.	Determine what additional resources are necessary.				
5.	Prepare a budget for the plan.				
6.	Provide steps for plan implementation.				
7.	Collect input and feedback from internal and external stakeholders.				
8.	Outline a method to evaluate and revise the plan, if necessary.				

Retest Approved By:	Retest Evaluator:

Evaluator Comments: _____ Candidate Comments: _____

_____   _____   _____   _____
Evaluator   Date   Candidate   Date

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Retest Evaluator   Date   Retest Candidate   Dat

Candidate: _____ Date: _____

Fire Officer IV NFPA 1021 - 2020	Skill Sheet # 10-4
Develop a written all-inclusive risk, hazard, and value analysis of the community.	Objective(s) 7.4.3

Evaluator Instructions: The candidate will develop a written all-inclusive risk, hazard, and value analysis of the community.

Location: N/A

Performance Outcome: The candidate will be able to develop a written all-inclusive risk, hazard, and value analysis of the community.

Required Equipment: Pen and paper, or a computer with word processing.

No.	Task Steps	First Test		Retest	
		P	F	P	F
1.	Determine existing and potential hazards and risks in the community. a. Behavioral b. Intentional c. Natural d. Occupancy related. e. High-value/high-priority exposures				
2.	Compile a written report. a. List hazards in order of severity and frequency b. Current resources (personnel, apparatus, equipment, funding, outside contractors) c. Types and amounts of lacking resources				
3.	Identify potential solutions and alternatives to address the difference between current and required resources.				

Retest Approved By:	Retest Evaluator:

Evaluator Comments: Candidate Comments:

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Evaluator   Date   Candidate   Date

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Retest Evaluator   Date   Retest Candidate   Dat

Chestnut Grove Fire Department

Town and Department Profile

Town of Chestnut Grove & Fire Department Profile

The Chestnut Grove Fire Department was established in 1900 by local townsmen who volunteered after a large fire damaged much of the town. The Fire Department grew steadily through the years. In 1980, the fire department recognized a need to begin incorporating paid firefighter/drivers to assure units responding to emergencies. The department slowly began to hire more paid personnel to supplement volunteers as those numbers declined. The department began to promote career officers in 2009. The department became almost entirely paid department in 2015, hiring the first Career Fire Chief in 2016.

Geography and Demographics

The Fire Department covers approximately 55 square miles of heavily populated land located in Chestnut Grove. The full-time resident population of the response district is 31,155 per the 2020 census. The population is estimated to almost double during the day, Monday through Friday and 1 ½ times in the evenings and on weekends. Seasonal visitors being on the river and bay also adjust to those estimated population numbers of daily and nightly visitors.

2020 Census

Chestnut Grove 31,155 residents	Chestnut Grove Fire Department 66 employees
48% male or 15,146 residents	87% male or 58 members of the department
52% female or 16,200 residents	13% female or 8 members of the department
68% whites or 21,185 residents	78% whites or 56 members of the department
9% African American or 2,804 residents	9% African American or 6 members of the department
11% Hispanic or 3,427 residents	7% Hispanic or 6 members of the department
12% Other or 3,738 residents	6% Other or 4 members of the department
*Other consists of Hawaiian, native American, Asian or any other certified ethnic origin.	
	0% of the department is made up of female leadership

Town Geography & Hazards

The landscape of the town is extremely diverse with a mix of Suburban, Urban, and Industrial areas. The town is bordered to the north by Kirkwood City and the Duck Bay to the west, to the south by the town of Beford, to the east by the town of Kenton, and to the west by the Duck River. There is a high potential for tornadic activity as well as large thunderstorms capable of producing damaging hail and wind. Along with a powerful thunderstorm or tornado is the high risk of flooding. Snowstorms are very infrequent but often in the winter, the department must deal with icy conditions and supporting EMS. The town can be prone to flooding during Hurricanes and nor-easters with the Duck Bay, Duck River, and Dempsey Lake adjacent to Newman Airfield. The town is completely covered by hydrants, supplied with 6" and 4" mains.

Town of Chestnut Grove & Fire Department Profile

There are 4 group homes for special needs patients throughout the town that house 15 people in each home with 2 staff members working, 24 hours a day. There is the 7-story Amabili Memorial Hospital which is capable of housing 144 patients and 300 staff members. Within the hospital, there is a 15-bed unit for psychiatric patients, which is under lock down and has a guard assigned to monitor it 24 hours a day. The hospital can support treatment of stroke patients and STEMI patients, along with minor trauma patients Level III). Kirkwood City Medical Center is the nearest Level I trauma center and burn center. There is one nursing home at 102 Turner Street, that houses 60 patients, varying from physical therapy/rehabilitation patients on the first floor, convulsant patients on the second floor, and Alzheimer's/dementia patients on the third floor. The facility also boasts a 6-seat dialysis center on the second floor. There is an independent living facility Merry Gardens located at 120 S Chestnut Avenue, that has 52 residents aged 55 and over, some with disabilities.

Chestnut Grove has several rail lines that run along and through the town. A majority of the traffic on the rail lines is freight, with a majority of the traffic going to and from the refinery, followed by outgoing products from the port. There is an underground pipeline from a distribution station on W Wilson-Hypes Street and the refinery on N. Hutchison Street. There is a small Fuel Oil company at 303 Port Road, with 4 5,000-gallon tanks of petroleum products (Fuel Oil, Deisel, Kerosene, and Gasoline). There are two power substations located at the end of Tower Street and N Hutchison Street. There is a small airfield, Newnam Airfield, with a staffed traffic control tower, 18 hours a day, and a small crash rescue brigade during daytime hours supported by the department. There is a small liquid and gases transfer station along the bay and a refinery outside the downtown with a fire brigade.

There are small manufacturing and processing plants along Tower Street and N. Young Street, with some buildings being abandoned. Adjacent to these buildings on the other side of the rail lines are the fairgrounds, which the annual town fair is held for two weeks each year, around Memorial Day Weekend. The fair does draw visitors from the surrounding towns and city.

Downtown has a mixed of businesses, mixed use with rental properties above them, and rowhomes. There are several schools and churches throughout the town. There are some small neighborhoods with single family dwellings, including along the Duck Bay.

Department Structure, Facilities, and Apparatus

The department is paramilitary structured and administratively has a Fire Chief, and Deputy Fire Chief, supported by a full-time civilian administrative assistant and a Fire Protection Officer, who oversees investigations and inspections, reporting to the Deputy Chief. Each operational shift is overseen by a Battalion Chief and each piece of apparatus is staffed with a Captain or Lieutenant and (2) firefighters. The Battalion Chiefs are responsible to respond to incidents in a command vehicle and are to take charge of an expanding incident. The fire marshals and fire prevention officers are civilians of the city however, they report to the fire chief.

Town of Chestnut Grove & Fire Department Profile

The Fire Department is made up of 66 men and women, from entry level to battalion chief, that work 24-hour shift over a 3-shift rotation with a "Kelly day". The staff operates out of 3 fire stations, Station 1 at 520 West Sussex Street, Station 2 at 302 E Kent Street, and Station 3 at Reynolds Avenue. The town staffs an engine, an aerial, and a battalion chief out of station 1, and a rescue-engine out of Station 2, and an engine/quint at Station 3. The Fire Department also delivers Emergency Medical Services for the town, which was added in 1994, and two EMS units are housed at each station. There are 2 Mobile Intensive Care Units staffed 24/7 in Stations 1 & 2, and a "power shift" of a Basic Life Support Unit, staffing 0600-1800 every day out of Station 2.

Station 1 was built in 1962, when the department was still volunteer and before having a paid daytime driver. Over the years modifications had been made to existing spaces to accommodate 24-hour staffing, later requiring small additions for both work and living space but has been limited by location and available space. With the expansion in the number of stations in town, some of the original vehicle bays have been converted to usable space. Station 1 is staffed by an Engine crew of 3, a Ladder crew of 4, and a Battalion Chief. The crews are cross trained in the High Angle, Confined Space, and Trench rescue levels, having the rescue pumper and the ladder also acting as the town's heavy rescue.

Station 2 was built in 1980 in the more industrial area as the town began to grow and the department began to hire more career firefighter/drivers to supplement the volunteer staffing. As staffing increased, modifications were made to the stations to make office space into sleeping quarters, especially as females began to be hired into the department, requiring separate quarters and showering facilities. The department has also purchased a mobile office trailer that has been utilized for providing EMS work and living areas, and storage space for all the department's EMS supplies since 2018. There is a helipad on the department property, which is shared with the adjacent Amabili Memorial Hospital. Station 2 is staffed by an Engine crew of 4, who are cross trained in the hazardous materials technician level. The foam unit is always due at the refinery and airport for any report fire/crash rescue incidents.

Station 3 is the most recent station, added to decrease the response times to the local community, especially with long refinery rail line traffic cutting off the area at times. The local residences have moved from being primarily seasonal visitors during summer months, to a mix of now mostly year-round residents and some rental properties. It was built in 2012 and is the most up-to-date station with adequate facilities for existing shifts and possible future expansion in staffing. This station is normally utilized first for any up-staffing for weather or other significant pre-planned events. Station 3 is staffed with an engine of 3, who are cross trained in water rescue disciplines.

Station 1 - 302 East Kent Street (headquarters)
ENGINE 1 - 2000 Pumper with 1500 gpm pump and 750-gallon tank
RESCUE ENGINE 1 - 1998 Rescue Pumper with 1000 gpm pump and 500-gallon tank.
LADDER 1 - 2002 100-foot rear-mount ladder
MEDIC 1 - 2022 Type III ambulance.

Town of Chestnut Grove & Fire Department Profile

SPARE UNIT - 2017 Type II ambulance.
UTILITY 1 - 2015 4-door Heavy Duty Pick-up Truck with cap
BATTALION 1 - 2021 Command vehicle-Tahoe 4 X 4

Station 2 - 520 West Sussex Street
ENGINE 2 - 2000 Pumper with 1500 gpm pump and 750-gallon tank
TOWER LADDER 2 - 1995 Tower Ladder (reserve) 1500 gpm, with 300-gallon tank.
MEDIC 2 - 2020 Type III ambulance.
SPARE UNIT - 2017 Type II ambulance.
UTILITY 2 - 1996 4-door Heavy Duty Pick-up Truck with cap
500-gallon Foam Trailer

Station 3 - 103 Reynolds Street
ENGINE 3 - 2022 Engine, 1500 gpm, with 750-gallon tank
LADDER 3 - 2002 75-foot Quint, 2000 gpm, with 500-gallon tank
MEDIC 3 - 2022 Type III ambulance.
SPARE UNIT - 2020 Type III ambulance
UTILITY 3 - 2015 4-door Heavy Duty Pick-up Truck with cap
MARINE 1 - 16' inflatable boat w/ trailer, four- person capacity.

Fire/Rescue/EMS Mutual Aid
The Fire Department is supported by 3 mutual aid departments in the surrounding areas.
Kirkwood City Fire Department – North
The Department has 6 stations, with a total of 6 engines, two ladders, and 1 heavy rescue/Haz Mat. Kirkwood City also has a small Fire/Rescue boat with a medium sized pump to respond on Duck Bay. EMS is provided by ABC Ambulance, providing 3 MICUs at night and 3 MICUs and 1 BLS unit during the day. They specialize in rescue operations, being part of the State task force 1.

Bedford Fire Department – South
The Department as 1 station with a combination of staffing. They have 4 paid Firefighter/EMT/Drivers on station 24-hours a day, who also provide BLS coverage for the town with 2 ambulances. ABC Ambulance provides their ALS support from Kirkwood City. The specialize in swift water and flood water rescue operations being upstream on the Duck River.

Kenton Fire Department – East
The Department is 1 station and completely volunteer. Many of their members work shift work, so their response numbers may vary. They often have at least 3 members, including a chief officer. They have 1 MICU crew of career staff 24 hours a day.

Airlift 1
Located at Kirkwood City Medical Center and dispatched by hospital central dispatch. Flight time is generally 7-8 minutes depending on the weather.

Town of Chestnut Grove & Fire Department Profile

Medevac 20
Located in Burnville, 21 miles to the southeast of the town. Generally, a 10-minute flight time to Chestnut Grove when airborne. Some delay (5-8 minutes) in requests being dispatched from a commercial national dispatch center in Iowa.

Staffing and Budgeting
The active fire staff.
1 - Fire Chief
1 - Deputy Chief
1 - Fire Protection Officer
3 - Battalion Chiefs
4- Captains
8 - Lieutenants
30 – Firefighter/EMT's
18 – Firefighter/Paramedics
4 – administrative support staff

Operating Budget
Expected Expenses: $16,983,212
Salaries (plus holiday and estimated overtime pay) - $8,983,540.
Benefits - $7,532,950
Apparatus - $52,973
Equipment - $129,578
Station Utilities and Maintenance - $92,430
Training and Education - $50,000
Uniforms – $181,741

Allotted Income: $16,437,620
Town Funds - $15,000,000
State Grants- $89,120
Fire Tax (1 mil) - $1,348,500

Current Promotional Training Requirements
Entry Level, Recertified, or Lateral

Town of Chestnut Grove & Fire Department Profile

Benefit Package

Retirement: contributes into the State Retirement System and into a 401(k) account for employees. Employees may also choose to participate in a 457, Roth IRA or Roth 401(k).

Health & Dental Insurance: provides each employee a benefits allowance that they can use to purchase medical and dental insurance. Employees can choose from three health plan options through United Health Care and three dental plan options through Dental Select. Employees may also deposit money into an HSA or HRA for employees as well.

Life Insurance: Group term life insurance is provided for all regular employees. The amount of coverage varies from $25,000 to $50,000 depending on job classification.

Vacation: Employees receive 12 days per year during years 1-7 increasing to 15 days per year during years 8-14 and 18 days per year at year 15. Vacation accrual is prorated for part-time employees.

Holidays: Employees receive 10 paid holidays and 2 days of personal leave.

Sick Leave: Employees receive 12 days per year to be used in case of sickness or disability. Sick leave accrual is prorated for part-time employees.

Long Term Disability Insurance: Coverage is available for employees. The amount of benefit is 66 2/3% of salary.

Wellness Program: offers a wellness program to help employees gain knowledge, skills, and motivation to improve the quality of their lives and well-being. Employees have access to a cardio and weight room at County Administration and receive a free family membership to the Sports Center and discounted golf passes to River Oaks Golf Course. Other benefits include health screenings, flu shots and partial reimbursements for gym membership fees, sporting and fitness program costs, and weight loss program sign-up fees.

Employee Assistance Program: A counseling and consultation service is provided to help employees and eligible family members with a wide range of personal issues.

Flexible Spending Reimbursement Accounts: Available to help employees save taxes on medical expenses and dependent care expenses.

Tuition Assistance Program: Full-time employees may receive tuition assistance for approved work-related courses. Repayment of up to $1500 per year tuition reimbursement.

Other Benefits: Bereavement Leave, Jury Duty Leave, Court Witness Leave, and Georgia Aquarium Passes.

Town of Chestnut Grove & Fire Department Profile

ID#	RANK	NAME	FIREFIGHTER I	FIREFIGHTER II	EMT	PARAMEDIC	APPARATUS OPERTATOR	AERIAL	FIRE INSTRUCTOR I	FIRE INSTRUCTOR II	FIRE INSPECTOR I	FIRE INSPECTOR II	FIRE INVESTIGATOR	WILDLAND FIREFIGHTER	FIRE OFFICER I	FIRE OFFICER II	FIRE OFFICER III	FIRE OFFICER V	INTRO TECH RESCUE	CONFINE SPACE	HIGH ANGLE	UNDERWATER	SWIFT WATER	HAZMAT A&O	HAZMAT TECH
2	FC	R. Emeyer	X	X	X		X	X	X	X	X	X			X	X	X	X	X	X	X				
4	DC	C. Wright	X	X	X	X	X	X	X	X	X	X			X	X	X	X				X	X		
12	BC	B. Jones	X	X	X		X	X	X	X	X	X			X	X								X	X
3	BC	R. Martin	X	X	X	X	X	X	X	X	X	X	X	X	X	X								X	X
5	BC	M. Evans	X	X	X		X	X	X	X	X	X	X		X	X			X	X	X				
6	Capt.	S. Cone	X	X	X		X	X	X	X	X	X	X		X	X			X	X	X				
7	Capt.	B. Willams	X	X	X	X	X	X	X	X	X	X		X	X	X						X	X		
8	Capt.	M. Jackson	X	X	X	X	X	X	X	X	X	X	X		X	X								X	X
13	Capt.	W. Samson	X	X	X	X	X	X	X	X	X	X			X	X			X	X	X	X	X		
15	Lt	S. O'learr	X	X	X										X									X	X
16	Lt	R. Conor	X	X	X	X	X	X	X	X	X	X		X	X										
19	Lt	W. Wessan	X	X	X	X	X	X	X	X	X	X			X							X	X		
20	Lt	B. Weaver	X	X	X	X	X	X	X	X	X	X	X		X							X	X		
25	Lt	R. Aaron	X	X	X	X	X	X	X	X	X	X			X				X	X	X				
28	Lt	J. Walker	X	X	X		X	X	X	X	X	X			X				X	X	X				
14	Lt	A. Denvers	X	X	X		X	X	X	X	X	X		X	X				X	X	X				
17	Lt	C. Washing	X	X	X	X	X	X	X	X	X	X	X		X				X	X	X				
21	FF	O. Simpson	X	X	X		X	X											X	X	X				
22	FF	B. Whiteburn	X	X	X		X	X											X	X	X				
23	FF	B. Greenburn	X	X	X		X	X											X	X	X				
24	FF	R. Chamberlin	X	X	X		X	X						X					X	X	X				
26	FF	S. Stone	X	X	X		X	X						X					X	X	X				
27	FF	M. Douglas	X	X	X		X	X						X					X	X	X				
29	FF	C. Jones	X	X	X														X	X	X				
30	FF	S. Jacks	X	X	X														X	X	X				
31	FF	R. Smity	X	X	X														X	X	X				
32	FF	J. Frider	X	X	X									X					X	X	X				
33	FF	C. Mundson	X	X	X								X	X					X	X	X				
34	FF	B. Ham	X	X	X		X	X						X										X	X
35	FF	K. Rossmeyer	X	X	X		X	X						X										X	X
36	FF	J. Wayne	X	X	X		X	X						X										X	X
37	FF	B. Thompson	X	X	X		X	X					X											X	X
38	FF	E. Framerson	X	X	X		X	X					X											X	X
39	FF	J. Browny	X	X	X								X											X	X
40	FF	G. Custerly	X	X	X								X											X	X

Town of Chestnut Grove & Fire Department Profile

ID#	RANK	NAME	FIREFIGHTER I	FIREFIGHTER II	EMT	PARAMEDIC	APPARATUS OPERTATOR	AERIAL	FIRE INSTRUCTOR I	FIRE INSTRUCTOR II	FIRE INSPECTOR I	FIRE INSPECTOR II	FIRE INVESTIGATOR	WILDLAND FIREFIGHTER I	FIRE OFFICER I	FIRE OFFICER II	FIRE OFFICER III	FIRE OFFICER V	INTRO TECH RESCUE	CONFINE SPACE	HIGH ANGLE	UNDERWATER	SWIFT WATER	HAZMAT A&O	HAZMAT TECH
41	FF	R. Shell	X	X	X		X	X																	X	X
42	FF	J. Person	X	X	X		X	X						X											X	X
43	FF	R. Geoson	X	X	X		X	X						X											X	X
44	FF	G. Pruison	X	X	X		X	X						X											X	X
45	FF	P. Rodrequez	X	X	X		X	X						X									X	X		
46	FF	T. Mitts	X	X	X		X	X						X									X	X		
47	FF	M. Hamson	X	X	X		X	X															X	X		
48	FF	J. Bont	X	X	X		X	X															X	X		
49	FF	R. Botter	X	X	X		X	X															X	X		
50	FF	E. Allen	X	X	X		X	X															X	X		
51	FF	R. Poet	X	X	X		X	X															X	X		
52	FF	B. Cassidy	X	X	X		X	X															X	X		
53	FP	R. Rogley	X	X	X	X																			X	X
54	FP	G. Kelly	X	X	X	X								X											X	X
55	FP	A. Murson	X	X	X	X	X	X						X											X	X
56	FP	R. Row	X	X	X	X	X	X						X											X	X
57	FP	G. Busher	X	X	X	X	X	X						X											X	X
58	FP	W. Clinton	X	X	X	X	X	X																	X	X
59	FP	S. Stellone	X	X	X	X	X	X															X	X		
60	FP	W. Holden	X	X	X	X																	X	X		
61	FP	R. Scotty	X	X	X	X																	X	X		
62	FP	B. Davison	X	X	X	X																	X	X		
63	FP	O. Bradley	X	X	X	X	X	X						X									X	X		
64	FP	R. Gardner	X	X	X	X	X	X						X									X	X		
65	FP	D. Evans	X	X	X	X								X						X	X	X				
66	FP	J. Lopak	X	X	X	X								X						X	X	X				
67	FP	P. Howe	X	X	X	X	X	X												X	X	X				
68	FP	D. Wardly	X	X	X	X														X	X	X				

Delaware State Fire School   Fire Officer Courses   Model Department Profile

Town of Chestnut Grove & Fire Department Profile

ID#	RANK	NAME	FIREFIGHTER I	FIREFIGHTER II	EMT	PARAMEDIC	APPARATUS OPERTATOR	AERIAL	FIRE INSTRUCTOR I	FIRE INSTRUCTOR II	FIRE INSPECTOR I	FIRE INSPECTOR II	FIRE INVESTIGATOR	WILDLAND FIREFIGHTER I	FIRE OFFICER I	FIRE OFFICER II	FIRE OFFICER III	FIRE OFFICER V	INTRO TECH RESCUE	CONFINE SPACE	HIGH ANGLE	UNDERWATER	SWIFT WATER	HAZMAT A&O	HAZMAT TECH
69	FP	J. Brown	X	X	X	X													X	X	X				
70	FP	B. Baker	X	X	X	X	X	X											X	X	X				
71	FPO	V. Miller	X	X	X		X	X			X	X	X		X	X								X	X
72	AD	S. Stewart																							
73	AD	S. Barr																							
74	AD	C. Muribito																							
75	AD	M. Messick																							

FC – Fire Chief
DC – Deputy Chief
BC – Battalion Chief
Capt. – Captain
Lt – Lieutenant
FF – Firefighter/EMT
FP – Firefighter/Paramedic
FPO – Fire Protection Officer
AD – Administration

Town of Chestnut Grove & Fire Department Profile

- Applicant must be 18 years-of-age and successfully complete the Chestnut Grove Fire Departments 13-week recruit academy, completing physical agility and fitness testing and having a passing score of 70% on all academic and certification tests.

- Complete or have certification in NFPA 470/472/1072 through Hazardous Materials Operations and NFPA 1001 through Firefighter 2

- Obtain or have National Registered Emergency Medical Technician (NREMT) and maintaining all requirements for recertification every 2 years, along with State certification.

Driver/Operator
- Must be 21 years of age and have 2 years after completion of any probationary period.

- Must hold a valid, State-issued Class-A Commercial Driver's License with a driving record without points or suspensions and have successfully completed the State Emergency Vehicle Operators course.

- Completed NFPA 1002 Driver Operator Pumper and Aerial courses.

Lieutenant/Captain
- Must have 5 years after completion of any probationary period.

- Must have served as an apparatus driver.

- Shall hold NFPA 1021 Fire Officer 1 for Lieutenant or Fire Officer 2 for Captain.

- Complete scheduled promotional testing consisting of questions from NFPA 1001 level 1 & 2, NFPA 1021 level 1 & 2, Fire Department policies and procedures, State and locally adopted fire code ordinances, and local personnel and human resources policies.

- Chiefs Panel interview with 1 - operational scenario and 1 - personnel scenario.

Battalion/Fire Protection Officer
- 8 years after completion of any probationary period.

- Must have served as a Lieutenant or Captain for at least 1 year.

- Hold at least NFPA 1021 Fire Officer 2 and NFPA 1031 Fire Inspector 2, (NFPA 1035 Life and Safety Educator preferred).

- Associate degree (or 60 college credit hours) from an accredited college or university preferred. A degree in an emergency services field is also preferred.

Town of Chestnut Grove & Fire Department Profile

- Complete scheduled promotional testing consisting of questions from any previously tested levels, NFPA 1021 level 3, Fire Department policies and procedures, State and locally adopted fire code ordinances, and local personnel and human resources policies.

- Chiefs Panel interview with 1 - operational scenario and 1 - personnel scenario.

Deputy

- Appointment by the Council after Human Resources vetting.

- 12 years on the job not including the recruit academy.

- Hold NFPA 1021 Fire Officer 3, with Fire Officer 4 preferred (or able to be obtained).

- Associate degree in an emergency services field from an accredited college or university.

- Bachelor's degree (or 30 or more college credit hours towards Bachelor's) in an emergency services field from an accredited college or university preferred.

- National Fire Academy Executive Fire Officer or Managing Company Officer certification preferred.

Chief

- Appointment by the Council after Human Resources vetting.

- 15 years on the job not including the recruit academy.

- Hold NFPA 1021 Fire Officer 4.

- Bachelor's degree in an emergency services field from an accredited college or university.

- Master's degree (in any field) preferred, (although degrees in Emergency Management, Fire Administration, or Public Administration preferred).

- National Fire Academy Executive Fire Officer certification preferred.

Fire/Injury Prevention and Investigations
Fires by Cause - 2022

Total Structure Fires	113
Accidental	21
Incendiary	12
Electrical	22
Natural	8
Culinary	50

Home Injuries by Cause - 2022

Town of Chestnut Grove & Fire Department Profile

Falls (Injury Refusal)	59
Falls (Injury Transport)	112
Falls (lift assist)	67
Burns	10
At Structure Fires	6
Tool Injuries	12

Prevention Visits - 2022

Program	Location	Audience
Injury Prevention	Merry Gardens	35 Elderly Adults
Fire Prevention	Legates Elementary	53 Children K-5
Fire Prevention	Open House Sta. 1	156 Contacts

Departmental Injuries and Accidents

Vehicle Collisions	2022	9- 5 injury/ 4 non injury
Bodily injuries	2022	39- mostly strains and sprains – Time lost 3,000 hours
Equipment damage (includes vehicles, gear, and tools)	2022	$600k
Health/Sick Time Use	2022	Time lost 4,200 hours
Insurance Claims (includes workman's compensation, vehicle, and suits against the department)	2022	4.3 million in claims

Emergency Management and Preplanning
Evacuation Centers

Hotels and Motels
120 West Sussex Street-6 floors, 400 rooms with backup generator
104 Brennan Avenue-5 floors, 200 rooms

Schools
Legates Elementary-339 South Turner Street-Capacity for 50 people, kitchen, no backup power
High School-123 South Hutchinson-Capacity for 100 people, kitchen, backup generator

Schools
106 East Kent Street-Capacity for 50 people, kitchen, backup generator
315 East Wilson-Hypes Street-Capacity for 20 people, kitchen, no backup generator

City of Chestnut Grove Resources

Town of Chestnut Grove & Fire Department Profile

Chestnut Grove Police Department

City Hall is located at 115 Grant Street

26 sworn officers, 4 sergeants, 1 Captain, and a Chief. They have 4 administrative support personnel.

12 vehicles total, with 3 that are 4-wheel drive.

Officers 10-hour shifts of 7a-3p, 3p-11p, and 11p-7a (8 hours on patrol, with an hour before and after), on a 2-2-3 rotating basis. They also have a traffic unit of 3 officers, and a school resource officer for the town's schools.

Chestnut Grove 9-1-1 and Emergency Management

103 E Wilson-Hypes Street

9-1-1 Dispatch Center is staffed 24 hours a day, for Police, Fire, and Ambulance

It is staffed with 2 Police Dispatchers, 2 Fire Dispatchers, 3-4 call takers, and a supervisor.

They have a small communications van capable of assisting smaller expanding incidents, with support available through Kirkwood City with a larger, interoperable communications truck. Emergency Management is staffed by a part time Emergency Operations Coordinator (EOC), with support staff of mainly volunteers. They make up the Local Emergency Planning Committee (LEPC) who works with the department on preplanning.

Chestnut Grove Department of Public Works

42 workers

6 supervisors

3 tractors of the 7500 series that are 4-wheel drive.

3 dump trucks with snowplows

3 Case 580k backhoes

4 trash trucks with snowplows

4 4-wheel drive pickups, 2 with snowplows

1 sewer vacuum truck

2 bucket trucks

1 pole setter

3 portable generators (80 kw) on trailers

Town of Chestnut Grove & Fire Department Profile

Chestnut Grove City Map and Quadrant Maps

TOWN OF
CHESTNUT GROVE

Town of Chestnut Grove & Fire Department Profile

Town of Chestnut Grove & Fire Department Profile

Town of Chestnut Grove & Fire Department Profile

TOWN OF CHESTNUT GROVE

S W QUADRANT

Town of Chestnut Grove & Fire Department Profile

TOWN OF
CHESTNUT GROVE

S E QUADRANT

Background

The Chestnut Grove Fire Department Member Services Program is Labor and Management working together to provide resources and tools to enhance our member's quality of life. Our members encounter the same daily stress as the general population such as: finances, relationships, raising a family, caring for sick or injured family members and elder care issues. In addition to these, firefighters are also exposed to on the job stress such as sleep deprivation, traumatic and cumulative effects of calls, repeat callers, and industrial injuries. The combination of life and job stress-ors can negatively impact our member's wellness if not properly dealt with throughout our careers / lives.

Member Services

Member Services is a Joint Labor/Management team created to monitor the efficiency of services provided and to ensure compliance with policy and procedures. *Our mission: Our Family Helping Our Family*

Member Services exists to support our fire department family through any challenges they may face and assist in connecting each other to available resources. Member Services encourages members to watch out for each other, and to seek support early and to deal with life challenges while they are still small. The success of Member Services relies on you, if you see a member that could use help, we are here to help you get them connected.

The Chestnut Grove Fire Fighters Local 493 provides Behavioral Health programs for sworn and non-sworn employees and their families. These services are free of charge to employees and their families. Additional services are provided by the City of Chestnut Grove health care benefit plan. These resources can be accessed and found at
www.firestrong.org.

Phoenix Fire Department

Chestnut Grove Fire Department Member Services section staff positions:

Deputy Chief

Facilitate the Member Services Subcommittee, peer support team, Firestrong resources, retiree program, develop and coordinate trainings, oversee leave tracking and high stress incident programs, develop and maintain community partnerships, provide ongoing support, outreach and referrals.

Captain

Work with battalion chiefs to develop a plan to communicate with their battalion members and rovers to identify those experiencing high levels of stress and providing the proper resources to mitigate the stress. Monitor high stress incidents, assign peers to follow up with members and crews after high stress incidents (HSI) (see MP 105.01B, High Stress Incident Protocol) as needed, and follow-up with battalion chiefs. Monitor sick leave usage report and follow up with battalion chiefs. Maintain communication with members on industrial leave.

Member Services Coordinator

The Member Services Coordinator works with department members and their families to help find the appropriate resource to mitigate their crisis. This position provides consultation, outreach and training, and helps advise the Peer Support Team to ensure compliance of policies and procedures. The Member Services Coordinator is a member of the Mental Health Task Force Advisory Board and assists with training of Peer

members. Assist with compliance of High Stress Incident follow up. Provide relevant mental health education during battalion wide company, Captain, and Battalion Chief trainings.

Peer Support Team Coordinator

This position assists with the peer team profiles and resources on the Firestrong.org website, coordinates marketing of programs, assists with training of Peer Support Team members, and updating of resources and testimonials on department webpage, assign and follow up with members and crews after high stress incidents (HSI) as needed. Available to assist all members and their families with accessing mental health resources.

Peer Support Team Members

Members on this team have successfully completed the Peer Support Team training course, as well as maintain the mandatory continuing educations classes. They provide support to the membership through self referral and high stress incident support and outreach. Member of the team maintain their knowledge of the mental health benefits and resources available to the members and their families.

Local Union 493

Local 493 Member Services programs and positions:

V.P. of Member Services

The V.P. of Member Service facilitates an array of services to fire department members such as oversight of Behavioral Health Assistance Programs contract, Employee Assistance Program contract, Firestrong website management and resources, assisting with funeral arrangements, following up with crews and members after high stress incidents, acquiring medical equipment and special charity events, following up and assisting with retirees.

Member Services Trustees

Assist the V.P. of Member Services carry out services and assist with funeral arrangement, hospital visits, medical equipment, charity events, and any other assistance necessary to help our members, their families, and retirees.

Behavioral Health Assistance Program (BHAP)

The services for these programs are contracted by Local 493 and are in place to provide the following services to the Chestnut Grove Fire members and their families as recommended by NFPA 1500 (section 11.1.1 – 11.1.4). Services are provided free of charge and are confidential in protection afforded by the Health Insurance Portability and Accountability Act (HIPAA).

- Provide assessment and coordination to appropriately trained EAP counseling providers for Trauma, Substance Abuse, or general mental health counseling.

- Trauma/Post-Traumatic Stress related evaluations from High Stress Incidents

- Assist with crisis stabilization of members and their family

- Consultation to supervisors on mental health related issues and assist with evaluation and oversight of member's ability to perform essential job functions and adhere to Conditions of Employment/Remand

The EAP provides counseling sessions to Members and anybody living in their household. Pursuant to Chestnut Grove House Bill 2310 (effective July 2017) members are eligible to receive up to 12 counseling sessions by a licensed counselor who has had training and expertise in Trauma.

Examples of situations that the state has deemed a requirement to offer counseling

- In the case of a public safety employee: visually witnessing the death or maiming or visually witnessing the immediate aftermath of such a death or maiming of one or more human beings

- Responding to or being directly involved in a criminal investigation of a dangerous crime against a child

- Requiring rescue in the line of duty where one's life was endangered

Behavioral Health Assistance Program (BHAP) services will work with the member or household member to find a therapist that will accept their medical insurance if long term counseling is needed.

- All behavioral health resources, instructions and benefits are listed on the Chestnut Grove Fire Department resource page on the FIRESTRONG.ORG website.

Firestrong Website

Firestrong is a website with online resource for members of the Fire Service and their families. The mission of Firestrong is to offer mental, emotional, and physical support to each member of the fire department and their families by providing educational tools, resources, crisis intervention assistance (crisis line) and peer support services.

Fire Support Line

This is a member support line that is completely confidential and separate from the department or union and available 24 hours a day. They can provide crisis stabilization and referrals on the phone or send out a trained crisis intervention team, in unmarked vehicles, to help members and their family on or off duty. The Fire Support contact number is 602- 845-FIRE (3473)

Behavioral Health Assistance Program (BHAP) Supervisory and HR/Personnel Services Supervisory Consultation

Supervisory consultation is a resource tool for supervisors and managers to use for employees who are experiencing emotional issues which are or have the potential to impact job performance. The supervisor's focus should be on job performance issues and refer to the appropriate professional for counseling. Counseling services are available for employees who have been recommended or remanded.

Supervisors may also need Member Services Support. Any member regardless of rank can help another member get help.

Recommendations

Supervisory referrals are made in the event a supervisor notes that employee is experiencing emotional/psychological difficulties but have not reached the point of significantly impacting job performance. Supervisors noting or being informed by the employee that they are experiencing personal problems may be provided information about counseling services as a matter of concern and caring by the supervisor.

When recommendations are made, the supervisor is not informed of the employee's attendance, course of treatment, or discharge date. Employees receiving counseling services through supervisor recommendations are covered by all the statutory rights of confidentiality afforded a self-referral.

Remanded

In the event a supervisor determines that job performance is negatively impacted and the employee is requiring counseling services, he or she may be mandated to the Program as a condition of employment.

When an employee is remanded for care he or she will be required to sign a release of information during their consultation with their supervisor. This release specifies that the provider release to the Department and the supervisor:

1. Confirmation that the employee is attending counseling sessions

2. Progress on treatment plan

3

3. Reports of drug screens where this is required

4. Cooperation and motivation of the employee in counseling

5. Date of completion of services

Client Records and Files

An individual client record documenting presenting problem, treatment process and termination/close-out information for everyone who utilizes the employee assistance program is maintained. Those records are the property of the provider and are confidential and maintained accordingly.

Policy

Federal confidentiality regulations, data privacy acts and State Statues regarding confidentiality of client information are strictly followed. Exceptions to these standards may be required by law if the member presents an obvious danger to self or others, child or elder abuse. The other two exceptions will be to fulfill the requirement of a court subpoena or national security risks.

Names of employees or dependents that utilize this service shall not be made available either directly or indirectly to any party as explained in the above paragraph.

In the case of supervisory referral, the supervisor will be notified when the initial appointment is made only with the written approval of the client.

Employee Assistance Program records and information will not be disclosed or provided on receipt of a subpoena for records without a signed consent from the client on file with EAP, unless EAP subsequently receives a court order ordering disclosure, and that the court order has been reviewed by legal counsel before compliance with the order.

Additional Resources

Crisis Response (CR) Supervisors

The CR supervisors can be directed by Fire Department Management or Member Services Staff to assist with member service issues. They are master level clinicians with a wide range of experience navigating mental health and social services resources, grief, child IEP school issues, elder care issues, domestic violence, custody, and crisis intervention and management.

Peer Support Team Program Policies

Mission Statement: Listen, Refer, & Support

Peers are to Listen to the member to understand their situation and possible needs. If it is appropriate according to the member's situation they are to then Refer the member to the appropriate Professional Provider and/or Program. Afterwards, the Peer is to continue to Support and reevaluate their needs. The Peer Team member's role is one of support and allowing the Professional Provider to facilitate the members' reactions to a critical incident, job related stress or personal crisis.

Purpose

The Peer Support Team functions as a means for members to utilize other members for emotional support of everyday issues, and to provide information and assistance. The support team acts as a liaison for connecting members with complex or more severe issues to wellness professionals. Peer Support Team members are not trained mental health professionals, but are trained to Listen, Refer and Support fire department members and their family.

The Peer Support Team is comprised of department members who have been specially trained in stress management, crisis intervention and communication techniques. Support team members will work in conjunction with designated mental health professionals.

Policy

The Peer Support Program shall consist of volunteer Peer Support Team Mentors who have had training in active listening skills, referral and crisis intervention. This includes common issues and feelings associated with critical stress. These volunteers will be trained to provide support and reassurance to fellow members who are experiencing job or personal stress, a critical incident and/or are in crisis. Peers will not break confidentiality unless the person is a danger to himself/herself or to others.

Peer support is not to be considered a substitute for professional counseling. Peer Support members are not trained mental health professionals; they are peer support providers. All peer support activities shall be voluntary. It is only meant to be an extra available resource to the members when needed. Members may choose to utilize or reject Peer Support services.

Peer Support Advisory Board (Consists of Member Services Deputy Chief, L493 Member Services Vice President, and Licensed Behavioral Health Professional)

- Oversees the selection of Peers
- Develop and advise on policy
- Constitute a line of authority from the Mental Health Professional to the department
- Receive information on the progress of the program
- Help find funding for the program
- To provide administrative support to the program
- Evaluate the program's operation
- Maintain adherence to the Peer Support Program Standard Operating Procedures

Peer Support Team Coordinator

The Peer Support Team Coordinator manages the program and coordinates the team of peers and the role is designed to be the link between the program and the Board.

The functions of the Peer Support Team Coordinator are:
- The Peer Support Team Coordinator is appointed by the Advisory Board and their main responsibility is to assist the Advisory Board in continuous evaluation and maintaining of the Peer Support Program.
- Have a running list of professional resources for potential referrals.
- Maintain an accounting of resources utilized by the Program, including appropriate statistical data.
- Coordinate the educational materials for the Peer Support Program.
- Coordinate individual peer support outreach to members after high stress incidents.
- Ensure that Peers adhere to the Program's confidentiality policies.
- Receive complaints regarding any part of the Program, process, advise Advisory Board of major complaints, and notify complainants of action taken **Goals of the Peer Support Team Program**

- To provide an added resource that will aid members and their families in their personal and professional crisis situations and to continue to nurture their mental and emotional wellness.
- To provide a liaison between the member and their resources for support.
- To continue to build a reputation that members can trust and ultimately a successful program.

Member Services Leave Use Tracking and Industrial Injury Leave Use Tracking

An increase in sick leave use is often an indication that a member is dealing with some type of life stressor. Leave use tracking is a means to identify these members and get them connected early with appropriate resources. A leave report is generated and analyzed each quarter and presented to battalion chiefs and sections heads by Member Services staff.

The criteria for a member to appear on this report is 100 hours or less accumulated sick leave, or 4 or more sick leave occurrences in 90 days. This report is generated as an awareness to supervisors and is non-punitive in nature.

Industrial Injury

Being off of work due to an industrial injury for an extended period of time can significantly impact a member's quality of life. These members are usually in pain and are placed off of work and often become distanced or isolated from their crews at the station. This situation can both physically and psychologically effect the injured member and their family. Members who are on industrial leave will be contacted by Member Services on a monthly basis to see how they are doing and if additional support or resources are needed. This contact is in addition to the communication already provided by Health Center staff.
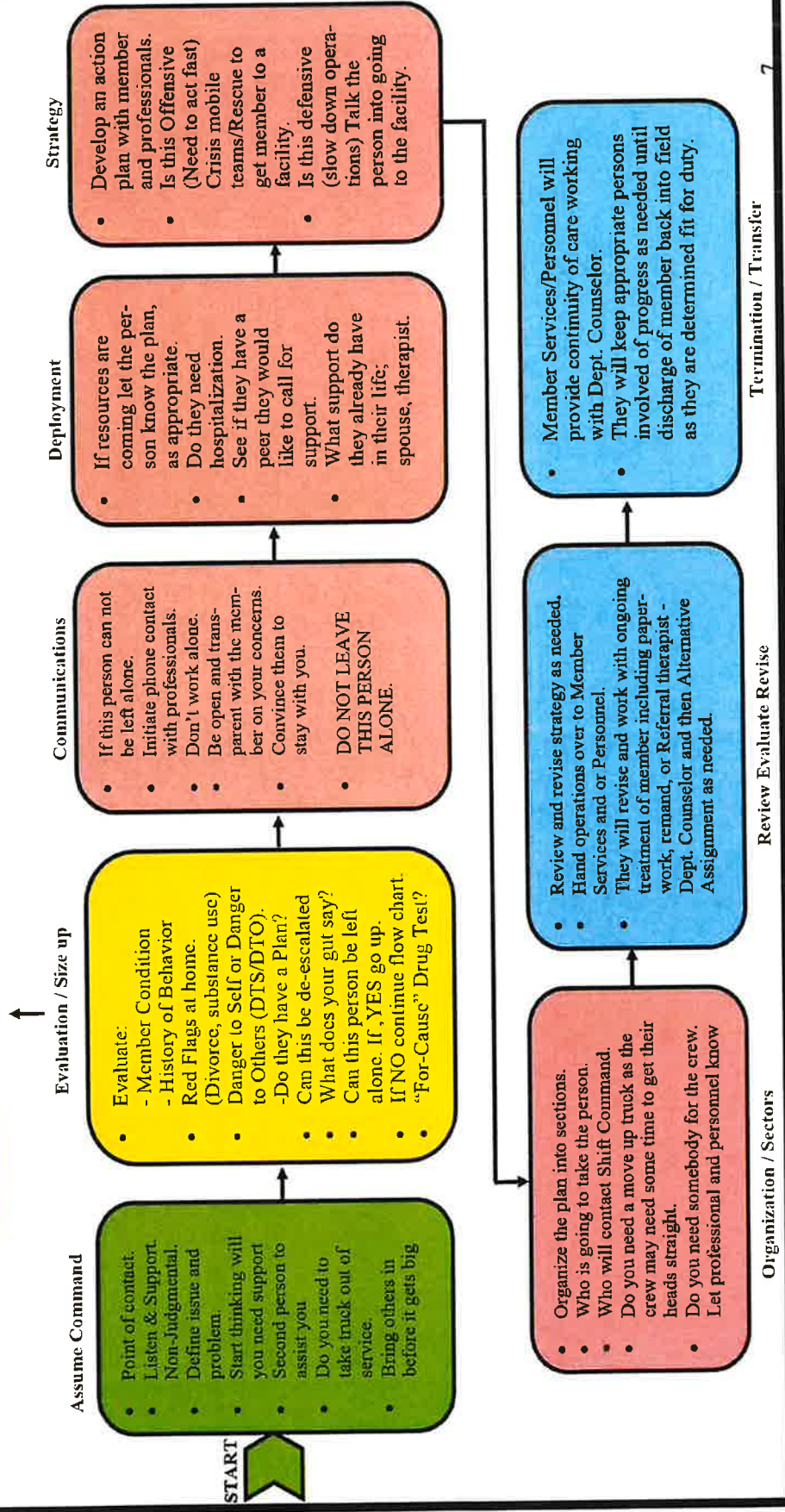
*8 Function of Crisis Care Flow Chart

8 Functions of Member Services

Crisis Care

Listen, Refer, and Support
(Call for help early before things get big)

Firestrong — Begin To Build A Stronger You

- Person is Safe.
- No need for crisis professionals.
- Offer support, CR Supervisors, Peer Support Team, (Department Counselor, Member Services, EAP, or Counseling through insurance all resources are on Firestrong.org.
- Assign person to check in with this member before next shift.
- Remember you can use Supervisor Referral to aid in accountability for them to seek help.

Assume Command

START

- Point of contact.
- Listen & Support. Non-Judgmental.
- Define issue and problem.
- Start thinking will you need support
- Second person to assist you
- Do you need to take truck out of service.
- Bring others in before it gets big

Evaluation / Size up

- Evaluate:
  - Member Condition
  - History of Behavior
  - Red Flags at home. (Divorce, substance use)
  - Danger to Self or Danger to Others (DTS/DTO).
  - Do they have a Plan?
- Can this be de-escalated
- What does your gut say?
- Can this person be left alone. If, YES go up. If NO continue flow chart.
- "For-Cause" Drug Test?

Communications

- If this person can not be left alone.
- Initiate phone contact with professionals. Don't work alone.
- Be open and transparent on your concerns. Convince them to stay with you.
- DO NOT LEAVE THIS PERSON ALONE.

Deployment

- If resources are coming let the person know the plan, as appropriate. Do they need hospitalization.
- See if they have a peer they would like to call for support.
- What support do they already have in their life; spouse, therapist.

Strategy

- Develop an action plan with member and professionals. Is this Offensive (Need to act fast) Crisis mobile teams/Rescue to get member to a facility. Is this defensive (slow down operations) Talk the person into going to the facility.

Organization / Sectors

- Organize the plan into sections.
- Who is going to take the person.
- Who will contact Shift Command.
- Do you need a move up truck as the crew may need some time to get their heads straight.
- Do you need somebody for the crew. Let professional and personnel know

Review Evaluate Revise

- Review and revise strategy as needed.
- Hand operations over to Member Services and or Personnel.
- They will revise and work with ongoing treatment of member including paperwork, remand, or Referral therapist - Dept. Counselor and then Alternative Assignment as needed.

Termination / Transfer

- Member Services/Personnel will provide continuity of care working with Dept. Counselor. They will keep appropriate persons involved of progress as needed until discharge of member back into field as they are determined fit for duty.

7

Assume Command:	Point of Contact
Evaluate:	Member Condition Are they a Danger to Themselves or Others (DTS/DTO) *If they are not DTS or DTO go over resources and phone numbers* *Think about Supervisor Referral*
Communication:	If they are DTS or DTO call professionals
Deployment:	Bring in others to help you before it gets Big Do Not Leave this Person alone
Strategy:	Make a plan with Professionals on where the best place is to take this member
Organization / Sector:	Who will transport the member, who will stay with the member?
Review, Evaluate, Revise:	Member Services will continue with treatment and follow-up
Termination / Transfer:	Members Services / Personnel will keep appropriate persons involved of progress and "fit for duty" status

High stress incident -HSI

- Let crew know that you are aware of the call they have been on
- Ask them about the call. *"Tell me what happened on this call?"*
  "What information were you given prior to arrival?"
  "What happened on-scene?"

- Listen for information or cues on how they feel about what took place. If you sense anger or frustration at customer, parents, PD, hospital staff, or other members don't agree or disagree, just listen and tell them you hear and understand their frustration
- If you sense they are feeling good about how the call was handled, commend their actions if they were beneficial
- Try to ascertain if any of the crew members have personal circumstances that are similar to the HSI and remind them of FIRESTRONG.org to find resources and peers and/or advise them to go home.

- Tell crew that they know each other better than anyone and to look out for each other. If the call continues to carry with them in their thoughts, remind them to talk about it with other peers, trusted supervisors, family, and friends. Utilize FIRESTRONG.ORG for other helpful options. Emotions and stress are normal to experience in this type of job. Every call will affect everyone differently. It depends on what's going on in your life at this moment and what has gone on in your life prior to this moment.
- CR supervisors can assist in retrieving answers to questions crews may have about the incident by gathering info from CR crews that were on scene or PD detectives that worked the incidents. CR supervisors and member services staff available to have reach out respond and allocate peers for support services.

- It is normal to replay an incident over in your mind but if this starts to affect your ability to concentrate, sleep etc and is not diminishing over a couple of days then you should seek out the following resources. Once you reach out and talk through this incident or others that might be contributing to the reaction you will unload the stress. If you don't it will keep accumulating with each call or stressful situation you encounter at home or at work.

Physical distress: Headaches, Muscle spasms, Fatigue/exhaustion, Indigestion, nausea, vomiting

Severe Physical distress: Chest pain, Re-current headaches, Persistent Irregular heartbeats

Emotional distress: Anxiety, Irritability, Anger, Mood swings, Depression, Grief

Severe Emotional Distress: Panic attacks, Overwhelming feelings, Persistent flat affect, Lack of emotional expression, Speaking in monotone voice, Absence or diminished facial expressions, Immobilizing depression

Behavioral Distress: Impulsiveness, Alcohol/Drug Use, Hyper startle, Sleep disturbance, Withdrawal, Family Discord

Evidence-based outcomes

Peer-reviewed studies show that members feel better and are more productive at work after engaging in or receiving care through the MAP program.

87%
of employees with depression showed reliable improvement after treatment

78%
of employees with anxiety showed reliable improvement after treatment

74%
of employees at risk for alcohol misuse were no longer at risk after treatment

88%
of employees with a productivity problem recovered after treatment

40 hours
restored productive work time per month on average after treatment

1. Defining Diversity, Equity, Inclusion, and Belonging

For the purposes of this policy, this is how the Chestnut Grove Fire Department defines diversity, equity, inclusion, and belonging.

- **Diversity:** Acknowledging and embracing differences in race, ethnicity, gender, sexual orientation, age, religion, abilities, and more.

- **Equity:** Ensuring fair treatment, access, opportunity, and advancement for all individuals.

- **Inclusion:** Creating an environment where every individual feels welcomed, respected, and valued.

- **Belonging:** Fostering an environment where everyone feels a sense of connection and acceptance within the workplace.

2. Our Commitment

We are committed to cultivating a workplace that celebrates and values diversity, promotes equity, and fosters a sense of belonging for all. This is foundational to our culture, guiding our actions and practices. We believe that a diverse and inclusive environment drives innovation, enhances employee engagement, and fuels our collective success.

- **Embracing Diversity:** We acknowledge and celebrate the diversity of our employees, which includes differences in race, ethnicity, gender, sexual orientation, age, religion, ability, background, and more. We recognize that each individual brings unique perspectives and experiences that contribute to our company's success.

- **Ensuring Equity:** We are dedicated to creating an equitable workplace where fairness and justice prevail. We strive to eliminate barriers to advancement and ensure equal opportunities for growth, development, and success for all employees.

- **Promoting Inclusion:** We are committed to fostering an inclusive environment where every employee feels welcomed, respected, and valued. We encourage open dialogue, actively listen to diverse viewpoints, and create spaces where everyone can contribute and thrive.

- **Cultivating Belonging:** We aim to create a workplace culture where every individual feels a sense of belonging, where they can bring their authentic selves to work without fear of discrimination or bias. We prioritize creating a supportive and nurturing environment for all.

The Chestnut Grove Fire Department recognizes that our commitment to DEIB is an ongoing journey that requires continuous learning, reflection, and action.

We encourage every employee to actively participate, champion inclusive behaviors, and contribute to creating a workplace where diversity is celebrated, equity is upheld, inclusion is practiced, and belonging is felt by all.

We stand together, united in our commitment to DEIB, as it is integral to who we are and what we aspire to become.

3. Scope and Applicability

This policy applies to all employees, vendors, and any interactions within the workplace.

- **Company Roles and Responsibilities:** HR will oversee the implementation and monitoring of DEIB initiatives. Leadership and managers are accountable for modeling inclusive behaviors and fostering an inclusive work environment.

- **Employee Participation:** All employees are expected to actively contribute to an inclusive workplace culture.

4. DEIB Initiatives and Strategies

The company will commit to building and maintaining the infrastructure necessary to uphold these strategies:

- **Diverse Hiring Practices:** Implement unbiased recruitment strategies, diverse candidate sourcing, and inclusive hiring practices to attract and retain talent from varied backgrounds.

- **Equitable Compensation and Benefits:** Regularly review compensation structures to ensure fairness and equity across all demographics, providing equal pay for equal work.

- **Training and Education:** Conduct regular DEIB training sessions for all employees, including leadership, to raise awareness, challenge biases, and promote understanding of diverse perspectives.

- **Employee Resource Groups (ERGs):** Establish and support ERGs to provide a platform for employees to connect, share experiences, and advocate for diversity and inclusion within the company.

- **Inclusive Workplace Culture:** Foster an inclusive culture by encouraging open dialogue, valuing diverse opinions, and promoting a sense of belonging for all employees.

- **Career Development Opportunities:** Provide equitable access to training, mentorship, and career advancement opportunities for all employees, ensuring fairness in promotions and career growth.

- **Performance Evaluation:** Review performance evaluation processes to prevent biases and ensure fair assessments based on merit and contributions rather than subjective judgments.

- **Diversity Metrics and Accountability:** Implement measures to track diversity metrics and hold leadership accountable for meeting DEIB goals and objectives.

- **Community Engagement:** Engage with diverse communities through partnerships, sponsorships, and initiatives that support and reflect the departments commitment to DEIB.

- **Non-Retaliation Policies:** Establish clear policies that prohibit retaliation against employees who report DEIB-related issues, ensuring a safe environment for reporting concerns.

- **Supplier Diversity:** Encourage diversity in supplier relationships by partnering with diverse vendors and suppliers, promoting economic equity in Fire Department operations.

- **Transparency and Communication:** Maintain transparent communication about DEIB efforts, progress, and challenges within the company, fostering accountability and trust among employees.

- **Employee participation and expectations:** By actively engaging in these practices, employees play a vital role in upholding and promoting a culture of DEIB within the workplace.

- **Lead By Example:** Model inclusive behaviors and attitudes to inspire others and contribute to a more diverse and inclusive workplace culture. Show respect for all individuals, active participation in diversity initiatives, and creating an inclusive environment.

- **Respect Differences:** Embrace and respect the different backgrounds, perspectives, and life experiences of colleagues. Use individuals' self-identified pronouns and respect their chosen identities, creating an inclusive and affirming environment.

- **Promote Inclusivity:** Actively include others in discussions, projects, and social activities to ensure everyone feels valued and heard. Speak up against discrimination, microaggressions, or exclusionary behaviors respectfully and constructively.

- **Challenge Bias:** Recognize and challenge unconscious biases in yourself and others to foster a more equitable workplace. Act as an ally by supporting underrepresented groups, amplifying their voices, and advocating for their inclusion and equal opportunities.

- **Listen Actively:** Listen attentively and empathetically to diverse viewpoints and experiences without judgment.

- **Avoid Stereotyping:** Refrain from making assumptions or stereotyping based on characteristics such as race, gender, age, or abilities.

- **Support Others:** Offer support and encouragement to colleagues, especially those who might face discrimination or feel excluded. Encourage and welcome diverse perspectives in meetings, projects, and decision-making processes.

- **Complete DEIB Training and Education:** Participate actively in DEIB training and educational opportunities provided by the company to enhance understanding and awareness. Take the initiative to educate yourself about different cultures, backgrounds, and experiences to broaden your understanding and empathy.
- **Report Violations:** Report any violations or instances of discrimination observed in line with company policies and procedures, ensuring a safe and respectful workplace for everyone.

5. Reporting Procedures and Assurance of Non-Retaliation

The Chestnut Grove Fire Department takes reports of discrimination, harassment, or violations of our DEIB policy seriously. We have zero tolerance for employees who discriminate against other members, create an unwelcoming or unsafe environment, or perpetuate inequities against others.

The Chestnut Grove Fire Department will not tolerate discrimination based on demographics such as race, ethnicity, gender identity, national origin, sexuality, marital status, age, or socioeconomic status. This applies to conduct toward employees, contractors, partners, or online audiences while acting as an employee of the department. We encourage all employees, contractors, and stakeholders to report any concerns or incidents they experience or witness that go against our DEIB principles. We provide multiple channels for reporting to ensure accessibility and confidentiality:

Reporting Channels:

- **Directly to the HR Department:** Employees can report concerns to the HR department either in person, via email, or through a dedicated reporting hotline.

- **Through Management or Leadership:** Employees have the option to report incidents to their immediate supervisor, or any member of the HR staff.

- **Anonymously:** We offer an anonymous reporting system where individuals can report concerns without revealing their identity through an online platform or designated mailbox.

Reporting Procedure:

- Individuals should provide detailed information regarding the incident, including date, time, location, description of the behavior or action, and names of individuals involved or witnesses.

- HR or designated investigators will conduct a prompt and impartial investigation into all reported concerns or incidents.

Assurance of Protection Against Retaliation:

The Chestnut Grove Fire Department strictly prohibits retaliation against any individual who reports concerns in good faith or participates in an investigation related to DEIB policy violations. Retaliation against employees for reporting concerns or assisting in investigations is a violation of department policy and will result in disciplinary action, up to and including termination.

- Employees who report concerns, participate in investigations, or support others in doing so, will not face adverse actions as a result of their involvement.

- Confidentiality will be maintained to the extent possible during investigations, and information will only be disclosed on a need-to-know basis.

6. Compliance with Laws and Regulations

The Chestnut Grove Fire Department DEIB policy is developed and maintained in strict adherence to all applicable laws, regulations, and industry standards pertaining to diversity, equity, inclusion, and non-discrimination in the workplace.

We are committed to upholding the highest legal and ethical standards in fostering a workplace environment that embraces diversity, ensures equity, promotes inclusion, and fosters a sense of belonging for all employees. Our DEIB policy is designed to align with, and often exceed, the requirements set forth by local, national, and international laws and regulations governing equal employment opportunities, anti-discrimination, and harassment prevention.

We regularly review and update our DEIB policy to ensure compliance with evolving legal frameworks, industry best practices, and societal changes. Furthermore, we engage legal counsel and subject matter experts to ensure our policy remains current, robust, and in accordance with the latest legal requirements.

By adhering to these laws, regulations, and industry standards, we affirm our commitment to creating a workplace environment that values diversity, promotes fairness and inclusion, and prohibits all forms of discrimination and harassment. We remain dedicated to continuously

improving our DEIB practices and maintaining a workplace that respects the rights, dignity, and contributions of every individual.

7. Monitoring, Evaluation, and Accountability

Monitoring and Evaluating DEIB Initiatives

The Chestnut Grove Fire Department recognizes the importance of monitoring and evaluating our DEIB initiatives to ensure their effectiveness and alignment with our organizational goals. To achieve this, we have established the following mechanisms:

- **Data Collection and Analysis:** We employ data-driven approaches to gather information on the representation of diverse groups within our workforce, tracking hiring, retention, promotion rates, and employee feedback related to DEIB.

- **Employee Surveys and Feedback:** Regular surveys and feedback mechanisms are utilized to gauge employee perceptions, experiences, and satisfaction regarding our DEIB efforts, allowing us to identify areas for improvement.

- **Performance Metrics and Key Performance Indicators (KPIs):** We set specific KPIs and performance metrics related to DEIB initiatives, enabling us to measure progress against established goals.

Assigning Accountability and Setting Measurable Goals for DEIB Progress We hold ourselves accountable for the success of our DEIB initiatives by assigning responsibility and accountability to designated individuals or teams within the organization. Accountability is established by:

- **Role Assignments:** Designating specific individuals or committees responsible for overseeing, implementing, and evaluating DEIB initiatives.

- **Measurable Goals:** Setting clear, measurable, and time-bound goals aligned with our DEIB objectives. These goals are regularly reviewed, and progress is tracked to ensure accountability and progress towards our targets.

- **Regular Progress Reviews:** Conducting periodic reviews and assessments to evaluate the progress of DEIB initiatives and address any challenges or gaps in meeting our goals.

Commitment to Regularly Review, Update, and Improve DEIB Policy
We are committed to the ongoing improvement and evolution of our DEIB policy. This commitment includes:

- **Regular Reviews:** Conducting regular reviews of our DEIB policy to ensure it remains aligned with our organizational values, legal requirements, and best practices in the field of diversity, equity, inclusion, and belonging.

- **Feedback Integration:** Welcoming feedback from employees, stakeholders, and experts in the field to incorporate diverse perspectives and continuously improve our DEIB practices.

- **Adaptation to Changing Needs:** Being responsive to changing societal, cultural, and organizational needs, and updating our DEIB policy accordingly to ensure its relevance and effectiveness.

7. Conclusion

The Chestnut Grove Fire Department DEIB policy is a commitment to creating a workplace that celebrates diversity, promotes equity, ensures inclusion, and fosters belonging. By upholding these principles, we aim to build a more robust, innovative, and inclusive environment for all our employees.

Frequently Asked Questions

- **What is the difference between diversity, equity, inclusion, and belonging?** Diversity refers to the variety of differences among individuals in a workplace, including race, ethnicity, gender, age, abilities, and more.

  Equity involves ensuring fairness and impartiality in policies and practices to create equal opportunities for all.

  Inclusion focuses on creating an environment where everyone feels respected, valued, and empowered to contribute fully.

  Belonging goes beyond inclusion and signifies a deeper sense of connection and acceptance within the workplace.

- **Why is workplace diversity important?**
  Workplace diversity is crucial as it fosters innovation, creativity, and better problem-solving by incorporating different perspectives and experiences. It also helps attract and retain top talent, improves employee morale and engagement, and reflects the diverse markets and communities' companies serve.

- **How does equity differ from equality in the workplace?**
  Equality treats everyone the same. Equity, on the other hand, recognizes that not everyone starts from the same place and involves distributing resources and opportunities based on individual needs to achieve equality.

- **How can employees contribute to fostering DEIB in the workplace?**

Employees can contribute by embracing diversity, actively participating in inclusion initiatives, advocating for equitable practices, fostering respectful interactions, and supporting colleagues from diverse backgrounds.

- **What are unconscious biases, and how do they impact DEIB in the workplace?** Unconscious biases are automatic, ingrained attitudes or stereotypes that influence our understanding, actions, and decisions without conscious awareness. These biases can hinder DEIB efforts by influencing hiring, promotions, and day-to-day interactions, often leading to unintentional discrimination.

- **What are Employee Resource Groups (ERGs), and how do they support DEIB?** ERGs are voluntary, employee-led groups that provide a platform for employees with shared characteristics or experiences to come together, share perspectives, offer support, and advocate for inclusivity and equity within the organization.

- **What should I do if I witness or experience a violation of the DEIB policy?**
  If you witness or experience a violation of the company's DEIB policy, it's essential to report it promptly through the designated channels outlined in our policy. You can report to your manager, HR department, or utilize anonymous reporting systems if available. All reports will be taken seriously, investigated promptly, and handled with confidentiality and sensitivity.

- **How are investigations conducted regarding alleged violations of the DEIB policy?**
  Investigations into alleged violations of the DEIB policy are conducted thoroughly, impartially, and in accordance with company procedures. Upon receiving a report, HR or designated investigators will gather relevant information, interview involved parties and witnesses, and assess evidence to reach a fair and informed conclusion. The company is committed to respecting the privacy and confidentiality of all individuals involved during the investigation process.

- **What actions are taken against individuals found in violation of the DEIB policy?** If an investigation confirms a violation of the DEIB policy, appropriate disciplinary actions will be taken based on the severity and nature of the violation. These actions may include counseling, training, written warnings, suspension, or termination, in line with company policies and legal obligations. Additionally, the company may implement corrective measures to prevent similar incidents in the future and promote a more inclusive and respectful workplace culture.

National Certification Candidate Handbook

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