



# Truro Select Board

Tuesday, September 8, 2020

Remote Meeting-5:00pm

This will be a remote meeting. Citizens can view the meeting on Channel 18 in Truro and on the web on the "Truro TV Channel 18" button under "Helpful Links" on the homepage of the Town of Truro website. Click on the green "Watch" button in the upper right of the page. **To provide comment during the meeting please call in toll free at 1 877-568-4106 and enter the following access code when prompted: 700-259-205.** Please note that there may be a slight delay (15-30 seconds) between the meeting and the live-stream (and television broadcast). If you are watching the meeting and calling in, please lower the volume on your computer or television during public comment so that you may be heard clearly. We ask that you identify yourself when calling in to help us manage multiple callers effectively. Citizens may also provide public comment for this meeting by emailing the Town Manager at [rpalmer@truro-ma.gov](mailto:rpalmer@truro-ma.gov) with your comments.

## 1. PUBLIC COMMENT

## 2. PUBLIC HEARINGS

- A. Eversource Petition for 34 Bay View Road

## 3. BOARD/COMMITTEE/COMMISSION APPOINTMENTS

- A. Dave Evans to the Climate Action Committee

## 4. TABLED ITEMS NONE

## 5. SELECT BOARD ACTION

- A. Vote to Lower the 2020 Annual Town Meeting Quorum  
Presenter: Rae Ann Palmer, Town Manager and Monica Kraft, Moderator
- B. Update on Town Meeting Plans  
Presenter: Rae Ann Palmer, Town Manager
- C. Final Vote on Town Meeting Warrant and Vote to Post the Warrant  
Presenter: Rae Ann Palmer, Town Manager
- D. Review and Approval of Updated Policy Manual for the Truro Fire Department  
Presenter: Tim Collins, Fire Chief
- E. Update on Culvert Projects  
Presenter: Jarrod Cabral, DPW Director and Emily Beebe, Health and Conservation Agent
- F. Approval of October Spending Plan  
Presenter: Rae Ann Palmer, Town Manager

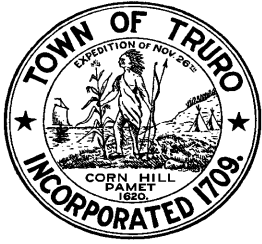
## 6. CONSENT AGENDA

- A. Review/Approve and Authorize Signature:
  1. *Reappointment of Susan Howe to the Community Preservation Committee*
  2. *Reappointment of Jennifer Shannon to the Taxation Aid Committee*
  3. *Review and Approve Entertainment Application for Truro Vineyards of Cape Cod*
- B. Review and Approve Select Board Minutes: *None*

## 7. SELECT BOARD REPORTS/COMMENTS

## 8. TOWN MANAGER REPORT

## 9. NEXT MEETING AGENDA: September 22<sup>nd</sup>



# TOWN OF TRURO

## Select Board Agenda Item

**DEPARTMENT:** Administration

**REQUESTOR:** Noelle Scoullar, Executive Assistant

**REQUESTED MEETING DATE:** September 8, 2020

**ITEM:** Eversource petition to install approximately 225 feet of conduit/cable in Bay View Road to provide underground electrical service to customers at 34 Bay View Road.

**EXPLANATION:** Eversource has submitted a petition to install 225 feet of conduit/cable in Bay View Road to provide underground electric service to customers located at 34 Bay View Road. All necessary fees have been paid. Abutter notifications were mailed out on August 7, 2020. A Public Hearing notice appeared in the Provincetown Banner on August 13, 2020

**FINANCIAL SOURCE (IF APPLICABLE):** N/A

**IMPACT IF NOT APPROVED:** The customers at 34 Bay View Road will not receive underground electrical service.

**SUGGESTED ACTION:** *Motion to approve the petition from Eversource to install approximately 225 feet of conduit/cable for service to 34 Bay View Road, and to authorize the Clerk to sign the Work Order #2394173 and the Board to sign the Certificate of Hearing.*

**ATTACHMENTS:**

1. Eversource petition; work order; certificate of hearing, and public hearing notice.



484 Willow Street  
W. Yarmouth, MA 02673

July 30, 2020

Select Board  
Town of Truro  
Box 2030  
24 Town Hall Road  
Truro, MA 02666

Dear Board Members:

Enclosed is a petition to install approximately 225 feet of conduit/cable in Bayview Road, Truro.

This proposed location (s) is necessary to provide underground electric service to customers @ 34 Bayview Road. This petition will require a notice to abutters and a hearing.

Will you please present this petition before the Board for customary action and approval?

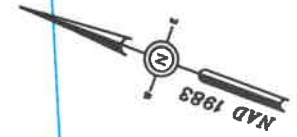
If you have any questions, feel free to contact me at 508-790-9022 or the email address provided below.

Warm Regards,

*Jessica Elder*

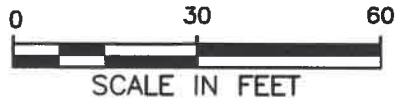
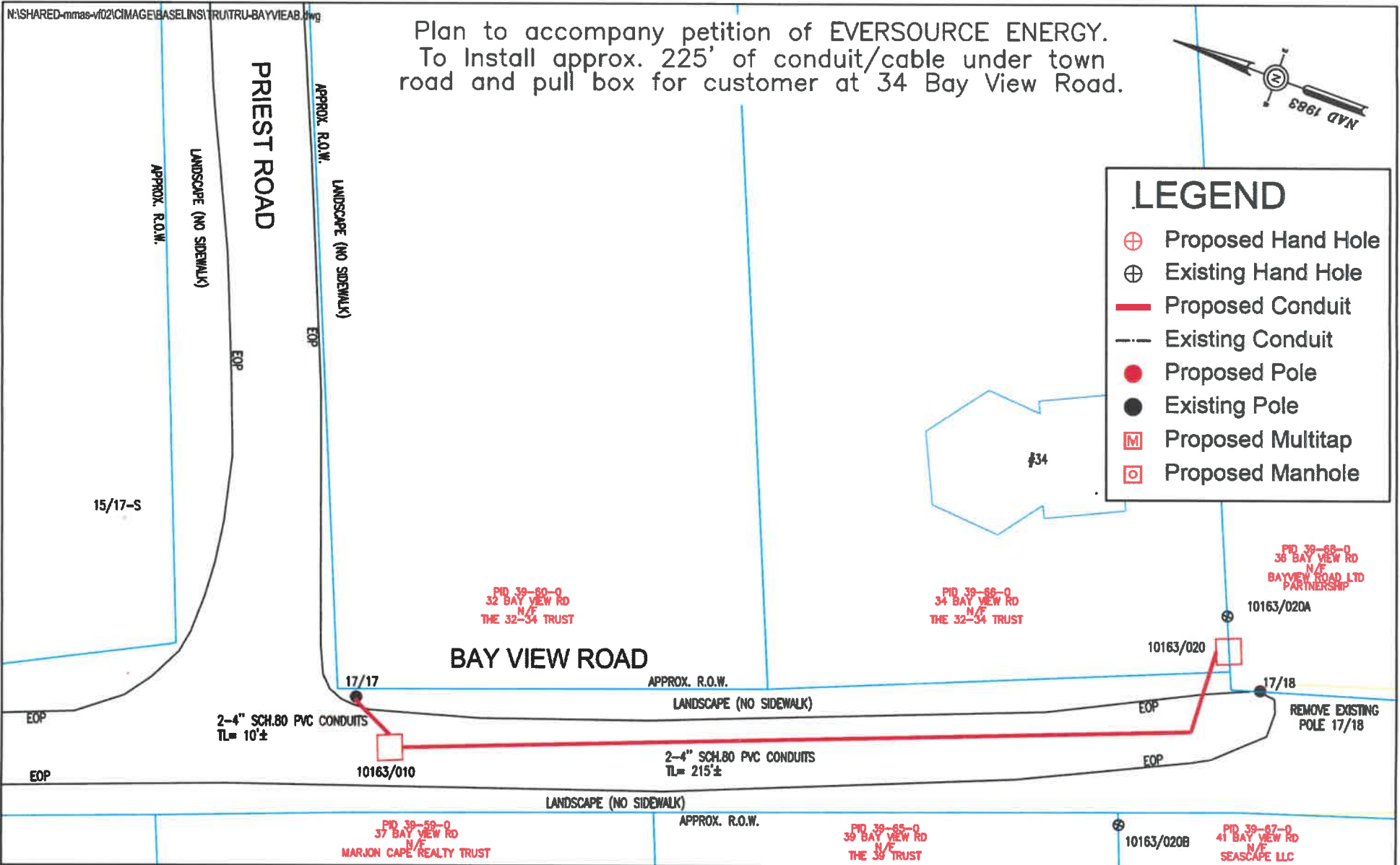
Jessica Elder  
Right of Way Agent  
[Jessica.Elder@Eversource.com](mailto:Jessica.Elder@Eversource.com)  
NSTAR Electric  
d/b/a Eversource Energy

Plan to accompany petition of EVERSOURCE ENERGY.  
 To Install approx. 225' of conduit/cable under town road and pull box for customer at 34 Bay View Road.



### LEGEND

- ⊕ Proposed Hand Hole
- ⊕ Existing Hand Hole
- Proposed Conduit
- - - Existing Conduit
- Proposed Pole
- Existing Pole
- Ⓜ Proposed Multitap
- Ⓢ Proposed Manhole



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#### MASS. LAW

REQUIRES 72 HOURS ADVANCE NOTICE TO UTILITY COMPANIES  
 BEFORE DIGGING BY ANYONE. CALL DIG-SAFE 1-888-344-7233

|                          |   |                |
|--------------------------|---|----------------|
| P# 2394173               | <br>1185 MASSACHUSETTS AVE. DORCHESTER, MASS. 02125 |                |
| Ward #                   |   |                |
| Work Order # 2394173     | Plan of BAY VIEW ROAD                               |                |
| Surveyed by: N/A         | TRURO   |                |
| Research by: N/A         | Showing Proposed conduit and pull box               |                |
| Plotted by: NITSCH       |   |                |
| Proposed Structures: TL  |   |                |
| Approved: A DEBENEDICTIS | Scale 1"=30'  | Date 6/26/2020 |
| P#                       | SHEET   | 1 of 1         |



**PETITION FOR  
UNDERGROUND CABLE AND CONDUIT LOCATIONS  
WO#02394173**

**Barnstable, Massachusetts  
To the Select Board for the Town of Truro, Massachusetts.**

**July 07, 2020**

**NSTAR ELECTRIC COMPANY d/b/a EVERSOURCE ENERGY**

**request permission to locate underground cables, conduits and manholes, including the necessary sustaining and protecting fixtures, in, under, along and across the following public way or ways:**

**Bayview Road, Truro  
To install 225'+/- of conduit and cable on side of road**

**Wherefore it prays that after due notice and hearing as provided by law, it be granted a location for and permission to install and maintain underground cables, conduits, and manholes, together with such sustaining and protecting fixtures as it may find necessary, said underground cables, conduits, and manholes to be installed in accordance with the plan files herewith marked Plan No. 2394173 Dated June 26, 2020.**

**NSTAR ELECTRIC COMPANY  
d/b/a EVERSOURCE ENERGY**

By           *Jessica Elder*            
**Right of Way Agent  
Jessica S. Elder**

**FORM OF ORDER FOR  
UNDERGROUND CABLE AND CONDUIT LOCATIONS  
WO#2394173**

**IN SELECT BOARD FOR THE TOWN OF TRURO, MASSACHUSETTS.**

**Notice having been given and a public hearing held, as provided by law,  
IT IS HEREBY ORDERED:  
that the NSTAR ELECTRIC COMPANY d/b/a EVERSOURCE ENERGY**

**be and it is hereby granted a location for and permission to install and maintain underground cables, conduits and manholes, together with such sustaining and protecting fixtures as said Company may deem necessary, in, under, along and across the public way or ways hereinafter referred to, as requested in petition of said Company dated the 7<sup>th</sup> day of July, 2020.**

**All construction under this order shall be in accordance with the following conditions:**

**Cables, conduits, and manholes shall be installed substantially at the point indicated upon the plan marked Plan No. 2394173 Dated June 26, 2020 filed with said petition. The following are the public ways or parts of ways under, along and across which the cables above referred to may be installed under this order.**

**Bayview Road, Truro To install Two hundred twenty-five(225') +/- feet conduit and cable  
Installing in side of town road to service 34 Bayview Road**

**I hereby certify that the foregoing order was adopted at a meeting of the Select Board of the Town of Truro, Massachusetts held on the \_\_\_\_\_ day of \_\_\_\_\_ 2020.**

\_\_\_\_\_  
**Clerk of Select Board.**

\_\_\_\_\_, Massachusetts \_\_\_\_\_ 2020.

**Received and entered in the records of location orders of the Town of Truro  
Book \_\_\_\_\_ Page \_\_\_\_\_.**

**Attest:**

\_\_\_\_\_  
**Town Clerk**

We hereby certify that on \_\_\_\_\_ 2020, at \_\_\_\_\_ o'clock,  
\_\_\_\_\_ M. at \_\_\_\_\_ a public hearing was held on the  
petition of the

**NSTAR ELECTRIC COMPANY** for permission to install and maintain the underground cables, conduits, manholes and fixtures described in the order herewith recorded, and that we mailed at least seven days before said hearing a written notice of the time and place of said hearing to each of the owners of real estate (as determined by the last preceding assessment for taxation) along the ways or parts of ways upon which the Company is permitted to install underground cables, conduits, manholes and fixtures under said order. And that thereupon said order was duly adopted.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Select Board of the Town of  
Truro, Massachusetts**

#### CERTIFICATE

I hereby certify that the foregoing is a true copy of a location order and certificate of hearing with notice adopted by the Select Board of the Town of Truro, Massachusetts, on the \_\_\_\_\_ day of \_\_\_\_\_ 2020, and recorded with the records of location orders of said Town,  
Book \_\_\_\_\_, Page \_\_\_\_\_.

This certified copy is made under the provisions of Chapter 166 of General Laws and any additions thereto or amendments thereof.

Attest:

\_\_\_\_\_  
**Town Clerk.**



# TOWN OF TRURO

P.O. Box 2030, Truro, MA 02666

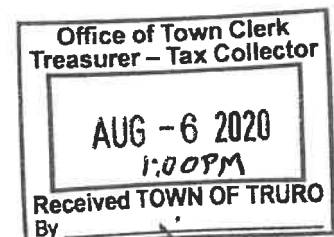
Tel: 508-349-7004, Extension: 110 or 124 Fax: 508-349-5505

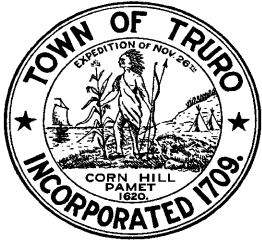
## TOWN OF TRURO REMOTE PUBLIC HEARING EVERSOURCE CONDUIT, CABLE AND MANHOLE

The Truro Select Board will conduct a remote public hearing on a petition from Eversource Energy to install 225 feet of conduit and cable on side of road, and to remove existing pole 17/18 for electrical services at 34 Bayview Road. Said remote public hearing will be held on **Tuesday, September 8, 2020 at 5:00PM.**

To provide comment during the meeting please call in toll-free at 1-877-568-4106 and enter the following access code when prompted: 700-259-205.

Robert Weinstein, Chair  
Select Board





# TOWN OF TRURO

## Select Board Agenda Item

**DEPARTMENT:** Administration

**REQUESTOR:** Noelle Scoullar, Executive Assistant

**REQUESTED MEETING DATE:** September 8, 2020

**ITEM:** Application to Serve

**EXPLANATION:** Mr. Dave Evans has submitted an application to serve on the Climate Action Committee.

**FINANCIAL SOURCE (IF APPLICABLE):** N/A

**IMPACT IF NOT APPROVED:** Mr. Evans will not be able to participate on the Climate Action Committee as a member.

**SUGGESTED ACTION:** *Motion to Appoint Dave Evans as a Member of the Climate Action Committee for a Three-Year Term expiring June 30, 2023.*

**ATTACHMENTS:**

1. Application to Serve/Chair Approval



# TOWN OF TRURO

P.O. Box 2030, Truro MA 02666

Tel: (508) 349-7004 Fax: (508) 349-5505

## APPLICATION TO SERVE ON AN APPOINTED MULTI-MEMBER BODY

NAME: Dave Evans HOME TELEPHONE: [REDACTED]  
 ADDRESS: 5 First Light Ln, 02666 WORK PHONE : \_\_\_\_\_  
 MAILING ADDRESS: PO Box 384, 02666 E-MAIL: [REDACTED]  
 FAX: \_\_\_\_\_ MULTI-MEMBER BODY ON WHICH I WISH TO SERVE: Climate Action Co

SPECIAL QUALIFICATIONS OR INTEREST: I've a life-long love of the environment in all its forms.

For the last few years we have worked a small farm in Truro; that together with the awesome beauty of the outer Cape have intensified that love. This place is precious.

I have a number of computer skills, as both an individual contributor and dedicated team member

COMMENTS: My professional areas are numerous, but perhaps of relevance to CAC are wiki/web site setup, administration, and of course content creation and maintenance. My longest and deepest area of involvement are databases and data analysis, and going back forever, all forms of programming.

I look forward to learning a lot. mailing to Truro Town Hall, P.O. Box 2030 + Used camp

SIGNATURE: \_\_\_\_\_ DATE: 8/31/20

COMMENT/RECOMENDATION OF CHAIRPERSON OF MULTI-MEMBER BODY (OPTIONAL) \_\_\_\_\_

RCVD 2020AUG31 PM403

ADMINISTRATIVE OFFICE

TOWN OF TRURO

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

INTERVIEW DATE: \_\_\_\_\_ APPOINTMENT DATE (IF APPLICABLE): \_\_\_\_\_

LINE FOR CAC

## Noelle Scoullar

---

**From:** Bob Higgins-Steele [REDACTED]  
**Sent:** Tuesday, September 1, 2020 3:23 PM  
**To:** Noelle Scoullar  
**Cc:** Carol Harris; Nicole Tudor  
**Subject:** Re: Application to Serve-Dave Evans

Yes, I approve.

On Tue, Sep 1, 2020 at 9:02 AM Noelle Scoullar <[nscoullar@truro-ma.gov](mailto:nscoullar@truro-ma.gov)> wrote:

Good Morning Carol and Bob,

Attached is an application to serve on the Climate Action Committee by Dave Evans. Please reply to this email with your approval/comments and I will work to get him on the next available Select Board agenda for appointment.

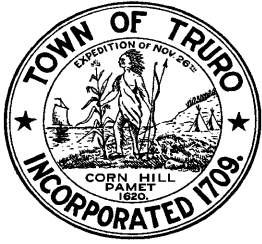
Thank you!

Noelle

**From:** [scans@smtp.truro-ma.gov](mailto:scans@smtp.truro-ma.gov) <[scans@smtp.truro-ma.gov](mailto:scans@smtp.truro-ma.gov)>  
**Sent:** Tuesday, September 1, 2020 8:29 AM  
**To:** Noelle Scoullar <[nscoullar@truro-ma.gov](mailto:nscoullar@truro-ma.gov)>  
**Subject:** Message from Mail Room KM\_C458

--  
Bob Higgins-Steele





# TOWN OF TRURO

## Select Board Agenda Item

**DEPARTMENT:** Administration

**REQUESTOR:** Rae Ann Palmer, Town Manager and Monica Kraft, Town Moderator

**REQUESTED MEETING DATE:** September 8, 2020

**ITEM:** Vote to Lower the 2020 Annual Town Meeting Quorum

**EXPLANATION:** In consideration of the COVID-19 pandemic, and the changes to the date, location, and warrant for the 2020 Annual Town Meeting, it is difficult to predict how many registered voters will attend the meeting. Town Charter Section 2-1-4 requires a quorum of 100 registered voters for Town Meeting, however, Chapter 92 of the Acts of 2020 (Section 7) allows the Select Board to reduce the quorum requirements for a town meeting to not less than 10% of the normal quorum required. In the case of Truro, therefore, the Select Board could theoretically reduce to the quorum to 10 registered voters.

Other southeastern Massachusetts communities that have quorum requirements and have reduced their quorums include Bourne (from 125 to 15), Wellfleet (from 6% which is roughly 175 voters to 100), Brewster (from 200 to 20), Ware (from 100 to 25) and Dennis (from 150 to 15).

As you are aware, there is essential business on the warrant that must be acted upon by Town Meeting. It has also been very challenging to find a date, location and equipment to support Town Meeting, so postponing due to a lack of a quorum is highly undesirable. Additionally, by limiting the warrant to only the time-sensitive, essential articles, the warrant may not compel as many voters to attend. To ensure that a Town Meeting is held, it is recommended that the Board reduce the quorum. To vote to reduce the quorum, the Select Board must consult with the Moderator and she must approve of the quorum adjustment.

The Board's intention to consider an adjustment on the quorum was noticed more than 7 days in advance of the meeting through web and Town Hall postings, as well as in the Provincetown Banner, in accordance with Acts. If the Board votes to reduce the quorum, the Town Clerk is required to notify the Attorney General of the adjusted quorum requirement within 10 days of the vote.

**SUGGESTED ACTION:** *MOTION TO adjust the quorum requirement of the September 26, 2020 Annual Town Meeting from 100 Truro Registered Voters to \_\_\_\_\_ Truro Registered Voters.*

**ATTACHMENTS:**

1. Chapter 92 of the Acts of 2020 (Section 7)
2. Summary of Quorum Reduction Research

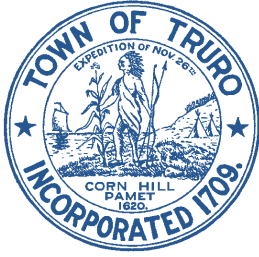
**Chapter 92 of the Acts of 2020 (Section 7)**

SECTION 7. (a) Notwithstanding section 13 of chapter 39 of the General Laws or any other general or special law, charter provision or by-law to the contrary, a town may act by vote of its select board or board of selectmen, in consultation and with the approval of the town moderator, to prescribe the number of voters necessary to constitute a quorum at any town meeting held during the governor's March 10, 2020 declaration of a state of emergency at a number that is less than the number that would otherwise be required by law, town by-law or town charter; provided, however, that the number of voters necessary to constitute a quorum shall not be less than 10 per cent of the number that would otherwise be required.

(b) The select board or board of selectmen shall publish notice of its intention to consider an adjustment of town meeting quorum requirements under this section not less than 7 days before the vote of the select board or board of selectmen. The select board or board of selectmen shall provide for adequate means of public access that will allow interested members of the public to clearly follow the deliberations of the select board or board of selectmen on making a quorum adjustment as those deliberations are occurring.

(c) Not less than 10 days after a vote of the select board or board of selectmen to adjust the quorum requirement under this section, the town clerk shall notify the attorney general of the adjusted quorum requirement.

(d) All actions taken pursuant to this section are hereby ratified, validated and confirmed to the same extent as if the town meeting had been conducted in accordance with all other applicable laws, charter provisions, ordinances and by-laws.



# TOWN OF TRURO

P.O. Box 2030, Truro, MA 02666

Tel: 508-349-7004, Extension: 110 or 124 Fax: 508-349-5505

**TOWN OF TRURO  
SELECT BOARD  
NOTICE OF UPCOMING REMOTE DISCUSSION AND VOTE ON  
2020 ANNUAL TOWN MEETING QUORUM**

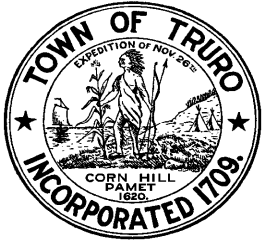
The Town of Truro Select Board will hold a remote discussion and vote to lower the 2020 Annual Town Meeting quorum at the meeting of the Board on **Tuesday, September 8, 2020 at 5:00 pm**, as allowed by Chapter 92 of the Acts of 2020 (Section 7). Interested members of the public may follow the deliberations of the Select Board on making a quorum adjustment as the deliberations are occurring by calling 1-877-568-4106 and entering access code: 700-259-205.

Robert Weinstein, Chair  
Select Board

# Agenda Item: 5A2

## Quorum Data

|  | Bourne  | Nantucket   | Oak Bluffs   | Chatham   | Orleans | Sandwich   | Mashpee  | Provincetown   | Wellfleet  | Brewster  | Tisbury | Dennis   |
|--|---|---|--|---|---------|--|--|--|--|---|---------|--|
| Did your community reduce the quorum for town meeting this year?                       | Yes--for spring 2020 only   | No. (and actually we only have a quorum requirement for certain items at Special Town Meetings, not annual) | We reduced our quorum a few years ago to 50 by bylaw, so we did not have to reduce the quorum for the pandemic.  | No  | No      | Sandwich has had a 0 quorum for about 15 years and we've actually had higher turnouts than we did when we had a 200 voter quorum. One of the primary reasons we went to a 0 quorum is we had a string of Town Meetings where later in the evening, attendees would leave, we'd drop below 200, and someone would call a quorum count to adjourn the Meeting. Many said this wasn't fair as Town work had to be done it shouldn't be prevented if people decided not to show or left early. | No, there is no quorum needed for the two annual town meetings (May and October). 100 is required for special town meeting and it has not been modified. | We are in the process of reducing our quorum and is likely to occur. | Normal quorum is 6% of registered voters (about 175 ±)   | Yes   | No      | Yes  |
| If so, what was the original quorum amount and what was the reduced quorum amount?     | 125 reduced to 15   |   |  | 100   |         | N/A  | N/A  | 150 and reduce down to 50  | Normal quorum is 6% of registered voters (about 175 ±)--> 100  | Quorum is 200, reduce to 20. Went with the 10% allowed by Governors order | N/A     | Reduction to 10%, quorum at Annual Town Meeting is 150, so reduced to 15. The Town of Dennis customarily has a Special Town Meeting in the fall, that quorum is 75.  |
| If your town already held town meeting, approximately how many attendees did you have? | We did ours outside under a tent and had approximately 190-200 attendees  | Approx. 147   | We had around 300 people attend.   | We postponed it from May 8 <sup>th</sup> to June 22 <sup>nd</sup> and had it outdoors at our Veterans (Baseball) Field. Quorum is 100, had 202 attendees. Meeting lasted 40 minutes due to a reduced \$ of warrant articles that were bundled for consent approval. | 400     | We held a rescheduled Annual Town Meeting on June 15 and 144 registered voters attended. Obviously, the COVID issues kept many away as we usually get 350-500 for the ATM.   | 265 at the May meeting.  |  | Scheduled for Sept 12  | N/A   |         | 203 attended   |
| Approximately how many attendees do you typically have at town meeting?                | That's pretty normal unless there is something of major interest on the warrant – we reduced our Warrant to Essential Only Articles   | I'd say between 300-500   | We usually have around 300 attendees for an Annual Town Meeting.   | 500+  | 500     | ATM = 350-500; STMs = 250-400  | We generally have somewhere between 150 and 300. (291 in May, 2019)  | 250+   | Normal attendance is usually around 225-250, sometimes as high as nearly 400, depending on how controversial the articles are. | Average 350-400   |         | Approximately 350 at ATM   |
| Any other feedback about quorums that may be helpful to us/other communities?          | Our philosophy was that once you decide to reduce the quorum because of the pandemic, etc. you might as well go as low as allowed which will ensure you can actually get it done because it costs money to hold town meeting and if you end up setting a quorum you don't meet, it's a waste of time and resources. | Eliminate them. Too cumbersome.   | We were very concerned that we would get sparse attendance at our Annual Town Meeting this year. We delayed it two months, then held it at a semi open-air location and had a great meeting. |   |         | Since we went to a 0 quorum, we've had more attendees on average than before.  | We put health and safety protocols in place, including facial covering required and social distancing.   |  |  |   |         | Although we would have had a quorum at our Annual Town Meeting it was a good idea to reduce the quorum, it was difficult to tell if due to COVID many of the Seniors may not attend, we also conducted our Annual Town Meeting outdoors under a tent and if there had been poor weather we may not have had a quorum if it had not been reduced. |



# TOWN OF TRURO

## Select Board Agenda Item

**DEPARTMENT:** Administration

**REQUESTOR:** Rae Ann Palmer, Town Manager

**REQUESTED MEETING DATE:** September 8, 2020

**ITEM:** Update on Annual Town Meeting Plans (Saturday, September 26, 2020)

**EXPLANATION:** Annual Town Meeting plans for September 26, 2020 continue to be refined. Based on Select Board feedback and a site visit with the Town Moderator, staff identified locations within the ballfield for placement of two portable toilets and a location just outside of the check-in area on the concrete walkway for the accessible toilet. Handwashing stations will be available in both locations. Two check-in tables will be stationed at the entrance of the field with the beach access mats passing in front of one of the tables.

The audio equipment vendor did not recommend placing tents in the middle of the field as they will significantly impact sound. Tents may be installed along the perimeter of the field so that some seating can be available in the shade.

The Moderator, with assistance from Town Staff, will help dismiss attendees at the end of the meeting beginning with the seats closest to the exit. Sunscreen wipes, bug repellent wipes and bottles of hand sanitizer were purchased for attendees. The audio provider will provide microphones on poles that staff will use to bring the microphone to attendees wishing to speak. Large speakers will be set up facing the audience and smaller speakers will face the Town Officials' seating area. A podium with a microphone will be available for Town Officials who wish to comment.

An updated draft Town Meeting plan is included. Please note that this plan may change as conditions or regulations change.

**SUGGESTED ACTION:** *Discussion only. No action required.*

**ATTACHMENTS:**

1. Draft Town Meeting Plan
2. Map of Town Meeting Layout

**Truro 2020 Annual Town Meeting**  
**Current conditions, planning concerns and recommendations**

**Overall planning conditions and objectives**

- Town Meeting was postponed until September due to concerns about the COVID-19 public health emergency. Given the continued uncertainty about contagion, including airborne contagion, and the limited options available for meeting spaces in Truro, an outdoor meeting venue offers the best compromise between safety and logistical challenges. This is consistent with the recommendations from most public health officials. It's possible that some voters might not be comfortable attending any large gathering, even an outdoor meeting. Consideration should be given to reducing the quorum so that a lack of a quorum doesn't prevent the meeting being held. Plans still need to be made for attendance by normal (or even greater than normal) number of voters.

**Timing**

- Concerns:
  - An outdoor meeting is best conducted during daylight hours.
  - A weekday daytime meeting would disadvantage working voters.
  - A weekend meeting during daylight hours is more readily accessible to a wide range of voters.
  - A September date might improve the chances of favorable weather conditions, while still allowing time for tax bills to be prepared for October.
  - Meeting earlier in the day will reduce solar exposure
- Recommendations:
  - **That the meeting be called for Saturday, September 26, 2020, beginning at 12 PM.**
  - **That a rain date be provided for. Sunday, September 27, 2020 is recommended for a rain date.**
  - **Check-in and screening to begin at 11:00 AM to allow ample time.**
- Updates:
  - **The Select Board voted to hold the meeting on Saturday, September 26, 2020 at 12 PM with a rain date of Sunday, September 27, 2020. Check-in will begin at 11 AM.**

**Location**

- Concerns:
  - The meeting venue needs to be large enough to accommodate the anticipated number of attendees (voters, town officials, non-voting observers) while maintaining safe distances between individuals or household groups.
  - The venue needs adequate space for check-in lines, aisles for attendees to access seating areas, nearby parking (including handicap accessible parking) and restroom facilities, as well as provision for some shelter / shade
  - The venue should be in a familiar location within town, not too exposed to wind.
  - The venue should be accessible to individuals with mobility issues.

- **Recommendation:**
  - **That the meeting be held at the Truro Central School ballfield.**
- **Updates:**
  - **The Board voted to hold the meeting on the Truro Central School ballfield.**

### Seating

- **Concerns:**
  - Chairs need to be placed to maintain a minimum 6' spacing.
  - Aisles need to be a minimum of 14' wide to allow two-way passage while maintaining space between walking and seated individuals.
  - Even with a reduced quorum, seating must be available for a larger number of attendees. Towns which have had outdoor town meetings this spring have found that the number of attendees is often higher than historical averages at their normal indoor meetings (this may well be in response to pent-up desire for some social interaction after months of social isolation).
- **Recommendations:**
  - **That the DPW mark the ballfield with chalk lines for seating areas and aisles and use symbolic fencing and other mechanisms to provide direction.**
  - **That the check-in area be marked with aisles, directional arrows and lines indicating 6' spacing.**
  - **That staff place chairs with enough seating for 300 (voters and non-voters).**
  - **That chairs be placed in pairs, with a minimum 6' radius around each pair.**
  - **That aisles in the seating area be marked with lines, directional arrows and signage.**
  - **That seats and tables for Select Board, Town Manager, Finance Committee, Town Clerk and Town Accountant be set up to maintain adequate distance between individuals.**
  - **That separate (more physically distanced) seating areas be provided for those who can't or won't wear a face mask**
  - **That non-voters be seated in a designated area of the field.**
  - **That the accessible beach mats be used to create an accessible pathway and seating area for individuals with mobility issues.**
- **Updates:**
  - **A walk-through was held and original recommendations remain.**

### Shelter

- **Concerns:**
  - Tenting the entire venue to provide shelter in the event of rain or strong sun is likely to be prohibitively expensive. A rain date is a more realistic alternative.
  - While daytime temperatures in September day aren't likely to be as hot as mid-summer, provision should be made for some shelter from the sun for vulnerable individuals.
- **Recommendation:**
  - **That staff secure an umbrella or tenting for the Town Moderator and additional pop-up tents to serve as shelter for individuals needing a break from the elements or those extremely vulnerable to the elements.**



- That 2 small tents or umbrellas also be provided for the audio equipment and operators and for the check-in registrars.
  - That voters be advised to bring hats and water and wear sunscreen/ bug repellent
  - A stand or stage and tall chair or stool for the Moderator.
  - That individual packets of sunscreen and insect repellent be available at no cost to attendees.
- **Updates:**
- Staff reserved pop-up tents and is researching the use of larger tents on the perimeter. The audio vendor advised that tenting in the middle of the field is not recommended as it will significantly impact sound.
  - Sunscreen, insect repellent, and hand sanitizer was ordered for attendees.

### Safety and sanitation

- **Concerns:**
- Screening for entrants would provide some reassurance to other attendees.
  - Distancing must be maintained between attendees during check-in and throughout the meeting.
  - Face masks or coverings will be required of all attendees.
  - Toilet facilities and handwashing or sanitizing facilities must be provided.
- **Recommendations:**
- That meeting attendees self-certify that they do not have symptoms of COVID-19 upon entrance.
  - That signage be placed in the parking areas and check-in areas indicating that anyone with symptoms should not attend.
  - That masks be required of all voters and non-voters. That masks be available and provided for anyone who arrives without one.
  - That attendees who can't (for medical reasons) or who refuse to wear a mask be seated in a separate area, appropriately distanced from the rest of the attendees and from one another.
  - That "greeters and seaters" be used to guide voters and non-voters to seating areas. That the entrance to the ballfield from the upper parking area be blocked off and monitored to ensure that all entrants are screened and checked-in.
  - That staff help in reminding voters to maintain distancing while moving around the venue, waiting to check-in, and leaving the meeting.
  - That the Town contract with its vendor provide a sufficient number of portable toilets and handwashing stations. That at least one accessible unit be provided. It may be possible to reposition some units from other locations after Labor Day.
- **Updates:**
- Two portable toilets and a handwashing station will be installed within the field and one accessible toilet and handwashing station will be installed just outside the field on the concrete walkway.

## Quorum

- Concerns:
  - The virus is unlikely to be contained in the next several months.
  - Voters may be uneasy attending even an outdoor meeting.
  - The logistics of planning this meeting are complex, and every effort should be made to ensure a quorum so that business can be conducted.
- Recommendation:
  - **That the Town take advantage of the provisions of the Commonwealth's emergency legislation to reduce the quorum. An agenda item has already been posted in accordance with the legislation and following a vote of the Select Board (in consultation with the Moderator), notification will be made to the Attorney General by the Interim Town Clerk.**
- Updates:
  - **Will be discussed at Sept 8, 2020 Board Meeting.**

## Audio

- Concerns:
  - Audio equipment must be adequate for all voters to hear the presentations and debate.
  - The equipment currently used by the town for town meetings is likely not adequate for use in a large outdoor venue.
- Recommendations:
  - **That staff contract with a vendor to provide and operate the audio equipment for town meeting. (Staff has already reserved the equipment for the proposed date and rain date).**
  - **That wireless microphones be provided for voters and Town officials to speak. That microphones will be sanitized between speakers, by the method permitted by the vendor.**
- Updates:
  - **Staff and the Moderator met with the audio vendor who made the following recommendations:**
    - Headset microphones for the Moderator and the individual reading all of the motions.
    - A podium with microphone for Town Officials to speak
    - Handheld microphones on sticks for the public to speak. Staff will walk microphones to the individuals wishing to speak and will carry sanitizing wipes for sanitizing the microphones periodically.
    - Larger 180-degree speakers will be set up for the audience. Smaller individual speakers will face the Town Officials.

## Visuals

- **Concerns:**
  - Video slide presentations for a large outdoor venue would require multiple large screens. This is financially and logistically impractical for this meeting.
  - As with other accommodations, this meeting will have to be conducted without visual presentation.
  - The inability to use slide presentations does impose a burden on presenters and voters who use visuals to support their points.
  
- **Recommendations**
  - **That the meeting be conducted without the use of video slide presentations.**
  - **That the Town print a motions booklet containing the wording of all motions for distribution to voters.**
  - **That the Town use printed materials to explain any proposals that require more than a verbal presentation.**
  - **That the Town make duplication services available for free in advance of the meeting voters who wish to support their presentation with visuals. Because there is a cost associated with duplicating a large number of printed materials, that the town place a reasonable limit on the number of pages allowed to be printed for any one voter.**
  - **That the meeting be filmed for those voters who can't attend or are not comfortable attending a large gathering.**
  
- **Updates:**
  - **Original recommendations remain.**

## Check-in procedures

- **Concerns:**
  - Historically, check-in has been a relatively slow procedure with lines of voters in close proximity to one another.
  
- **Recommendations:**
  - **That additional check-in stations be staffed if possible (a minimum of 2 check-in stations is recommended).**
  - **That check-in tables be spaced to maintain adequate distance between different groups of voters.**
  - **That plastic shielding and/or face shields be provided to separate registrars from voters.**
  - **That spacing be maintained by voters in line to check-in. That markings and signage be used to give visual clues to maintain spacing.**
  - **That volunteers and/or staff help enforce distancing.**
  - **That individuals be screened by self-certifying that they do not have symptoms of COVID-19.**
  - **That masks be available to those who need them as well as bottled water.**
  
- **Updates:**
  - **That two check-in tables be set up facing each other at the entrance of the field spread apart. The beach access mat pathway should pass in front of one of the tables.**

## Voting procedures

- **Concerns:**
  - A spread out, outdoor meeting will make counting difficult.
- **Recommendations:**
  - **That voting be conducted by a show of raised cards. If the vote cannot be determined visually that a counted vote of raised cards be taken by tellers.**
  - **That at check-in, voters be given both a voter card and a larger, highly visible card (ideally, a piece of fluorescent or brightly colored construction paper or cardboard).**
- **Updates:**
  - **Original recommendations remain.**

## Traffic, parking and crowd control

- **Concerns:**
  - Handicap parking will be required.
  - Parking at the school for town meeting is normally “self-regulated”.
  - If the daytime outdoor venue draws a larger than normal number of voters, the Police Dept. may need to assist with traffic and parking.
  - Exit of voters from the meeting will need to be managed to maintain distancing.
- **Recommendations:**
  - **That the fire lane be kept clear of any vehicles.**
  - **That part of the parking area closest to the ballfield be reserved as additional handicap parking.**
  - **That staff assist with traffic control and advising attendees where to park.**
  - **That, at the conclusion of the meeting, seating areas be “dismissed” in a staggered manner to prevent a bottleneck of voters leaving the meeting.**
  - **That police personnel assist with traffic exiting to Rt 6 as usual following town meetings.**
- **Updates:**
  - **Staff will be available to assist attendees with exiting the meeting.**

## Warrant

- **Concerns:**
  - The warrant needs to be printed quickly to allow time for posting.
  - Even with ideal conditions, conducting a meeting in this venue, at this time and in this manner is untried, so every effort should be made to minimize the amount of business necessary to be conducted.
  
- **Recommendations:**
  - **That the warrant be structured to reduce the length of the meeting as much as possible by postponing non-essential actions to a future meeting.**
  - **That the warrant be printed in-house once it is finalized.**
  
- **Updates:**
  - **The warrant is updated with a consent agenda as determined by the Select Board.**

## Community engagement

- **Concerns:**
  - Conducting our ATM outdoors during the day on a Saturday represents a major change to our town meeting procedures.
  - Educating all participants on what to expect will be crucial to ensure that the meeting is conducted safely and with the usual opportunity for open debate and deliberation.
  
- **Recommendations:**
  - **Once the Select Board commits to a date, that a public information campaign be mounted so that voters know what to expect when they attend town meeting.**
  - **That print media, radio, TruroTV, social media, and the Town's website all be used to publicize the date, venue and procedures for this town meeting.**
  - **That a short "What to Expect at Town Meeting" document be available to the public.**
  - **That a virtual pre-town meeting be held, both for the usual reasons that we have a pre-town meeting and for additional opportunities to educate voters about how this ATM will be conducted.**
  
- **Updates:**
  - **Save the date notices were sent to the Truro E-newsletter for publication and are posted on the Town website. A notice was also posted in the Town Manager's report.**
  - **Efforts ongoing.**

## Action items

- **Town Manager's Office & Accounting Office**
  - Prepare quorum reduction agenda item
  - Finish assembling the warrant and set up in-house printing
  - Prepare motions booklet for distribution to voters
  - Prepare motions binders for Town officials
  - Order sunscreen, insect repellent, bottled water and pre-packaged snacks
  - Create "What to Expect at Town Meeting" document
  - Publicize the meeting and procedures
- **Select Board**
  - Commit to date and close and post the warrant
  - Make recommendations on warrant articles
  - Help spread the word about Town Meeting procedures
- **Town Clerk's Office**
  - Assign additional registrars or check-in clerks if possible
  - Provide visual ballot cards
  - Recruit counters
- **Health Agent**
  - Review suggested procedures and make recommendations for any changes necessary to ensure safety for all participants
- **DPW**
  - Order hand sanitizer and disinfectant for microphones and other surfaces
  - Mark field for chair spacing, aisles, entrance(s) and exit(s)
  - Make signage as required
  - Arrange for portable toilets and handwashing stations
  - Secure tents/ umbrellas, platform for Moderator, stool for Moderator
  - Confirm and adjust sprinkler schedule
  - Secure traffic control supplies
  - Set up accessible beach mats
  - Finalize plans with audio and filming vendor
  - Schedule walk through with the Moderator
- **Fire Dept**
  - Provide masks to attendees if necessary
  - Assist with symptom self-certification
  - Distribute bottled water to attendees with assistance from volunteers
  - Staff an ambulance for standby at the meeting
  - Provide portable generator for audio equipment power supply, if needed
- **Police Dept**
  - Provide traffic and parking control before and after meeting
  - Help ensure that attendees maintain distancing; help with mask distribution
- **IT Department**
  - Work with A/V vendor to set up filming

➤ **Moderator**

- Assist with public education and outreach in advance of the meeting
- Work with town departments to coordinate meeting preparations
- Conduct pre-town meeting
- Conduct the Annual Town Meeting

➤ **Volunteers/staff**

- Help with seating attendees after check-in and distribution of masks and water
- Act as runners to bring microphones to voters and sanitize after each use



**UPPER PARKING AREA**  
(staff and Town Officials are asked to park here)

No Access

Respite Tents

ADA Accessible  
Restroom & Handwashing Station

Screening

Check In (2)

Non-ADA  
Restroom (2) &  
Handwashing Station

Generator/ Audio  
Equipment

Accessible mats

Accessible  
Seating

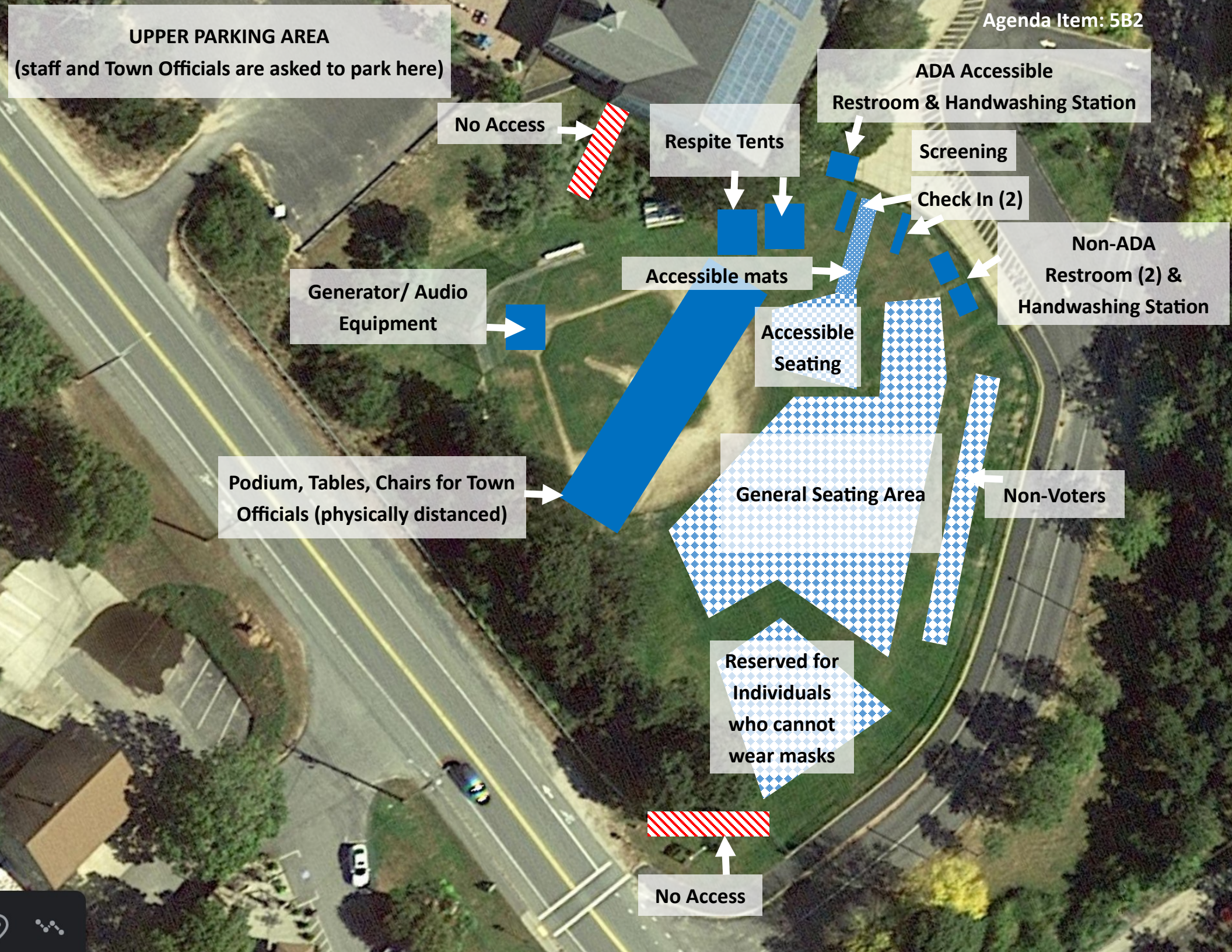
Podium, Tables, Chairs for Town  
Officials (physically distanced)

General Seating Area

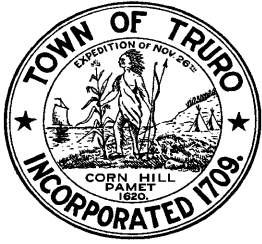
Non-Voters

Reserved for  
Individuals  
who cannot  
wear masks

No Access







# TOWN OF TRURO

## Select Board Agenda Item

**DEPARTMENT:** Administration

**REQUESTOR:** Rae Ann Palmer, Town Manager

**REQUESTED MEETING DATE:** September 8, 2020

**ITEM:** Review and Vote of Final Annual Town Meeting Warrant and Vote to Post the Warrant

**EXPLANATION:** Attached for review, discussion and vote to recommend is the final draft of the 2020 Annual Town Meeting Warrant. The form of vote is positive, motion to recommend, and will be recorded in the warrant as # of yes votes - # of no votes - # of abstentions in favor, e.g. 5-0-0 in favor. Once the votes are completed, they will be added to the warrant and it will be reviewed and printed. The Warrant will be printed in-house and will be posted at least 14 days in advance of the Town Meeting, in accordance with the Town Charter. The Board will need to approve the 2020 Annual Town Meeting Warrant so that it can be electronically signed prior to posting.

The articles that will need to be voted are the following:

Article 9: FY2021 Omnibus Budget Appropriation

Article 11: Transfer of Funds from Free Cash

Section 5: To the Affordable Housing Trust Fund

Section 6: To Employee Benefit Buy-Out Account

Section 7: To Affordable Housing Trust Fund

Bond Counsel reviewed articles pertinent to borrowing and Town Counsel John Giorgio has reviewed all articles.

**SUGGESTED ACTION:**

*Motion to recommend {insert article number here} as printed in the warrant*

**And**

*Motion to approve the 2020 Annual Town Meeting Warrant and to authorize signing the warrant electronically and to post the Warrant in accordance with the Town Charter.*

**ATTACHMENTS:**

1. Final Draft 2020 Annual Town Meeting Warrant
2. Posting of the Town Meeting Warrant

# **WARRANT**

**Truro Annual Town Meeting**

**Saturday, September 26, 2020**

**Rain Date: Sunday, September 27, 2020**

**Noon**

**Truro Central School**

This will be an outdoor meeting. Please plan accordingly.

Pets are not permitted.

Please note: Accommodations for individuals with disabilities including assistive listening devices (ALD) and material in alternative formats may be arranged by contacting Town Hall four business days prior to Annual Town Meeting at 508-349-7004 ext. 110 or ext. 124

FINAL DRAFT

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**Truro’s Town Meeting Guide**

Truro's Town Meeting is governed by the following: Truro's Charter, Sections 1-3; *Town Meeting Time, A Handbook of Parliamentary Law*, available from the Massachusetts Moderators Association; Truro's Bylaws; and Massachusetts General Laws.

**TRURO'S LEGISLATURE**

**YOU**, the registered voters who come to Town Meeting and vote, constitute the legislative branch of Truro's town government. **YOU** determine, among other things, the town's budget, its use of local and state funds, its zoning bylaws and its general bylaws.

**THE WARRANT**

The warrant is prepared by the Select Board and consists of articles submitted by the Select Board, by other elected and appointed multi-member Boards, and by petitioned articles submitted by registered voters (10 voters, if submitted for inclusion in the Annual Town Meeting Warrant; 100 for inclusion in a Special Town Meeting warrant.)

**A QUORUM**, consisting of 100 registered voters, must be present before Town Meeting can begin.

**THE MODERATOR**

The Moderator, who is elected by the people, presides over Town Meeting and makes sure that the Meeting is conducted in a respectful, civilized way. No insults. No shouting. No personal remarks. No rudeness.

**PROCEDURE**

- A. **SEATING**—If you are a voter, you may sit anywhere, except in one area of the room that is reserved for non-voters.
- B. **VOTING**—Each voter is given a **CARD** when checking in to Town Meeting. When the Moderator calls for a vote, you must raise your **CARD**.

If the vote is not obvious to the Moderator—if, for example, a 2/3 vote is called for—you must keep your card raised until a **TELLER** has registered it.

If the Moderator estimates the number of votes for or against a given motion, and **SEVEN VOTERS** challenge the Moderator's call, a recount using **TELLERS** will be held.

- C. **DEBATE**—If you wish to make a Motion, or speak to a Motion, you must raise your hand and be recognized by the Moderator. When you have been recognized, please go to the microphone (or have it brought to you, if you cannot go to it).

When you are at the microphone, please **STATE YOUR NAME, THE STREET WHERE YOU LIVE, AND WHETHER OR NOT YOU ARE A VOTER.**

D. **VOTERS MAY SPEAK FOR 3-4 MINUTES**, maximum, at one time, except for **MOVERS OF ARTICLES**, who may have more time, if needed.

**NON-VOTERS MAY ALSO SPEAK FOR 3-4 MINUTES**, unless there is an objection from a voter (and a majority of voters sustains the objection).

E. **PLEASE DO NOT INTERRUPT—EXCEPT to**

1. **MAKE A POINT OF ORDER**—e.g. speaker is not entitled to the floor, or has not been properly recognized, or is not within the time limit; motion has not been properly made and seconded, etc.
2. **MAKE A POINT OF PERSONAL PRIVILEGE**—e.g. can't hear, fire, etc.

F. **ALL MOTIONS, including ALL AMENDMENTS, must be IN WRITING.**

G. **TO END THE DEBATE:** call for **THE PREVIOUS QUESTION**—"I move the previous question"—This ends the debate. You must be properly recognized by the Moderator to make this motion; it requires a 2nd, is not debatable, and needs a 2/3 vote.

H. **RECONSIDERATION**—a motion to reconsider must be made on the same night as the vote to be reconsidered; must be made within one hour, after intervening business; requires a 2nd, and a majority vote.

I. **TO STOP DEBATE** before it has started, make a motion to **POSTPONE INDEFINITELY**—"I move that this matter be postponed indefinitely." The motion requires a 2nd and a majority vote. Do **NOT** move that the matter be **LAI D ON THE TABLE**. If a matter is laid on the table, it must be taken from the table and debated before Town Meeting can be adjourned.

J. **ALL DEBATE MUST GO THROUGH THE MODERATOR. PERSONAL REMARKS ARE NOT IN ORDER. APPLAUSE IS INAPPROPRIATE AND TIME-CONSUMING.**

K. **ADJOURNMENT**—When all the articles have been debated, voted on, and dealt with, a motion must be made to **DISSOLVE THE MEETING** or **ADJOURN SINE DIE**; the motion requires a 2nd, and a majority vote.

**PLEASE TURN OFF ALL CELL PHONES. PLEASE BE SEATED.**



**Message from the Select Board**

Dear Truro Voters:

This Town Meeting Warrant is a modified version of the Warrant the Board voted on in March. As the Warrant was being finalized for the April 28, 2020 Annual Town Meeting, the global pandemic was unfolding, changing the world as we know it. Our focus was and continues to be keeping our citizens and staff safe and well. Over the past six months, the Board and staff have worked to balance public health and safety concerns with the need to provide services to our citizens. Through the use of virtual meetings, the essential business of Town Government has continued. Working with guidance from public health officials and the Commonwealth of Massachusetts, the Board has created policies that reflect the changing environment in which we now operate. In response to public health concerns, the Annual Town Meeting was postponed twice as permitted by Special Legislation. After much consideration, the Town Meeting is scheduled for September 26, 2020 and will be held outside with safety measures in place. In addition to physical distancing and handwashing stations, the Town Meeting Warrant was reduced to limit the length of the meeting (and attendees' exposure to the elements and to each other). The Warrant you have before you includes only the articles that are essential to the continued operations of the Town and to the community, and the articles required by Charter to be included.

A consent agenda was created to allow routine annual articles and articles that are not anticipated to elicit discussion to be grouped together for approval. Please note that discussion on a specific article in the consent agenda is permitted by requesting that an article be removed from consent for individual consideration. The consent agenda includes the salaries of the Moderator and Select Board; the annual expenditure limit for the Council on Aging and the authorization to expend Chapter 90 Highway Assistance funds; the authorization to lease the land for the existing cellular towers so that the Town may enter into lease agreements; and the acceptance of three Massachusetts General Laws that allow Town plumbing and gas fitting, wiring and part-time building inspectors to perform work in the town, provided that they are not inspecting their own work.

In addition to the consent agenda, voters will consider the FY2021 Omnibus Budget so that the Town can continue to operate. Although FY2021 began July 1, 2020, there is no FY2021 budget in place, which has required monthly spending plans to be submitted each month to the Department of Revenue. In March 2020, all discretionary purchases by Town Departments were placed on hold so that financial impacts of COVID-19 could be assessed, and that practice has continued into FY2021. The budget presented (Appendix A) has significant reductions from the budget presented in March 2020. The FY2021 reductions position the town to better develop and fund a FY2022 budget if there are revenue decreases to the rooms tax and meals tax. The reductions from the March 2020 budget impact the Capital Budget, Education Budget, Fire & Rescue Budget and the Beach & Recreation Budget. The reductions resulted from not holding the summer recreation program and decreasing the scope of the Beach EMT program. Capital Equipment was deferred to later years, however, it will delay the equipment schedule, which, if not reinstated, will increase repair costs and equipment failures. The budget, as it is presented in this warrant, reflects a balance of the provision of Town services with the health and safety of Town citizens and staff, while paying special attention to fiscal impacts of the pandemic and potential financial hardships facing Truro taxpayers.

A general override article requests Proposition 2 ½ funding to hire four new full-time firefighter paramedics. As the call department model becomes harder to sustain on the Outer Cape, Provincetown is considering a transition to full-time EMS department in the immediate future, which could directly impact the viability of the local regional ambulance service (Lower Cape Ambulance) that currently provides supplemental support to Truro. As this supplemental support disappears, Truro will be

required to increase staffing to meet community needs. Although this request failed at the ballot at the June 30, 2020 Town Election, it can be considered by Town Meeting and if approved, the Select Board can call another election to ask the ballot question again. Similarly, the request for a heavy duty tractor truck failed at the ballot, but is included on this Town Meeting Warrant for consideration. The current tractor truck, necessary for transporting recyclables and solid waste, is more than 30 years old and is beyond repair. If approved at Town Meeting, this article will also need to pass at the ballot. The 2020 Annual Town Election ballot question requesting a borrowing authorization for an ambulance to replace the existing 2001 ambulance passed at the ballot and now requires Town Meeting approval.

The Transfer of Funds from Free Cash sections one through seven are customary articles use free cash to fund various funds, including the OPEB Trust Fund, the Capital Stabilization Fund, the Stabilization Fund, employee benefits buy-out, and the Affordable Housing Trust Fund. An additional sum for the Affordable Housing Trust Fund is included so that funding can be available if the Housing Authority requests it, and if the Select Board, as the Trustees, approve it. The customary request that \$1,000,000 of free cash be used to mitigate the tax rate is also included in this article.

Community Preservation Act sections one through eight, make funding available for projects recommended by the Community Preservation Committee. These funding requests include projects such as further enhancements to Puma Park Playground and preservation and restoration of community buildings. Providing this funding allows community organizations to continue their good work.

An article to amend the Personnel Bylaw is included to change the half-day holidays of New Year's Eve and Christmas Eve to full-day holidays to facilitate schedules in public works and public safety. The Board also recommended a General Bylaw amendment that would require condominiums and cottage colonies to complete the rental registration process, making mandatory rental registration uniform for all buildings that are rented residentially.

Not included in the warrant are twelve zoning bylaw amendment articles proposed by the Planning Board. The Planning Board worked diligently on these articles, but in the interest of public health and limiting the length of Town Meeting, they voted to postpone the articles.

The remaining articles on the warrant are petitioned articles and an article on greenhouse gas emissions submitted by the Climate Action Committee. On August 25, 2020 the Board voted to include the petitioned articles on a subsequent special or annual Town Meeting warrant as Select Board articles, and will recommend that these articles, by a vote at Town Meeting, be postponed until the next Regular or Special Town Meeting.

We thank you in advance for reviewing the 2020 Annual Town Meeting Warrant and hope that you will join us on Saturday, September 26, 2020 at noon for an outdoor Town Meeting on the Truro Central School ballfield. While we know that these times are challenging for everyone and Town Meeting will look very different from past years, we hope to balance public health and safety with need to approve a budget and articles essential to the continued operation of Town services.

Truro Select Board  
Robert Weinstein, Chair  
Kristen Reed, Vice-Chair  
Susan Areson, Clerk  
Janet Worthington  
Stephanie Rein

**Message from the Finance Committee**

To All Truro Voters:

As we contemplate the message, we want to convey to the Town concerning the FY 2021 budget we are in the midst of an unprecedented health crisis. This has put a strain on our town employees, leadership and resources. We would like to thank them for their diligence and hard work during this time. We hope that when we convene at Town Meeting the pandemic has passed and our community is safe and healthy.

As mandated by Massachusetts' law, the Finance Committee ("Committee") functions as the town's official fiscal watchdog. As such, the Committee's primary responsibility is to study, analyze, and offer recommendations to the Town Meeting with regard to Truro's Annual Budget, Capital Improvement Plan, and any other financial warrant articles, as well as to understand and to monitor the process for setting the town tax rate. The Finance Committee must also review and approve all proposed reserve fund transfers for unanticipated expenses.

In performing these responsibilities during 2019 and 2020, the Committee held a number of public meetings, including several joint meetings with the Select Board, and one public budget hearing. The Committee also participated in the budget task force, which was established several years ago to gain a better understanding of departmental spending and budget requests. The task force consists of two members of the Finance Committee, two members of the Select Board, the Town Manager, and the Town Accountant. The task force met a number of times during 2019 and 2020. The meetings are open to the public and televised to allow interested taxpayers to observe the budget in process and ask questions.

The Omnibus Annual Budget for Fiscal Year 2021 totals \$20,199,495 which is a decrease of \$196,912 or .096% from the amended FY2020 budget of \$20,396,407. We continue to seek more control over the escalating costs by taking a holistic look at the budget to gain a better understanding of synergies that exist within town departments and among the entire Outer Cape community.

As we have stated previously, we believe it is incumbent upon leadership to develop a comprehensive strategic plan for the Town of Truro to ensure its continued fiscal viability. The Select Board, with input from taxpayers, should work to craft a vision statement. Are we to become predominately a haven for wealthy second homeowners, a retirement community, or a town that works to sustain young families? Whatever the decision, it will bring new challenges and drive policy and financial decision-making. The Towns People need to hold their elected and appointed officials accountable for these initiatives.

The Committee believes that the proposed budget is needed to deliver the services recommended by the Select Board to the taxpayers. The budget was constructed based on conservative guidelines issued by the Select Board and supported by the Committee. It will require a proposition 2 ½ override. The override is primarily due to the need to fortify public safety due to the changing demographics in town. The Committee and the Select Board will be making comments at Town Meeting.

As in prior years, the majority of the budget is made up of salaries, employee benefits, energy costs, debt service and education. Since it is difficult to influence spending in the short term in these areas, prudent decisions must be made that will have long-term impact. One such decision the Committee supports is a requirement that all staff additions be justified, regardless of whether it is a new position or an opening due to attrition. The committee also encourages continued discussions among select boards, town managers, finance committees and town staffs on ways in which to collaborate and share resources among communities. The Committee believes these efforts may result in more effective

delivery of services. Absent substantive change in the way we currently deliver services as a region, costs will continue to escalate.

The town derives its revenue from essentially three sources, the tax levy (property tax), local estimated receipts (excise taxes, licenses and permits, fees for services, Transfer Station receipts, interest earned on investments, etc. ), and special revenue funds, receipts reserved to be appropriated by Town Meeting (sale of cemetery lots, Beach Permits, Harbor Use Fees, Conservation Filing Fees, Recreation Program Fees, etc.). The projected funds available from taxes after certain adjustments prescribed by the state for FY2021, including debt exclusions, is \$18,281,152. The current projected revenue from receipts and other sources is \$5,868,886., for a total of \$24,150,038

The town will again be able to contribute \$400,000 toward its unfunded Post Employment Benefit liabilities (OPEB). This must currently be fully funded by 2040. The town has taken steps to invest these funds, which will greatly reduce our current liability and strengthen the town's financial position. On occasion the town receives unanticipated revenue. These windfalls have been used to fund the town's future liabilities and capital projects. Any funds received in the future should be used to help strengthen the town's infrastructure needs.

The town continues to maintain a healthy Stabilization Fund balance of \$1,014,772. This helps maintain our strong bond rating of AA+ by Standard and Poors and subsequent favorable borrowing costs. It is recommended that all cities and towns maintain a Stabilization fund equal to 5–7% of the annual budget. The current balance of our fund represents 5.02% of our proposed operating budget. The Committee expects to advise on fixed-income investments that would increase our Stabilization Fund returns.

Ongoing initiatives for the coming year include continued review and monitoring of the town's unfunded liabilities and infrastructure needs. We will continue to work with the town leadership to help find operating efficiencies and reporting structure. In addition to the OPEB contributions, the town has been required to make additional expenditures to conform to state and national public safety standards and additional health and regulatory requirements.

When these are combined with the year-over-year increases in the cost of living on the Outer Cape, changing demographics, and the need to make significant investment in housing that is affordable to working families, it becomes challenging to maintain a budget with the annual increases allowed by Proposition 2½. We believe the increasing cost of living and doing business on the Outer Cape and the subsequent impact on the town's resources has become increasingly difficult to manage. However, the strengthening of the position of the Town Manager over the last few years has better positioned the town to deal with these challenges.

The committee thereby recommends that the Annual Town Meeting approved the Omnibus Annual Budget and other financial articles for the 2021 fiscal year.

Truro Finance Committee  
Robert Panessiti, Chair  
Richard Wood, Vice Chair  
Lori Meads, Secretary  
Jay Coburn  
Raphael Richter

## Terms Used in Municipal Finance

**Appropriation** – An amount of money which has been authorized by vote of Town Meeting to be spent for a designated purpose.

**Available Funds** – Available funds refer to the Stabilization Fund, Beach Receipts Reserved for Appropriation, Pamet Harbor Receipts Reserved for Appropriation, Recreation Receipts Reserved for Appropriation, Conservation Commission Receipts Reserved for Appropriation, and continued appropriations left in Articles voted at previous Town Meetings.

**Bond and Interest Record** (Bond Register) – The permanent and complete record maintained by the treasurer for each bond issue. It shows the amount of interest and principal coming due each date and all other pertinent information concerning the bond issue.

**Bond Anticipation Note** (BAN) – Short-term debt instrument used to generate cash for initial project costs and with the expectation that the debt will be replaced later by permanent bonding. Typically issued for a term of less than one year, BANs may be re-issued for up to five years, provided principal repayment begins after two years (MGL Ch. 44 §17). Principal payments on school-related BANs may be deferred up to seven years (increased in 2002 from five years) if the community has an approved project on the Massachusetts School Building Authority (MSBA) priority list. BANs are full faith and credit obligations.

**Capital Outlay Expenditure Exclusion** – A temporary increase in the tax levy to fund a capital project or make a capital acquisition. Exclusions require two-thirds vote of the selectmen or city council (sometimes with the mayor's approval) and a majority vote in a community-wide referendum. The exclusion is added to the tax levy only during the year in which the project is being funded and may increase the tax levy above the levy ceiling.

**Cherry Sheet** – A form showing all State and County charges and reimbursements to the Town as certified by the Massachusetts Department of Revenue.

**Classification of Real Property** – Assessors are required to classify all real property according to use into one of four classes: Residential, Open Space, Commercial, and Industrial. Having classified its real property, local officials are permitted to determine locally, within limits established by statute and the Commissioner of Revenue, what percentage of the tax burden is to be borne by each class of real property and by personal property owners.

**Classification of the Tax Rate** – Each year, the selectmen or city council vote whether to exercise certain tax rate options. Those options include choosing a residential factor (MGL Ch. 40 §56), and determining whether to offer an open space discount, a residential exemption (Ch. 59, §5C), and/or a small commercial exemption (Ch. 59, §5I) to property owners.

**CMR** – Code of Massachusetts Regulations.

**Code of Ethics** – The provisions and requirements of MGL Ch. 286A pertaining to the standards of behavior and conduct to which all public officials and employees are held.

**COLA** – Cost of Living Adjustment.

**Collective Bargaining** – The process of negotiating workers' wages, hours, benefits, working conditions, etc., between an employer and some or all of its employees, who are represented by a recognized labor unit.

**Commitment** – Establishes the liability for individual taxpayers. The assessors' commitment of real estate taxes fixes the amount that the collector will bill and collect from property owners.

**Community Preservation Act** (CPA) – Enacted as MGL Ch. 44B in 2000, CPA permits cities and towns accepting its provisions to establish a restricted fund from which monies can be appropriated only for: a) the acquisition, creation and preservation of open space; b) the acquisition, preservation, rehabilitation, and restoration of historic resources; c) the acquisition, creation and preservation of land for recreational use; d) the creation, preservation and support of community housing; and e) the

rehabilitation and restoration of open space, land for recreational use and community housing that is acquired or created using monies from the fund. Acceptance requires town meeting or city council approval or a citizen petition.

**Community Preservation Fund** – A special revenue fund established pursuant to MGL Ch. 44B to receive all monies collected to support a Community Preservation Program, including but not limited to, tax surcharge receipts, proceeds from borrowings, funds received from the Commonwealth, and proceeds from the sale of certain real estate.

**Free Cash** – This is the amount certified annually by the State Bureau of Accounts. Town Meeting may appropriate from Free Cash for any lawful purpose. Sometimes referred to as Excess and Deficiency.

**Overlay (Also called Allowance for Abatements and Exemptions)** – The amount raised by the Assessors to be used for potential abatement of property taxes. The Overlay Surplus is the portion of each year's Overlay Account no longer required to cover the property abatements.

**Reserve Fund** – This fund is established by the voters at an Annual Town Meeting through the Omnibus Budget. Transfers from the Reserve Fund are within the exclusive control of the Finance Committee and are for extraordinary or unforeseen expenditures.

**Stabilization Fund** – This is a special reserve account. Without an authorizing two-thirds ( $\frac{2}{3}$ ) vote at a Town Meeting, funds cannot be deposited into or withdrawn from this account.

**Transfer** – The authorization to use an appropriation for a different purpose; in most cases only Town Meeting may authorize a transfer. However, in Truro, with certain restrictions, transfers may be authorized if the transfer is \$2,500 or less, the transfer is within the same Department, and is approved by the Department Head, Town Manager and the Finance Committee.

## PROPOSITION 2½ TERMS

**Contingent Votes** – Chapter 634 of the Acts of 1989 permits a Town Meeting to appropriate funds contingent upon passage of a referendum question (Override). A contingent vote does not automatically result in an override referendum. An override referendum can only be called by the Select Board. If a referendum is called by the Selectmen, it must take place within ninety days of the Town Meeting vote.

**Debt Exclusion and Capital Outlay Expenditure Exclusion** – These two override ballot questions can be placed on a referendum by a two-thirds ( $\frac{2}{3}$ ) vote of the Select Board. If a majority of the voters approve the ballot question, the Town's levy limit is temporarily increased for the amount voted at the referendum. The increase may exceed the Town's levy limit.

**General Override** – A general override ballot question can be placed on a referendum if a majority of the Select Board votes to do so. If the ballot question is approved by a majority of the voters, the Town's levy limit is permanently increased by the amount voted at the referendum. The levy limit increases may not exceed the Town's levy ceiling.

**Levy** – The property tax levy is the revenue the Town can raise through real and personal property taxes. The levy is the largest source of revenue for the Town.

**Levy Ceiling** – This is the maximum amount of the levy limit. The ceiling equals 2½% of the Town's full and fair cash value.

**Levy Limit** – The limit is based on the previous year's levy plus certain allowable increases.

**Levy Limit Increase** – The levy limit automatically increases each year by 2½% of the previous year's levy limit.

**New Growth** – The increase in the levy limit attributable to new construction and new parcel subdivisions.

**Override** – A community can increase its levy limit by voting at a referendum to exceed the limit. There are three (3) types of overrides: general, debt exclusion and capital outlay expenditure exclusion.

**Fiscal Year 2021 Five Year Capital Improvement Overview**

In accordance with the requirements of the Truro Charter (Paragraph 7-2-6), the Select Board respectfully presents for your review the FY 2021 Five Year Capital Improvement Plan. The expenditures listed are presented to give an updated overview of the projects and capital needs planned for the future. Attempts to define the future, while prudent from a planning point of view, must be fully recognized as “best estimates” that will be subject to continual change as each capital question moves forward.

During the calendar year 2003, the Town consolidated all long-term debt, including certain Cape Cod Land Bank acquisitions, into one general obligation bond, and refinanced the debt during a period of low interest rates, saving the Town almost \$500,000.00 over the life of the bond; thus, concurrently improving its Standard & Poor’s Bond Rating three (3) levels to an A+ rating. The attached “previously committed long-term debt” schedule, and the new “previously committed Land Bank debt” schedule, reflects that refinancing. The Town’s bond rating now is an “AA+” after a 2014 review by Standard and Poor’s.

Commencing with the FY2002 Municipal Operating Budget, the Town approved a new procedure to incorporate safety and other high priority capital items in the operating budget, up to a maximum expenditure amount to be set annually. Concerted effort has been focused on gradually increasing the annual appropriation for priority capital items to ensure sufficient budget capacity to develop and maintain a realistic upgrade and/or replacement schedule for the town’s rolling stock of vehicles, equipment and machinery. If an item does not succeed in being placed in the operating budget for purchase through this Operating Capital Account, Budget Line Item #01013358, then the capital item may be funded in a different manner.

As one alternative, the Capital Stabilization Fund established per Article 14 of the April 26, 2016 Annual Town Meeting and merged with the balance of the *Capital Improvements Fund* by vote of the November 13, 2018 Special Town Meeting has a balance of \$332,462. The purpose of this Fund is to allow, with Town Meeting approval, appropriation of incremental sums over a period of time to be used for capital purchases that may occur several years in the future. When the project or purchase is ready to be funded, Town Meeting must vote to appropriate the funds to the project or purchase. Two other ways to acquire a capital item individually require either a separate article specifying use of other available funds, or a Capital Exclusion Article, on the Town Meeting Warrant. The Capital Exclusion Article is considered to be a so-called “menu-override,” requiring a majority vote at both Town Meeting and at the next referendum.

For FY2021, the Operating Capital Account budget was significantly reduced in light of the undetermined impacts of the COVID-19 pandemic. The reduced budget includes air purification systems for Town buildings; a mobile generator; a roadway message board; Information Technology annual hardware upgrades and cloud management access switches; one replacement police SUV cruiser; and technology upgrades and mini splits at the Truro Central School. There is a Capital Exclusion request for a heavy-duty tractor truck replacement. Additionally, there is a debt exclusion request to borrow funds for the purposes of acquiring a Fire Department ambulance. If approved by a 2/3’s vote at Town Meeting, and by a majority at the ballot, the Town’s levy limit is temporarily increased in by the amount voted for that specific purpose.

The Five Year Debt Schedule for FY2021 through FY2025 follows on the next page. The Capital Improvement Budget for FY2021-FY2025 can be found in Appendix B of the Annual Town Meeting Warrant.

## Five Year Debt Schedule: FY2021- FY2025

\*\*Debt figures include principal and interest

| <b>PREVIOUSLY COMMITTED LONG TERM DEBT**</b>    | <b>FY2021</b>    | <b>FY2022</b>    | <b>FY2023</b>    | <b>FY2024</b>    | <b>FY2025</b>    |
|---|------------------|------------------|------------------|------------------|------------------|
| Year committed/amount/repayment                 |                  |                  |                  |                  |                  |
| <b>TOWN HALL REHABILITATION</b> (Note 1)        | \$176,240        | \$160,000        | \$104,000        | \$0              | \$0              |
| 2002/\$3,258,360/20 years - paid in full FY2023 |                  |                  |                  |                  |                  |
| <b>SEWER (MWPAT)</b> (Note 2)                   | \$10,200         | \$0              | \$0              | \$0              | \$0              |
| 2003/\$197,404/19 years- paid in full FY2021    |                  |                  |                  |                  |                  |
| <b>COMMUNITY CENTER</b> (Note 3)                | \$239,225        | \$231,150        | \$222,885        | \$214,525        | \$195,975        |
| 2006/\$3,735,000/20 years- paid in full FY2026  |                  |                  |                  |                  |                  |
| <b>SUB TOTAL</b>                                | <b>\$425,665</b> | <b>\$391,150</b> | <b>\$326,885</b> | <b>\$214,525</b> | <b>\$195,975</b> |

### NOTES

1. The total project amount borrowed has been reduced by receipt of a Small Cities Grant in the amount of \$312,000.
2. MA Water Pollution Abatement Trust loan. This is a no interest loan. Septic betterment receipts used to repay the debt.
3. The total project amount borrowed has been reduced by the receipt of donations in the amount of \$223,000.

| <b>PROJECTS TO BE PERMANENTLY FINANCED</b>                    | <b>FY2021</b>    | <b>FY2022</b>    | <b>FY2023</b>    | <b>FY2024</b>    | <b>FY2025</b>    |
|---|------------------|------------------|------------------|------------------|------------------|
| Year committed/amount/repayment                               |                  |                  |                  |                  |                  |
| <b>WATERWAY REPAIRS- EAGLE CREEK RESTORATION</b> (Note 4)     | \$0              | \$27,417         | \$26,600         | \$25,783         | \$24,967         |
| 2012/\$150,000/5 years  |                  |                  |                  |                  |                  |
| <b>WATERWAY REPAIRS- EAST HARBOR CULVERT PROJECT</b> (Note 5) | \$314,500        | \$308,025        | \$301,550        | \$295,075        | \$288,600        |
| 2017/\$3,700,000/20 years                                     |                  |                  |                  |                  |                  |
| <b>NEW EQUIPMENT- AMBULANCE</b> (Note 6)                      | \$82,250         | \$79,800         | \$77,350         | \$74,900         | \$72,450         |
| 2018/\$350,000/5 years  |                  |                  |                  |                  |                  |
| <b>LAND ACQUISITION- WALSH PROPERTY</b> (Note 7)              | \$0              | \$399,500        | \$391,275        | \$383,050        | \$374,825        |
| 2019/\$5,100,000/20 years                                     |                  |                  |                  |                  |                  |
| <b>WATERWAY REPAIRS- EAGLE NECK CREEK</b> (Note 8)            | \$0              | \$79,900         | \$78,255         | \$76,610         | \$74,965         |
| 2019/\$1,000,000/20 years                                     |                  |                  |                  |                  |                  |
| <b>SUB TOTAL</b>  | <b>\$396,750</b> | <b>\$894,642</b> | <b>\$875,030</b> | <b>\$855,418</b> | <b>\$835,807</b> |

### NOTES

4. The initial authorization in 2012 was increased by \$1M in 2019. The project will be permitted and completed\*
  5. The East Harbor project will address numerous concerns affecting the safety and water quality of the expansive waterway\*
  6. The Town has acquired and put into service a new ambulance\*
  7. The Town has purchased the Walsh Property ~ 69 acres (+/-) for "general municipal purposes"
  8. The Eagle Neck Creek project will fund drainage improvements and remediation of tidal flow issues\*
- \*Projects are expected to be bonded in 2022.

| <b>FUTURE CAPITAL PROJECTS</b> (Note 9)                       | <b>FY2021</b> | <b>FY2022</b> | <b>FY2023</b> | <b>FY2024</b> | <b>FY2025</b> |
|---|---------------|---------------|---------------|---------------|---------------|
| Year to Commit/Amount/Repayment                               |               |               |               |               |               |
| <b>NEW DPW FACILITY-LAND ACQ. &amp; CONSTRUCTION</b> (Note 9) |               |               |               |               |               |
| <b>TOWN CENTER ROAD CULVERT REPLACEMENT</b>                   |               |               |               |               |               |
| <b>LITTLE PAMET CULVERT REPLACEMENT AND RESTORATION</b>       |               |               |               |               |               |

9. These projects are in the planning phase and, as such, no funding requests are proposed at this time.



**GREETINGS:**

*In the name of the Commonwealth, you are hereby required to warn the inhabitants of the Town of Truro qualified to vote in town affairs, to meet at the Truro Central School, 317 Route 6, Truro, MA 02666, on Saturday, September 26, 2020, then and there, to vote on the following articles:*

**CONSENT AGENDA**

**Article 1: Authorization to Set the Salary of the Select Board**

To see if the Town will vote to determine and set the salary for the Select Board for Fiscal Year 2021 at \$3,000 per member for a total of \$15,000, or take any other action relative thereto.

Requested by the Finance Committee

|                                  |   |   |   |
|----------------------------------|---|---|---|
| Finance Committee Recommendation | 5 | 0 | 0 |
| Select Board Recommendation      | 5 | 0 | 0 |

**Article 2: Authorization to Set the Salary of the Moderator**

To see if the Town will vote to determine and set the salary for the Town Moderator for Fiscal Year 2021 at \$150, or take any other action relative thereto.

Requested by the Select Board

|                                  |   |   |   |
|----------------------------------|---|---|---|
| Finance Committee Recommendation | 5 | 0 | 0 |
| Select Board Recommendation      | 4 | 0 | 1 |

**Article 3: Council on Aging Revolving Fund**

To see if the Town will vote pursuant to Section 1.1.8 of the General Bylaws to set the spending limit for the COA Revolving Fund for Fiscal Year 2021 at forty thousand dollars (\$40,000); or to take any other action relative thereto.

Requested by the Town Accountant

*Explanation: This is a customary article required by Massachusetts General Law that sets expenditure limits for the Council on Aging Revolving Fund.*

|                                  |   |   |   |
|----------------------------------|---|---|---|
| Finance Committee Recommendation | 5 | 0 | 0 |
| Select Board Recommendation      | 5 | 0 | 0 |

**Article 4: Authorization to Expend Funds in Anticipation of Reimbursement for State Highway Assistance Aid**

To see if the Town will vote to appropriate all sums provided to the Town pursuant to the Chapter 90 Highway Assistance Program of the Massachusetts Department of Transportation for purposes consistent with said program; or to take any other action relative thereto.

Requested by the Town Accountant

*Explanation: The amount of the Chapter 90 funds to be awarded to Truro by the State for FY 2021 is \$170,187.*

|                                  |   |   |   |
|----------------------------------|---|---|---|
| Finance Committee Recommendation | 5 | 0 | 0 |
| Select Board Recommendation      | 5 | 0 | 0 |

**Article 5: Authorization to Lease Land for Cellular Tower**

To see if the Town will vote to authorize the Select Board to negotiate and enter into lease agreement(s) on certain Town-owned land, being: (1) the Public Safety Facility, located at 344 Route 6, North Truro; and (2) the Truro Landfill Site, located at Route 6, South Truro, for telecommunications purposes, including the construction, operation and maintenance of communications service facilities, said facilities to be in compliance with the Town Zoning Bylaw for Communication Structures, Buildings and Appurtenances, and any amendments thereto, on such terms and conditions and for such consideration as the Select Board shall determine to be appropriate, such lease or leases to be for a term of up to twenty (20) years; and further to grant such access and utility easements on said properties as the Select Board deems appropriate to serve the telecommunications towers and other facilities installed pursuant to said lease(s); or to take any other action relative thereto.

Requested by the Select Board

*Explanation: The leases for two cellular tower sites in Truro are expiring. Town Counsel is assisting staff to solicit proposals for the leases and the Select Board will need Town Meeting approval to negotiate and enter into lease agreement(s). There is no known plan to replace the current towers. Staff anticipates that a company will lease the current towers, maintaining existing public safety radio and cellular service.*

|                                  |   |   |   |
|----------------------------------|---|---|---|
| Finance Committee Recommendation | 5 | 0 | 0 |
| Select Board Recommendation      | 5 | 0 | 0 |

**Article 6: Accept M.G.L. c. 142, §12 Plumbing and Gas Fitting Inspectors**

To see if the Town will vote to accept Chapter 142, Section 12 (Additional inspectors; inspector engaging in plumbing or gas fitting work), as printed below:

*Section 12. No inspector of plumbing or inspector of gas fitting shall inspect or approve any plumbing or gas fitting work done by himself, his employer, employee or one employed with him, but in a city or town subject to sections one to sixteen, inclusive, the said inspector of buildings, or the board of health, shall in the manner provided in the preceding section appoint an additional inspector of plumbing or inspector of gas fitting as therein provided, who shall inspect plumbing or gas fitting so done. Said additional inspector may act in the absence or disability of the local inspector and for his services shall receive like compensation.*

*This section shall not apply to any city or town establishing an annual salary for an inspector of plumbing or inspector of gas fitting, and in such city or town an inspector of plumbing or inspector of gas fitting shall not engage or work at the business of plumbing or gas fitting; provided, however such an inspector may perform the work of a journeyman plumber or gas fitter outside the area over which he exercises jurisdiction as an inspector.*

or to take any other action relative thereto.

Requested by the Select Board

*Explanation: In the interest of recruiting and maintaining plumbing and gas fitting inspectors for the Town of Truro, the acceptance of M.G.L. c142 §12 is proposed. Acceptance of this section will allow Town of Truro plumbing and gas fitting inspectors (all of whom are currently part-time, as needed) who do not receive annual salaries, to work as a plumbers or gas fitters in Town, provided that they do not act as inspectors for their work or their employer's or employee's work; and the inspection of such work is done by an assistant inspector appointed by the building inspector or board of health. An inspector who receives an annual salary may perform the work of a journeyman plumber or gas fitter outside the area over which he/she exercises jurisdiction as an inspector.*

|                             |   |   |   |
|-----------------------------|---|---|---|
| Select Board Recommendation | 5 | 0 | 0 |
|-----------------------------|---|---|---|

**Article 7: Accept M.G.L. c. 143, §3Z Part-Time Building Inspectors**

To see if the Town will vote to accept Chapter 143, Section 3Z (Part time inspector of buildings, building commissioner, local inspector, or alternate inspector; other employment), as printed below:

*Section 3Z. Notwithstanding the provisions of any general or special law to the contrary, in any city, town or district which accepts the provisions of this section, any part time inspector of buildings, building commissioner, local inspector or alternate inspector may practice for hire or engage in the business for which he is certified, licensed or registered under the building code, while serving as such inspector; provided, however, that within the area over which he has jurisdiction as inspector or alternate inspector, he shall not exercise any of his powers and duties as such inspector, including those of enforcement officer of the state building code for the construction, reconstruction, alteration, repair, demolition or removal work done by himself, his employer, employee or one employed with him.*

*The inspection of such work shall be performed by the inspector of buildings or building commissioner of another city, town or district or by a special assistant inspector of buildings or assistant building commissioner who is appointed solely for the purpose of performing such inspections by the mayor of a city, the board of selectmen of a town or the governing board of a district.*

*This section shall take effect in a city, town or district upon its acceptance in a city, by the vote of the city council, subject to the provisions of the charter of such city; in a town, by a vote of town meeting; in a municipality having a town council form of government, by a vote of the town council, subject to the provisions of the charter of such municipality; and in a district, by the vote of the cities and towns of the district.*

or to take any other action relative thereto.

Requested by the Select Board

*Explanation: In the interest of recruiting and maintaining building commissioners/local building inspectors for the Town of Truro, the acceptance of M.G.L. c143 §3Z is proposed. Acceptance of this section will allow Town of Truro building commissioners and local building inspectors (all of whom are currently part-time) to work in Town in the area in which they are certified, licensed or registered provided that they do not act as inspectors for their work or their employer's or employee's work; and the inspection of such work is done by an inspector of another municipality or by a special assistant inspector appointed by the Select Board.*

|                             |   |   |   |
|-----------------------------|---|---|---|
| Select Board Recommendation | 5 | 0 | 0 |
|-----------------------------|---|---|---|

**Article 8: Accept M.G.L. c. 166, §32A Wiring Inspectors**

To see if the Town will vote to accept Chapter 166, Section 32A (Inspector of wires working as electrician; inspection by assistant inspector), as printed below:

*Section 32A. In a city, town or district which accepts this section, a licensed electrician who is appointed inspector of wires may practice for hire or engage in the business for which licensed under the applicable provisions of chapter one hundred and forty-one while serving as such inspector; provided, however, that within the area over which he has jurisdiction as wiring inspector he shall not exercise any of his powers and duties as such inspector, including those of enforcement officer of the state electrical code, over wiring or electrical work done by himself, his employer, employee or one employed with him. Any such city, town or district may in the manner provided in the preceding section appoint an assistant inspector of wires who shall exercise the duties of inspector of wires, including those of enforcement officer of the state electrical code, over work so done. Said assistant inspector may act in absence or disability of the local inspector and for his services shall receive like compensation as the city, town or district shall determine.*

*This section shall take effect upon its acceptance in a city, by vote of the city council, subject to the provisions of the charter of such city; in a town, by vote of the board of selectmen; in a municipality having a town council form of government, by a vote of the town council, subject to the provisions of the charter of such municipality and in a district, by vote as above provided of the cities and towns of the district.*

or to take any other action relative thereto.

Requested by the Select Board

*Explanation: In the interest of recruiting and maintaining wiring inspectors for the Town of Truro, the acceptance of M.G.L. c166 §32A is proposed. Acceptance of this section will allow Town of Truro wiring inspectors (all of whom are currently part-time) to work in Town as electricians provided that they do not act as inspectors for their work or their employer's or employee's work; and the inspection of such work is done by an assistant inspector appointed by the municipality.*

|                             |   |   |   |
|-----------------------------|---|---|---|
| Select Board Recommendation | 5 | 0 | 0 |
|-----------------------------|---|---|---|

**FINANCIAL ARTICLES**

**Article 9: FY2021 Omnibus Budget Appropriation**

To see if the Town will vote to raise and appropriate and transfer from available funds the sum of twenty million, one hundred ninety nine thousand, four hundred ninety five dollars (\$20,199,495.00) to defray the expenses and charges of the Town of Truro in Fiscal Year 2021 (the period from July 1, 2020 through June 30, 2021), including the costs of public education, debt service and interest payments, and to meet said appropriation by the following means:

| <b>Source</b>   | <b>Amount</b> |
|---|---------------|
| Raise through taxation  | \$19,414,745  |
| Transfer from Beach Receipts Reserved for Appropriation                   | \$377,000     |
| Transfer from Pamet Harbor Receipts Reserved for Appropriation            | \$88,000      |
| Transfer from Recreation Receipts Reserved for Appropriation              | \$21,000      |
| Transfer from Conservation Commission Receipts Reserved for Appropriation | \$5,000       |
| Transfer from Educational/Governmental Programming Access Fund            | \$159,000     |
| Transfer from Dennis Family Gift  | \$124,550     |
| To appropriate within the Septic Betterment Fund                          | \$10,200      |

Or take any other action relative thereto.

Requested by the Select Board

*Explanation: The proposed Fiscal Year 2021 Operating Budget can be found as Appendix A in the Annual Town Meeting Warrant. The Budget format contains the expenditure figures for Fiscal Year 2019, appropriation figures for Fiscal Year 2020 (as amended), and requests for Fiscal Year 2021 from Town Departments, as well as the Finance Committee’s recommendations and the Select Board’s recommendations. Please refer to the Select Board’s Message to the voters on page 6 and the Finance Committee’s Message on page 8.*

|                                  |   |   |   |
|----------------------------------|---|---|---|
| Finance Committee Recommendation | 4 | 0 | 0 |
| Select Board Recommendation      |   |   |   |

**Article 10: General Override**

To see if the Town will vote to add four (4) full-time firefighter/paramedics to the Fire/Rescue Department’s staffing, effective July 1, 2020, to raise and appropriate the sum of Three Hundred Fifty-One Thousand, Nine Hundred Four dollars and no cents (\$351,904.00), of which \$267,424.00 is to be added to the Fire/Rescue Salary and Wage budget (01022051), \$13,000.00 is to be added to the Fire/Rescue Capital budget (01022058), and \$71,480.00 is to be added to the Group Health Insurance: Town Share budget (01091451), and further to make this appropriation contingent upon the passage of an override ballot question under Chapter 59, Section 21C(g) of the General Laws (Proposition 2 ½), or to take any other action relative thereto.

Requested by the Select Board

*Explanation: In anticipation of changes to the provision of EMS services in Truro, the Board recommends adding four (4) permanent firefighter/paramedics in Fiscal Year 2021. These four additional personnel will allow the department to operate three-person shifts, which will help the staffing levels meet community demand if contracted EMS service providers are no longer able to operate.*

|                                  |   |   |   |
|----------------------------------|---|---|---|
| Finance Committee Recommendation | 5 | 0 | 0 |
| Select Board Recommendation      | 5 | 0 | 0 |

FINAL DRAFT



**Article 11: Transfer of Funds from Free Cash**

**SECTION 1: TO REDUCE OR STABILIZE THE FY 2021 TAX RATE**

To see if the Town will vote to transfer one million dollars (\$1,000,000) from Free Cash to reduce or stabilize the 2021 Tax Rate, or to take any other action relative thereto.

Requested by the Select Board

*Explanation: This is a customary article that transfers funds to offset the tax rate for the upcoming fiscal year. Annually, the Select Board uses \$1,000,000 of certified free cash (unexpended funds) as a revenue source to reduce the impact on the tax rate.*

|                                  |   |   |   |
|----------------------------------|---|---|---|
| Finance Committee Recommendation | 5 | 0 | 0 |
| Select Board Recommendation      | 5 | 0 | 0 |

**SECTION 2: TO THE OPEB TRUST FUND**

To see if the Town will vote to transfer the sum of four hundred thousand dollars (\$400,000.00) from Free Cash to the Other Post-Employment Benefits (OPEB) Trust Fund, or take any other action relative thereto.

Requested by the Select Board

*Explanation: This is a customary article that began at the 2014 ATM to transfer funds into the Other Post-Employment Benefits (OPEB) Trust Fund to cover further liability in accordance with government accounting standards. This year’s proposal is to transfer four hundred thousand dollars (\$400,000.00). The current balance in the fund is \$2,666,186.79.*

|                                  |   |   |   |
|----------------------------------|---|---|---|
| Finance Committee Recommendation | 5 | 0 | 0 |
| Select Board Recommendation      | 5 | 0 | 0 |

**SECTION 3: TO THE CAPITAL STABILIZATION FUND**

To see if the Town will vote to transfer the sum of one hundred thousand dollars (\$100,000.00) from Free Cash to the Capital Stabilization Fund, or take any other action relative thereto.

Requested by the Select Board

*Explanation: This is a customary article that began at the 2016 ATM to transfer funds into the Capital Stabilization Fund to plan for significant capital purchases that will occur several years in the future. Rather than waiting and appropriating or borrowing the entire sum in one year, this fund will allow us to reserve, with town meeting approval, incremental sums of money over a period of time. When the project or purchase is ready to be funded, a town meeting vote will be required to appropriate the funds. The current balance in the fund is \$332,462.*

|                                  |   |   |   |
|----------------------------------|---|---|---|
| Finance Committee Recommendation | 5 | 0 | 0 |
| Select Board Recommendation      | 5 | 0 | 0 |

**SECTION 4: TO THE STABILIZATION FUND**

To see if the Town will vote to transfer the sum of one hundred thousand dollars and no cents (\$100,000.00) from Free Cash to the Stabilization Fund, or take any other action relative thereto.

Requested by the Select Board

*Explanation: This transfer will replenish funds that have been transferred to the General Fund over the past several years to pay accumulated benefit obligations to retiring employees. Free Cash will be used for that purpose in FY 2021. The current balance in the Stabilization Fund is \$1,014,772 or 5.02% of the proposed FY2021 Operating Budget. This transfer will bring the Town closer to the recommended 5% of operating expenditure budget for the Stabilization Fund.*

|                                  |   |   |   |
|----------------------------------|---|---|---|
| Finance Committee Recommendation | 5 | 0 | 0 |
| Select Board Recommendation      | 5 | 0 | 0 |

**SECTION 5: TO THE AFFORDABLE HOUSING TRUST FUND**

To see if the Town will vote to transfer the sum of three thousand six hundred six dollars and no cents (\$3,606.00) from Free Cash to the Affordable Housing Trust Fund, or take any other action relative thereto.

Requested by the Select Board

*Explanation: This is a customary article to appropriate excess rental monies from the affordable housing property on Firehouse Road.*

|                                  |   |   |   |
|----------------------------------|---|---|---|
| Finance Committee Recommendation | 4 | 0 | 0 |
| Select Board Recommendation      |   |   |   |

**SECTION 6: TO EMPLOYEE BENEFIT BUY-OUT ACCOUNT**

To see if the Town will vote to transfer the sum of fifty thousand dollars and no cents (\$50,000.00) from Free Cash to Employee Benefit Buy-out Account, or take any other action relative thereto.

Requested by the Select Board

*Explanation: This article will provide the funding to honor employment contracts.*

|                                  |   |   |   |
|----------------------------------|---|---|---|
| Finance Committee Recommendation | 4 | 0 | 0 |
| Select Board Recommendation      |   |   |   |

**SECTION 7: TO THE AFFORDABLE HOUSING TRUST FUND**

To see if the Town will vote to transfer the sum of four hundred thousand dollars and no cents (\$400,000.00) from Free Cash to the Affordable Housing Trust Fund, or take any other action relative thereto.

Requested by the Select Board

*Explanation: This article makes monies available to the Affordable Housing Trust Fund. The Housing Authority requests use of the Trust Fund money from the Select Board, who approves the request as the Trustees of the Affordable Housing Trust Fund.*

|                                  |   |   |   |
|----------------------------------|---|---|---|
| Finance Committee Recommendation | 4 | 0 | 0 |
| Select Board Recommendation      |   |   |   |

**Article 12: Amend Personnel Bylaw, Article VIII, Section 8.1**

To see if the Town will vote to amend Truro Personnel Bylaw Article VIII, Section 8.1 as follows (new language shown **bold underline**, deleted language shown in ~~strike-out~~):

Section 8.1 Employees Entitled to Holidays With Pay - On the holidays listed in the Article, all hourly permanent full-time ~~and permanent part-time employees~~ shall receive one day at straight time pay. **Permanent** Part-time employees will be paid for the hours ~~normally~~ **scheduled to be** worked; and exempted employees will be granted the time off with their compensation recognized as being included in their annual salaries, for the following legal holidays:

- |  |                                   |
|--|-----------------------------------|
| New Year's Day                         | Labor Day                         |
| Martin Luther King Day                 | Columbus Day                      |
| Presidents' Day                        | Veterans Day                      |
| Patriots' Day                          | Thanksgiving Day                  |
| Memorial Day                           | Christmas Day                     |
| Independence Day                       | Friday after Thanksgiving         |
| <del>½ day before New Year's Day</del> | <del>½ day before Christmas</del> |
| <b><u>New Year's Eve</u></b>           | <b><u>Christmas Eve</u></b>       |

Should any of the listed holidays fall on a Saturday, the preceding Friday would be observed. If the holiday falls on a Sunday, then the following Monday would be observed. **If Christmas Day/ New Year's Day fall on a Monday, Christmas Eve/New Year's Eve may be banked for future use on a date prior to the end of the fiscal year with appropriate Department Head/ Town Manager approval.** State-mandate, alternative, celebration dates supersede this paragraph.

or to take any other action relative thereto.

Requested by the Select Board

*Explanation: This article seeks to change the half-day holidays on New Year's Eve and Christmas Eve to full-day holidays in the Personnel Bylaw, to facilitate schedules in the public works and public safety departments. The proposed FY2021 budget includes funding to minimize impact on Transfer Station hours.*

|                                  |   |   |   |
|----------------------------------|---|---|---|
| Finance Committee Recommendation | 5 | 0 | 0 |
| Select Board Recommendation      | 5 | 0 | 0 |

**CAPITAL IMPROVEMENT ARTICLES**

**Article 13: Capital Exclusion Request for Heavy Duty Tractor Truck Replacement**

To see if the Town will vote to raise and appropriate, transfer from available funds, or otherwise provide the sum of one hundred seventy thousand dollars (\$170,000) more or less, to pay costs of acquiring a heavy duty tractor truck, and for the payment of all other costs incidental and related thereto; provided that no sums shall be expended hereunder unless and until the Town shall have voted to exclude the amounts needed to meet this appropriation from the limitations imposed by M.G.L. c. 59, §21C (Proposition 2 1/2), or take any other action relative thereto.

Requested by the Select Board

*Explanation: The Department of Public Works requests a new Heavy Duty Tractor Truck to use for transporting recycling and solid waste, and for hauling machines and equipment. The Department currently has a 1988 International Roll Off Truck, a 2000 Sterling Dump Truck, and a 1984 Brigadier Heavy Duty Tractor (not registered and not road-worthy) that will be decommissioned with the purchase of this Heavy Duty Tractor Truck.*

|                                  |   |   |   |
|----------------------------------|---|---|---|
| Finance Committee Recommendation | 5 | 0 | 0 |
| Select Board Recommendation      | 5 | 0 | 0 |

FINAL DRAFT

**TWO-THIRDS  
VOTE**

**Article 14: Borrowing Authorization for Ambulance**

To see if the Town will vote to raise and appropriate, transfer from available funds, or borrow the sum of three hundred fifty thousand dollars (\$350,000) more or less, to pay costs of acquiring a Fire Department Ambulance, and for the payment of all other costs incidental and related thereto; provided that no sums shall be borrowed or expended hereunder unless and until the Town shall have voted to exclude the amounts needed to repay any bonds or notes issued pursuant to this vote from the limitations imposed by M.G.L. c. 59, §21C (Proposition 2 1/2), or take any other action relative thereto.

Requested by the Select Board

*Explanation: The ambulance requested will replace the existing 2001 ambulance. The existing ambulance is nearly 20 years old and is requiring more frequent repairs. It is becoming increasingly difficult to find parts for the repairs, which recently has left the ambulance out of service for longer periods of time. The new ambulance will be an Advanced Life Support (ALS) model with four-wheel drive, suitable for Truro's rural terrain. The proposed ambulance meets all current standards and codes and will include enhanced safety features for the patients and the firefighters.*

|                                  |   |   |   |
|----------------------------------|---|---|---|
| Finance Committee Recommendation | 5 | 0 | 0 |
| Select Board Recommendation      | 5 | 0 | 0 |

**COMMUNITY PRESERVATION ACT ARTICLES**

**Article 15: Community Preservation Act**

**SECTION 1: ADMINISTRATIVE SUPPORT**

To see if the Town will vote to appropriate the sum of Thirty-one Thousand, Seven Hundred and Thirty-two dollars and no cents (\$31,732.00) from Projected Community Preservation Act Surcharge Revenue for the administrative expenses of the Community Preservation Committee, or take any other action relative thereto.

Requested by Community Preservation Committee

*Explanation: The Community Preservation Act and the Truro Community Preservation Bylaws permit 5% of the projected Community Preservation Act surcharge revenue can be used for management of CPC operations, as well as for workshops, seminars, membership in the Community Preservation Coalition, printing, advertising and supplies and the like. Any money remaining at the end of the Fiscal Year will revert to the Community Preservation Act Undesignated Fund Balance.*

|   |   |   |   |
|---|---|---|---|
| Finance Committee Recommendation                | 5 | 0 | 0 |
| Select Board Recommendation                     | 5 | 0 | 0 |
| Community Preservation Committee Recommendation | 8 | 0 | 0 |

**SECTION 2: CONTRIBUTION TO THE AFFORDABLE HOUSING TRUST FUND**

(Community Housing)

To see if the Town will vote to appropriate the sum of One Hundred Fifty Thousand dollars and no cents (\$150,000.00) from Projected Fiscal Year 2021 Community Preservation Act Surcharge Revenue, to contribute to the Truro Affordable Housing Trust Fund, and to enter into a grant agreement to set forth the terms and conditions thereof, or take any other action relative thereto.

Requested by Truro Housing Authority

*Explanation: If money is immediately available to the Housing Authority, then the Housing Authority will be able to act on opportunities that would be lost if the Housing Authority had to wait for Town Meeting or beyond to request money for a legitimate Community Housing project. The Housing Authority requests use of the Trust Fund money from the Select Board, who approves the request as the Trustees of the Affordable Housing Trust Fund.*

|   |   |   |   |
|---|---|---|---|
| Finance Committee Recommendation                | 2 | 0 | 0 |
| Select Board Recommendation                     | 5 | 0 | 0 |
| Community Preservation Committee Recommendation | 6 | 2 | 0 |

**SECTION 3: LOWER CAPE HOUSING INSTITUTE**

(Community Housing)

To see if the Town will vote to appropriate the sum of Fifteen Thousand dollars and no cents (\$15,000.00) from Projected Fiscal Year 2021 Community Preservation Act Surcharge Revenue to contribute to the cost of, and thereby support, for the continuance of the Community Development Partnership sponsored Lower Cape Housing Institute and to enter into a grant agreement to set forth the terms and conditions thereof, or take any other action relative thereto.

Requested by the Community Development Partnership

*Explanation: The Community Development Partnership (CDP) is offering the Lower Cape Housing Institute for a fourth year. The CDP is seeking contributions from the eight participating towns toward the costs of continued training and technical assistance over the next two years. CPD’s aim is to develop better understanding of Community Housing needs and to support the towns in meeting their housing production goals.*

|   |   |   |   |
|---|---|---|---|
| Finance Committee Recommendation                | 2 | 0 | 0 |
| Select Board Recommendation                     | 5 | 0 | 0 |
| Community Preservation Committee Recommendation | 6 | 0 | 2 |

**SECTION 4: RESTORATION OF HIGHLAND HOUSE MUSEUM PHASE 5**

(Historic Preservation)

To see if the Town will vote to appropriate the sum of One hundred, Forty-four Thousand dollars, Four Hundred, Seventy-one dollars and no cents (\$144,471.00) from Projected Community Preservation Act Surcharge Revenue for the fifth phase of the preservation and restoration of the Highland House Museum with installation of secure roof with historic authenticity, and to enter into a grant agreement to set forth the terms and conditions thereof, or take any other action relative thereto.

Requested by Truro Historical Society

*Explanation: The Highland House Museum Phase 5 will complete the historic restoration project with the installation of a new, historically authentic roof with red cedar shingles, wooden trim and copper flashing.*

|   |   |   |   |
|---|---|---|---|
| Finance Committee Recommendation                | 2 | 3 | 0 |
| Select Board Recommendation                     | 5 | 0 | 0 |
| Community Preservation Committee Recommendation | 8 | 0 | 0 |



**SECTION 5: HISTORIC PROPERTIES INVENTORY**

(Historic Preservation)

To see if the Town will vote to appropriate the sum of Forty-seven Thousand, Five Hundred, Fifty dollars and no cents (\$47,550.00) from Projected Fiscal Year 2021 Community Preservation Act Surcharge Revenue to update the Historical Inventory to include eligible structures and midcentury modern homes not previously included in the plan, and to enter into a grant agreement to set forth the terms and conditions thereof, or take any other action relative thereto.

Requested by Truro Historical Commission

*Explanation: The Historical Commission’s goal is to update the historical inventory of all buildings and structures over 75 years old. This will include the mid-century modern houses and structures that have become eligible for historical designation since the last inventory compiled in Fiscal Year 2010. The Historical Commission’s consultant will compile “Form B” inventories — fact sheets on historic properties in Truro — which are stored at the Truro Public Library and are available online at the Massachusetts Historical Commission’s website: [www.mhc-macris.org](http://www.mhc-macris.org) (Massachusetts Cultural Resource Information System).*

|   |   |   |   |
|---|---|---|---|
| Finance Committee Recommendation                | 0 | 5 | 0 |
| Select Board Recommendation                     | 2 | 3 | 0 |
| Community Preservation Committee Recommendation | 8 | 0 | 0 |

**SECTION 6: PRESERVATION AND RESTORATION OF BUILDING T-5**

(Historic Preservation)

To see if the Town will vote to appropriate the sum of One Hundred, Sixty-five Thousand dollars and no cents (\$165,000.00) from projected Fiscal Year 2021 Community Preservation Act Surcharge Revenue for the preservation and restoration of Building T-5 at the former Air Force Base, and to enter into a grant agreement to set forth the terms and conditions thereof, provided that no grant funds may be released until the grantee has entered into a long-term lease of the building, or take any other action relative thereto.

Requested by Payomet Center for the Performing Arts

*Explanation: The Payomet Center for the Performing Arts will stabilize the building, restore the NCO hall for use, bring systems up to code, and remove unsafe parts of the original structure in order to create a year-round space suitable for performances and Town events.*

|   |   |   |   |
|---|---|---|---|
| Finance Committee Recommendation                | 0 | 5 | 0 |
| Select Board Recommendation                     | 0 | 4 | 1 |
| Community Preservation Committee Recommendation | 8 | 0 | 0 |

**SECTION 7: ACQUISITION OF 42 CORN HILL ROAD**

(Open Space and Historic Preservation)

To see if the Town will vote to repurpose the sum of One Hundred, Forty-five Thousand dollars and no cents (\$145,000.00) from the Fiscal Year 2019 sum (\$192,000.00), approved at Annual Town Meeting 2018 to purchase 2 Kill Devil Rd, to be made available for purchase of 42 Corn Hill Rd. (Map 45, Parcel 52), a 1.28 acre property to be held by conservation restriction as Open Space and to preserve the 716 square foot historic cottage, which was built in 1890 and has served as an ice house for the New Haven RR, a boathouse, and as the summer home of the Bunker family, and to enter into a grant agreement to set forth the terms and conditions thereof, or take any other action relative thereto.

Requested by Truro Conservation Trust

*Explanation: The Truro Conservation Trust proposes to use the money as a part of the purchase of 42 Corn Hill Road, which will complete a contiguous open space area from Corn Hill Beach south across the mouth of the Pamet River to Fisher Road. A conservation restriction will be placed on the lot to preserve it in perpetuity. The Trust has an agreement for a 33-year lease of the historic cottage on the lot to the Truro Center for the Arts at Castle Hill for seasonal use by their guest artists and teachers. Castle Hill will also be responsible for the maintenance of the house, thereby, preserving an historic building.*

|   |   |   |   |
|---|---|---|---|
| Finance Committee Recommendation                | 0 | 5 | 0 |
| Select Board Recommendation                     | 0 | 5 | 0 |
| Community Preservation Committee Recommendation | 8 | 0 | 0 |

**SECTION 8: ADDITIONAL FUNDING FOR PUMA PARK ENHANCEMENT**

(Recreation)

To see if the Town will vote to repurpose the sum of Twenty-six Thousand, Five Hundred dollars and no cents (\$26,500.00), previously approved at Annual Town Meeting 2016 for Fiscal Year 2017 use to improve Snow’s Park/Town Green, to be made available for additional, multi-generational equipment for Puma Park or take any other action relative thereto.

Requested by the Truro Commission on Disabilities

*Explanation: The three-year period of the agreement between the Town and the Truro Commission on Disabilities for the project to improve accessibility to Snow’s Park/Town Green has expired, and the Commission was unable to proceed with the plan because the property, abutting the Pamet River, is in the area of critical environmental concern (ACEC). Repurposing the money is an acceptable use of funds that will become immediately available for Puma Park for installation of adult exercise stations.*

|   |   |   |   |
|---|---|---|---|
| Finance Committee Recommendation                | 5 | 0 | 0 |
| Select Board Recommendation                     | 5 | 0 | 0 |
| Community Preservation Committee Recommendation | 8 | 0 | 0 |

GENERAL BYLAW ARTICLES

**Article 16: Amend General Bylaws Chapter 2, Section 2-1-1, Renting or Leasing Buildings**

To see if the Town will vote to amend Chapter 2, Section 2-1-1 of the General Bylaws, as follows (new language shown **bold underline**, deleted language shown in ~~strike-out~~):

2-1-1 ~~Unless a building is otherwise licensed, it may not~~ **No building may** be leased or rented residentially for any period of one hundred twenty (120) or fewer days until the building or appropriate portion of it has been registered with the Licensing Agent. (Separate rental or lease periods totaling more than one hundred twenty (120) days in any calendar year will not excuse compliance with this Bylaw if any single rental or lease period is one hundred twenty or fewer days in length.) The rental or lease of summer homes is the principal, but not exclusive, subject of this Bylaw.

or to take any other action relative thereto.

Requested by the Select Board

*Explanation: Currently, condominiums and cottage colonies are not required to complete the rental registration process because they are entities that require licensing from the Board of Health, however, this bylaw change would make the rental registration process mandatory for all buildings that are rented residentially, regardless of their classification.*

|                                  |   |   |   |
|----------------------------------|---|---|---|
| Finance Committee Recommendation | 5 | 0 | 0 |
| Select Board Recommendation      | 5 | 0 | 0 |

**ADVISORY ARTICLES**

**Article 17: Reduction of Truro’s Net Greenhouse Gas Emissions to Zero by 2050**

To see if the Town will vote to adopt the following policy objective:

Be it resolved that the Town of Truro recognizes that the climate emergency is leading to rising seas, deadly storms, floods, dangerous heat waves, prolonged droughts, wild fires, ocean warming and acidification, and other adverse consequences. This poses a threat to the health, safety, and economic security of the Town and its residents. The Town of Truro therefore adopts as its policy the objective of reducing Truro’s net greenhouse gas emissions to zero by 2050 at the latest, and requests the Select Board to direct all officers and departments of the Town to take such immediate measures within the scope of their respective responsibilities and authority as may be necessary and prudent to implement this policy,

or to take any other action relative thereto.

Requested by the Climate Action Committee

*Climate Action Committee Comment: This policy builds on climate resolutions passed at the 2013 Annual Town Meeting (“The citizens of Truro commit ourselves to meeting our individual and collective responsibility in the face of the increasing climate crisis by adopting energy efficiency and conservation practices”), and at the 2019 Annual Town Meeting, establishing a Town of Truro Climate Action Committee.*

*Reaching net zero emissions is defined as eliminating all greenhouse gas emissions by all known means, and capturing the remaining emissions by various means, such as planting species known for their ability to capture and sequester these emissions.*

*Achieving net zero emissions will require all sectors of our community—government, businesses, and citizens—to work together toward that goal.*

*Select Board Comment: This was submitted by the Climate Action Committee for consideration at Town Meeting and can be considered by Town Meeting as a non-binding advisory vote.*

|                             |   |   |   |
|-----------------------------|---|---|---|
| Select Board Recommendation | 5 | 0 | 0 |
|-----------------------------|---|---|---|

**PETITIONED ARTICLES**

**Article 18: Non- Binding Public Advisory Questions for Increased Security at Pilgrim Nuclear Power Station on Cape Cod Bay- Petitioned Article**

*Whereas*, the high-level nuclear waste will remain at Pilgrim for decades or more in dry casks that present safety concerns, each holding half the radioactive cesium released at Chernobyl;

*Whereas*, the spent fuel pool remains full and is vulnerable to terrorist attack or accident that could cause radioactive contamination rendering our communities uninhabitable;

*Whereas*, due to lack of proper security on the property, there has been open access beyond the posted ‘No Trespassing’ signs to within line-of-sight of dry cases and spent fuel pool;

*Whereas*, during decommissioning, the Nuclear Regulatory Commission has abdicated its responsibility to protect the public by approving exemptions requested by new Pilgrim owner Holtec for reduced offsite liability insurance, cybersecurity, and offsite emergency planning;

*Whereas*, safety is a human right;

*Whereas*, citizens of the Town of Truro find this to be an unacceptable threat to our health and safety and must be resolved in the most timely manner;

*Therefore*, shall the people of the Town of Truro direct the local government to communicate to Governor Baker and the State Legislature to employ all means available to ensure that: (1) spent nuclear fuel is secured in better quality dry casks and hardened onsite, storage; and (2) spent fuel pool and casks are protected with heightened security to prevent intrusion in order to protect the health, welfare, and economic interests of the Town of Truro and its inhabitants and visitors?

or take any other action relative thereto.

Requested by Citizen Petition

*Petitioner Comment: This was submitted by petition for consideration at Town Meeting for inclusion as a non-binding public advisory question for the 2020 spring Town Ballot.*

*Select Board Comment: This was submitted by petition for consideration at Town Meeting and can be considered by Town Meeting as a non-binding advisory vote.*

|                             |   |   |   |
|-----------------------------|---|---|---|
| Select Board Recommendation | 5 | 0 | 0 |
|-----------------------------|---|---|---|

**Article 19: Resolution in Support of Changing the State Flag & Seal of Massachusetts-  
Petitioned Article**

To see if our Town, Truro, will support the following resolution to ask the governor to appoint a committee to change the Massachusetts State Flag, Motto, and Seal:

***Resolution in Support of Changing the State Flag & Seal of Massachusetts***

*Whereas the history of the State of Massachusetts is replete with instances of conflict between the European Colonists and the Native Nations of the Region, who first extended the hand of friendship to the Colonists on their shores in 1620, and helped them to survive starvation during the settlers' first winters on their land;*

*Whereas members of the Native Nation for whom the State of Massachusetts is named were ambushed and killed by Myles Standish, first commander of the Plymouth Colony, in April of 1623, barely two years after the Pilgrims arrived on their shores;*

*Whereas the naked Colonial broadsword brandished above the head of the Native man on the Massachusetts State Flag and Seal is modeled over Myles Standish's own broadsword, borrowed from the Pilgrim Hall in Plymouth by the illustrator Edmund Garrett in 1884;*

*Whereas the belt binding the Native's cloak on the Flag and Seal is modeled after a belt worn by Metacomet, known to the English as King Philip, who was among the Wampanoag leaders who resorted to a mutually destructive war in 1675-76 in defense of Native lands against Euro-Colonial encroachment;*

*Whereas the proportions of the body of the Native man in the Flag and Seal were taken from a Native skeleton kept in Winthrop, the bow modeled after a bow taken from a Native man shot and killed by a colonist in Sudbury in 1665, and his features taken from a photograph of an Ojibwe chief from Great Falls, Montana, considered by the illustrator to be a "fine specimen of an Indian," though not from Massachusetts;*

*Whereas the history of relations between Massachusetts since Colonial times and the Native Nations who continue to live within its borders includes the forced internment of thousands of so-called "praying Indians" on Deer Island, in Boston Harbor, where they died by the hundreds of exposure in 1675, their subsequent enslavement in Boston, Bermuda, and the Caribbean Islands, the offering of 40 pounds sterling as bounty for the scalps of Native men, women and children in Massachusetts beginning in 1686, increased to 100 pounds sterling for the scalps of Native adult males by 1722, half that amount for Native women and children;*

*Whereas Native Nations within the boundaries of Massachusetts were kept in a state of serfdom, and their members legally considered incompetent wards of the state until the nonviolent action of the so-called Mashpee Rebellion of 1833 led to the granting of Native self rule by the Massachusetts legislature in 1834, as if the sovereign right of Native self-government was the Massachusetts legislature's to confer;*

*Whereas Native Americans were legally prohibited from even stepping foot into Boston from 1675 until 2004, when that law was finally repealed;*

*Whereas the 400th anniversary of the landing of the Euro-Colonists at Plymouth Plantation, which gave rise to the long chain of genocidal wars and deliberate policies of cultural*

*destruction against Native Nations of this continent, is approaching in the year 2020, affording every citizen of the Commonwealth a chance to reflect upon this history and come to a new awareness of a better relationship between the descendants of the Euro-Colonial immigrants and the Native Nations of the Commonwealth;*

*Whereas the land area now known as the Town of Truro shares a rich Native history with modern tribal Nations like the Mohican, the Abenaki, and tribal groups like the Sokoki and the Pocumtuck and the Wampanoag who frequented this area for thousands of years before the first colonial settlers arrived.*

*Now, therefore, BE IT RESOLVED that the Town of Truro hereby adopts this resolution in support of H.2776 and S.1877, a "Resolve Providing for the creation of a Special Commission relative to the Seal and Motto of the Commonwealth," and requests that Representative Paul Mark and Senator Jo Comerford continue their strong advocacy and support for the aforementioned Resolve (H.2776 and S.1877) in the General Court, and that the Joint Committee on State Administration and Regulatory Oversight, after holding a public hearing on the Resolve report it out favorably, and if the legislation shall pass that the governor shall sign it and work with members of the General Court to ensure its enactment.*

or take any other action relative thereto.

Requested by Citizen Petition

*Select Board Comment: This was submitted by petition for consideration at Town Meeting and can be considered by Town Meeting as a non-binding advisory vote.*

|                             |   |   |   |
|-----------------------------|---|---|---|
| Select Board Recommendation | 3 | 2 | 0 |
|-----------------------------|---|---|---|

TWO-THIRDS  
VOTE

**Article 20: Charter Amendment to Sections 3-1-1 and 6-4-2- Petitioned Article**

Whereas the Truro Planning is currently an elected multi-member body;

Whereas the intent of this article is to change the Truro Planning Board to a Select Board appointed multi-member body;

Now, therefore, to see if the Town will vote pursuant to G.L. c.43B, § 10 to amend Sections 3-1-1 and 6-4-2 of the Town Charter as set forth below, with ~~strikethrough~~ text to be deleted and **bold underlined** text to be inserted:

3-1-1 *The membership of the following multi-member bodies shall be elected as follows:*

- A Moderator shall be elected for a three-year term.*
- A Board of Selectmen of five members.*
- A School Committee of five members.*
- ~~*A Planning Board of seven members.*~~
- A Board of Library Trustees of five members, notwithstanding the provisions of Section 10 of Chapter 78 of the General Laws.*
- A Housing Authority of four members in accordance with the General Laws.*
- A fifth member of the Housing Authority shall be appointed by the Commonwealth.*
- A Cemetery Commission of three members.*

6-4-2 *The regulatory multi-member bodies listed below shall be appointed by the Board of Selectmen in accordance with sections 4-3-2 and 6-2-6 of this Charter.*

- Board of Health*
- Board of Assessors*
- Conservation Commission*
- Zoning Board of Appeals*
- Planning Board**

or take any other action relative thereto.

Requested by Citizen Petition

*Select Board Comment: This article was submitted by petition for consideration at Town Meeting.*

|   |   |   |   |
|---|---|---|---|
| Select Board Recommendation             | 2 | 3 | 0 |
| Charter Review Committee Recommendation |   |   |   |



**Article 21: Local Room Occupancy Tax Allocation- Petitioned Article**

To see if the Town will vote to amend its 4% local room occupancy excise under G.L. c. 64G, §3A by exclusively appropriating 2% of said funds to the Affordable Housing Trust Fund with the remaining 2% going to the General Fund, to take effect on July 1, 2021, or take any other action relative thereto.

Requested by Citizen Petition

*Select Board Comment: This article was submitted by petition for consideration at Town Meeting.*

|                             |   |   |   |
|-----------------------------|---|---|---|
| Select Board Recommendation | 0 | 5 | 0 |
|-----------------------------|---|---|---|

FINAL DRAFT

TWO-THIRDS  
VOTE

**Article 22: Charter Amendment to Section 2-2-4- Petitioned Article**

To see if the Town will vote to amend Section 2-2-4 of the Town Charter by adding new language as follows (new language shown **bold underline**), or to take any other action relative thereto.

2-2-4     *The Moderator shall appoint a Finance Committee in accordance with the provisions of Chapter 6. The Finance Committee shall act in an advisory capacity to the legislative branch, the Town Meeting. **The Moderator shall conduct an open search, selection and appointment process for candidates for new, renewing, and/or vacant seats for the Finance Committee. The Moderator will adhere to the procedures and practices used by the Select Board for appointed, members to Town committees and pursuant to General Law and to Chapter 6 of the Town Charter, as established and amended by Town Vote.***

Requested by Citizen Petition

*Select Board Comment: This article was submitted by petition for consideration at Town Meeting.*

*Petitioner’s Comment: The Finance Committee serves an essential and significant role year-round in developing departmental and Town-wide budget(s) for approval annually at ATM Presently, members are appointed at the sole discretion of the Town Moderator in a private process. The public should have an opportunity to apply, make their skills and interests known to the Townspeople as well as the Moderator, and be subject to public interviews and transparent selection processes.*

|   |   |   |   |
|---|---|---|---|
| Select Board Recommendation             | 3 | 1 | 1 |
| Charter Review Committee Recommendation |   |   |   |

**POSTING OF THE WARRANT**

In conformity with Section 2.3.5 of the Truro Town Charter, you are hereby directed to serve these warrants, by posting duly-attested copies in Town Hall, the United States Post Offices, two other public places in Truro and two other public places in North Truro, fourteen days, at least, before the date of said meeting.

Hereto fail not and make due return of the warrants, together with your doings thereon, to the Town Clerk, at time and place of said meetings. Given unto our hands this 8th day of September in the Year of our Lord, Two Thousand and Twenty.

We, the members of the Select Board of the Town of Truro, have read the warrant for Annual Town Meeting to be held at 12:00 p.m. on September 26, 2020, at the Truro Central School.

Acting in capacity of the Select Board we do hereby grant approval of and permission for the above mentioned warrant.

\_\_\_\_\_  
Robert M. Weinstein, Chair

\_\_\_\_\_  
Kristen M. Reed, Vice-Chair

\_\_\_\_\_  
Susan H. Areson, Clerk

\_\_\_\_\_  
Janet W. Worthington

\_\_\_\_\_  
Stephanie J. Rein

A true copy, attest:

Susan A. Joseph  
Temporary Town Clerk, Town of Truro

Sirs: I have served this warrant by posting duly attested copies thereof at the following places: Grozier Square Automotive Repair, Waters’ Automotive, Savory & the Sweet Escape, Pamet Valley Package, Truro Post Office, N. Truro Post Office, Truro Public Safety Facility, Truro Public Library, Transfer Station, Truro Central School, Truro Community Center, and Truro Town Hall.

\_\_\_\_\_  
Constable

\_\_\_\_\_  
Date

TOWN OF TRURO FY 2021 MUNICIPAL OPERATING BUDGET REQUEST SUMMARY

| DEPT #                       | ACCOUNT TITLE   | 2019<br>Actual Expenditures | 2020<br>Revised Final Budget | 2021<br>Original TM/FC/SB Recommendation | 2021<br>TM / SB COVID-19 Version Recommendation | Original to COVID \$<br>variance | Original to COVID %<br>variance |
|------------------------------|---|-----------------------------|------------------------------|--|---|----------------------------------|---------------------------------|
| <b>I. GENERAL GOVERNMENT</b> |   |                             |                              |  |   |                                  |                                 |
| 114                          | <b>MODERATOR</b>  |                             |                              |  |   |                                  |                                 |
|                              | Personnel   | 0.00                        | 150.00                       | 150.00                                   | 150.00  |                                  |                                 |
|                              | Expenses  | 0.00                        | 145.00                       | 145.00                                   | 145.00  |                                  |                                 |
|                              | <b>Total</b>  | <b>0.00</b>                 | <b>295.00</b>                | <b>295.00</b>                            | <b>295.00</b>                                   | <b>0.00</b>                      | <b>0.00%</b>                    |
| 122                          | <b>SELECTMEN</b>  |                             |                              |  |   |                                  |                                 |
|                              | Personnel   | 15,000.00                   | 16,500.00                    | 16,500.00                                | 16,500.00                                       |                                  |                                 |
|                              | Expenses  | 82,676.23                   | 85,066.00                    | 102,698.00                               | 94,698.00                                       |                                  |                                 |
|                              | <b>Total</b>  | <b>97,676.23</b>            | <b>101,566.00</b>            | <b>119,198.00</b>                        | <b>111,198.00</b>                               | <b>(8,000.00)</b>                | <b>-6.71%</b>                   |
| 129                          | <b>TOWN MANAGER</b>   |                             |                              |  |   |                                  |                                 |
|                              | Personnel   | 535,077.97                  | 537,478.00                   | 457,252.00                               | 480,929.00                                      |                                  |                                 |
|                              | Expenses  | 68,598.48                   | 36,519.00                    | 40,840.00                                | 35,070.00                                       |                                  |                                 |
|                              | <b>Total</b>  | <b>603,676.45</b>           | <b>573,997.00</b>            | <b>498,092.00</b>                        | <b>515,999.00</b>                               | <b>17,907.00</b>                 | <b>3.60%</b>                    |
| 131                          | <b>FINANCE COMMITTEE</b>  |                             |                              |  |   |                                  |                                 |
|                              | Expenses  | 135.00                      | 1,000.00                     | 1,000.00                                 | 500.00  |                                  |                                 |
|                              | <b>Total</b>  | <b>135.00</b>               | <b>1,000.00</b>              | <b>1,000.00</b>                          | <b>500.00</b>                                   | <b>(500.00)</b>                  | <b>-50.00%</b>                  |
| 132                          | <b>RESERVE FUND</b>   |                             |                              |  |   |                                  |                                 |
|                              | Transfers to Expending Depts.   | 100,000.00                  | 100,000.00                   | 100,000.00                               | 100,000.00                                      |                                  |                                 |
|                              | <b>Total</b>  | <b>100,000.00</b>           | <b>100,000.00</b>            | <b>100,000.00</b>                        | <b>100,000.00</b>                               | <b>0.00</b>                      | <b>0.00%</b>                    |
| 133                          | <b>OPERATING CAPITAL ACCOUNT</b>  |                             |                              |  |   |                                  |                                 |
|                              | <b>Police Department</b>  |                             |                              |  |   |                                  |                                 |
|                              | Police/Fire Dispatch Radios (to Cap Stab)-Proposed Transfer from Free Cash \$100K |                             |                              | 0.00                                     |   |                                  |                                 |
|                              | 2 SUV Cruiser   |                             |                              | 100,000.00                               | 50,000.00                                       |                                  |                                 |
|                              | <b>Fire Department</b>  |                             |                              |  |   |                                  |                                 |
|                              | Replace Utility Truck (480)   |                             |                              | 65,000.00                                |   |                                  |                                 |
|                              | Replace Ambulance 486 Proposed Debt Exclusion \$300K                              |                             |                              |  |   |                                  |                                 |
|                              | <b>INFORMATION TECHNOLOGY</b>   |                             |                              | 0.00                                     |   |                                  |                                 |
|                              | Capital: Meraki Switches  |                             |                              |  | 18,000.00                                       |                                  |                                 |
|                              | Annual Replacement Schedule: Desktops, monitors, surfaces                         |                             |                              |  | 17,200.00                                       |                                  |                                 |
|                              | <b>Department of Public Works</b>   |                             |                              |  |   |                                  |                                 |
|                              | Road Maintenance Program  |                             |                              | 65,000.00                                |   |                                  |                                 |
|                              | Heavy Duty Tractor (Truck) Replacement- Proposed \$170K Capita Exclusion          |                             |                              | 0.00                                     |   |                                  |                                 |
|                              | Message Board   |                             |                              | 20,000.00                                | 20,000.00                                       |                                  |                                 |
|                              | Charging Station(s) for e-cars  |                             |                              | 20,000.00                                | 10,000.00                                       |                                  |                                 |
|                              | <b>Public Building Maintenance</b>  |                             |                              | 0.00                                     |   |                                  |                                 |
|                              | Air Purification Systems (all buildings)  |                             |                              | 16,000.00                                | 15,000.00                                       |                                  |                                 |
|                              | Police Department Interview Room compliance improvements                          |                             |                              | 20,000.00                                |   |                                  |                                 |
|                              | Mobile Generator  |                             |                              | 35,000.00                                | 35,000.00                                       |                                  |                                 |

APPENDIX A: OMNIBUS BUDGET - FISCAL YEAR 2021

Annual Town Meeting – September 26, 2020

APPENDIX A

| DEPT # | ACCOUNT TITLE  | 2019<br>Actual Expenditures | 2020<br>Revised Final Budget  | 2021<br>Original TM/FC/SB<br>Recommendation | 2021<br>TM / SB COVID-19<br>Version<br>Recommendation | Original to COVID \$<br>variance | Original to COVID %<br>variance |  |
|--------|--|-----------------------------|---|---|---|----------------------------------|---------------------------------|--|
|        | <b>Truro Central School</b>  |                             |   | 0.00  |   |                                  |                                 |  |
|        | Technology Upgrade   |                             |   | 25,000.00                                   | 25,000.00   |                                  |                                 |  |
|        | Security System Upgrade  |                             |   | 0.00  |   |                                  |                                 |  |
|        | Skylights: Repair/Replace/Reflash  |                             |   | 12,000.00                                   |   |                                  |                                 |  |
|        | ADA Railings   |                             |   | 20,000.00                                   |   |                                  |                                 |  |
|        | Window Replacement   |                             |   | 11,500.00                                   |   |                                  |                                 |  |
|        | Shingle/Siding/Trim Repairs  |                             |   | 25,000.00                                   |   |                                  |                                 |  |
|        | Floor (Lamenate w/ Area Rugs)  |                             |   | 10,000.00                                   |   |                                  |                                 |  |
|        | Electrical Upgrades  |                             |   | 10,000.00                                   |   |                                  |                                 |  |
|        | Playground Soft Surfacing  |                             |   | 29,000.00                                   |   |                                  |                                 |  |
|        | Mini Splits  |                             |   | 0.00  | 40,000.00   |                                  |                                 |  |
|        | <b>TCS Boiler Replacement(Capital Stabilization Transfer)</b>  |                             | <b>170,000.00</b>   |   |   |                                  |                                 |  |
|        | <b>Total</b>   | <b>527,075.76</b>           | <b>450,500.00</b>   | <b>483,500.00</b>                           | <b>230,200.00</b>                                     | <b>(253,300.00)</b>              | <b>-52.39%</b>                  |  |
| 135    | <b>TOWN ACCOUNTANT</b>   |                             |   |   |   |                                  |                                 |  |
|        | Personnel  | 162,453.70                  | 169,216.00  | 170,680.00                                  | 169,574.00  |                                  |                                 |  |
|        | Expenses   | 2,869.07                    | 3,945.00  | 7,535.00                                    | 3,000.00  |                                  |                                 |  |
|        | <b>Total</b>   | <b>165,322.77</b>           | <b>173,161.00</b>   | <b>178,215.00</b>                           | <b>172,574.00</b>                                     | <b>(5,641.00)</b>                | <b>-3.17%</b>                   |  |
| 141    | <b>BOARD OF ASSESSORS</b>  |                             |   |   |   |                                  |                                 |  |
|        | Personnel  | 155,359.81                  | 170,553.00  | 174,935.00                                  | 173,854.00  |                                  |                                 |  |
|        | Expenses   | 24,868.69                   | 26,260.00   | 26,225.00                                   | 23,283.00   |                                  |                                 |  |
|        | <b>Total</b>   | <b>180,228.50</b>           | <b>196,813.00</b>   | <b>201,160.00</b>                           | <b>197,137.00</b>                                     | <b>(4,023.00)</b>                | <b>-2.00%</b>                   |  |
| 145    | <b>TOWN CLERK/TREASURER/COLLECTOR</b>  |                             |   |   |   |                                  |                                 |  |
|        | Personnel  | 224,580.18                  | 231,871.00  | 319,681.00                                  | 319,681.00  |                                  |                                 |  |
|        | Expenses   | 24,934.38                   | 56,130.00   | 59,425.00                                   | 59,425.00   |                                  |                                 |  |
|        | <b>Total</b>   | <b>249,514.56</b>           | <b>288,001.00</b>   | <b>379,106.00</b>                           | <b>379,106.00</b>                                     | <b>0.00</b>                      | <b>0.00%</b>                    |  |
| 151    | <b>TOWN COUNSEL</b>  |                             |   |   |   |                                  |                                 |  |
|        | Expenses   | 194,378.00                  | 175,000.00  | 180,000.00                                  | 190,000.00  |                                  |                                 |  |
|        | <b>Total</b>   | <b>194,378.00</b>           | <b>175,000.00</b>   | <b>180,000.00</b>                           | <b>190,000.00</b>                                     | <b>10,000.00</b>                 | <b>5.56%</b>                    |  |
| 152    | <b>VACATION/SICK LEAVE &amp; BENE BUY-OUT</b>  |                             |   |   |   |                                  |                                 |  |
|        | Personnel  | 0.00                        | Combined w/ 153 Reserve for Admin/Staff Changes / Reclassifications / Contract settlement effective FY 2020 |   |   |                                  |                                 |  |
|        | <b>Total</b>   | <b>0.00</b>                 |   |   |   |                                  |                                 |  |
| 153    | <b>RESERVE FOR VACATION/SICK LEAVE CONTINGENCY / ADMIN/STAFF CHANGES / RECLASSIFICATIONS / CONTRACT SETTLEMENT</b> |                             |   |   |   |                                  |                                 |  |
|        | Expenses   | 43,204.14                   | 125,000.00  | 189,750.00                                  | 116,000.00  |                                  |                                 |  |
|        | <b>Total</b>   | <b>43,204.14</b>            | <b>125,000.00</b>   | <b>189,750.00</b>                           | <b>116,000.00</b>                                     | <b>(73,750.00)</b>               | <b>-38.87%</b>                  |  |

| DEPT # | ACCOUNT TITLE   | 2019<br>Actual Expenditures | 2020<br>Revised Final Budget                    | 2021<br>Original TM/FC/SB<br>Recommendation | 2021<br>TM / SB COVID-19<br>Version<br>Recommendation | Original to COVID \$<br>variance | Original to COVID %<br>variance |
|--------|---|-----------------------------|---|---|---|----------------------------------|---------------------------------|
| 154    | <b>COLA UNDISTRIBUTED</b>                                 |                             |   |   |   |                                  |                                 |
|        | Reserved for Transfer                                     | 77,138.00                   | 55,708.00                                       | 69,360.00                                   | 69,360.00   |                                  |                                 |
|        | <b>Total</b>  | <b>77,138.00</b>            | <b>55,708.00</b>                                | <b>69,360.00</b>                            | <b>69,360.00</b>                                      | <b>0.00</b>                      | <b>0.00%</b>                    |
| 155    | <b>INFORMATION TECHNOLOGY</b>                             |                             |   |   |   |                                  |                                 |
|        | Personnel   | 91,884.23                   | 93,451.00                                       | 96,519.00                                   | 96,519.00   |                                  |                                 |
|        | Expenses  | 228,608.43                  | 225,200.00                                      | 279,806.00                                  | 244,605.00  |                                  |                                 |
|        | <b>Total</b>  | <b>320,492.66</b>           | <b>318,651.00</b>                               | <b>376,325.00</b>                           | <b>341,124.00</b>                                     | <b>(35,201.00)</b>               | <b>-9.35%</b>                   |
| 162    | <b>ELECTIONS AND BOARD OF REGISTRARS</b>                  |                             |   |   |   |                                  |                                 |
|        | Personnel   | 5,851.41                    | 4,159.00  | 7,325.00                                    | 7,325.00  |                                  |                                 |
|        | Expenses  | 2,458.97                    | 3,321.00  | 6,000.00                                    | 6,000.00  |                                  |                                 |
|        | <b>Total</b>  | <b>8,310.38</b>             | <b>7,480.00</b>                                 | <b>13,325.00</b>                            | <b>13,325.00</b>                                      | <b>0.00</b>                      | <b>0.00%</b>                    |
| 168    | <b>CABLE TV ADVISORY COMMITTEE</b>                        |                             |   |   |   |                                  |                                 |
|        | Expenses  | 74,400.88                   | 130,000.00                                      | 109,000.00                                  | 159,000.00  |                                  |                                 |
|        | <b>Total</b>  | <b>74,400.88</b>            | <b>130,000.00</b>                               | <b>109,000.00</b>                           | <b>159,000.00</b>                                     | <b>50,000.00</b>                 | <b>45.87%</b>                   |
| 171    | <b>CONSERVATION DEPARTMENT</b>                            |                             |   |   |   |                                  |                                 |
|        | Personnel   | 0.00                        | Combined w/ Health Department effective FY 2019 |   |   |                                  |                                 |
|        | Expenses  |                             |   | 0.00  | / Health Department eff                               |                                  |                                 |
|        | <b>Total</b>  | <b>0.00</b>                 | <b>0.00</b>                                     | <b>0.00</b>                                 | <b>0.00</b>   | <b>N/A</b>                       | <b>N/A</b>                      |
| 175    | <b>PLANNING DEPARTMENT</b>                                |                             |   |   |   |                                  |                                 |
|        | Personnel   | 1,977.60                    | 3,985.00  | 97,280.00                                   | 97,280.00   |                                  |                                 |
|        | Expenses  | 1,031.27                    | 1,675.00  | 6,375.00                                    | 3,125.00  |                                  |                                 |
|        | <b>Total</b>  | <b>3,008.87</b>             | <b>5,660.00</b>                                 | <b>103,655.00</b>                           | <b>100,405.00</b>                                     | <b>(3,250.00)</b>                | <b>-3.14%</b>                   |
| 176    | <b>ZONING BOARD OF APPEALS</b>                            |                             |   |   |   |                                  |                                 |
|        | Personnel   | 938.96                      | 4,395.00  | 2,100.00                                    | 2,100.00  |                                  |                                 |
|        | Expenses  | 768.88                      | 925.00  | 925.00                                      | 925.00  |                                  |                                 |
|        | <b>Total</b>  | <b>1,707.84</b>             | <b>5,320.00</b>                                 | <b>3,025.00</b>                             | <b>3,025.00</b>                                       | <b>0.00</b>                      | <b>0.00%</b>                    |
| 192    | <b>TOWN HALL OPERATION</b>                                |                             |   |   |   |                                  |                                 |
|        | Expenses  | 65,198.39                   | 66,950.00                                       | 66,400.00                                   | 73,900.00   |                                  |                                 |
|        | <b>Total</b>  | <b>65,198.39</b>            | <b>66,950.00</b>                                | <b>66,400.00</b>                            | <b>73,900.00</b>                                      | <b>7,500.00</b>                  | <b>11.30%</b>                   |
| 195    | <b>ANNUAL TOWN REPORT AND ANNUAL TOWN MEETING WARRANT</b> |                             |   |   |   |                                  |                                 |
|        | Expenses  | 6,599.00                    | 9,000.00  | 9,000.00                                    | 9,000.00  |                                  |                                 |
|        | <b>Total</b>  | <b>6,599.00</b>             | <b>9,000.00</b>                                 | <b>9,000.00</b>                             | <b>9,000.00</b>                                       | <b>0.00</b>                      | <b>0.00%</b>                    |
| 196    | <b>TOWN ENERGY COMMITTEE</b>                              |                             |   |   |   |                                  |                                 |
|        | Expenses  |                             | 0.00  | 1,000.00                                    | 1,000.00  |                                  |                                 |
|        | <b>Total</b>  | <b>0.00</b>                 | <b>0.00</b>                                     | <b>1,000.00</b>                             | <b>1,000.00</b>                                       | <b>0.00</b>                      | <b>0.00%</b>                    |
| 197    | <b>ALLOCATED COMMUNICATIONS FUND</b>                      |                             |   |   |   |                                  |                                 |
|        | Telephone service   | New: Effective FY 2021      |   | 29,180.00                                   | 29,180.00   |                                  |                                 |

| DEPT #                          | ACCOUNT TITLE  | 2019<br>Actual Expenditures   | 2020<br>Revised Final Budget | 2021<br>Original TM/FC/SB<br>Recommendation | 2021<br>TM / SB COVID-19<br>Version<br>Recommendation | Original to COVID \$<br>variance | Original to COVID %<br>variance |
|---------------------------------|--|-------------------------------|------------------------------|---|---|----------------------------------|---------------------------------|
| 198                             | <b>ALLOCATED ENERGY FUND</b>                                 |                               |                              |   |   |                                  |                                 |
|                                 | Electricity (Net Metering Credits)                           | <b>New: Effective FY 2020</b> | 148,500.00                   | 168,663.00                                  | 168,663.00  |                                  |                                 |
|                                 | <b>Total</b>   |                               | <b>148,500.00</b>            | <b>168,663.00</b>                           | <b>168,663.00</b>                                     | <b>0.00</b>                      | <b>0.00%</b>                    |
| 199                             | <b>MUNICIPAL POSTAGE</b>                                     |                               |                              |   |   |                                  |                                 |
|                                 | Expenses   | 8,481.44                      | 13,292.00                    | 13,432.00                                   | 13,432.00   |                                  |                                 |
|                                 | <b>Total</b>   | <b>8,481.44</b>               | <b>13,292.00</b>             | <b>13,432.00</b>                            | <b>13,432.00</b>                                      | <b>0.00</b>                      | <b>0.00%</b>                    |
| <b>TOTAL GENERAL GOVERNMENT</b> |  | <b>2,726,548.87</b>           | <b>3,100,796.00</b>          | <b>3,292,681.00</b>                         | <b>2,994,423.00</b>                                   | <b>(298,258.00)</b>              | <b>-9.06%</b>                   |
| <b>II. PUBLIC SAFETY</b>        |  |                               |                              |   |   |                                  |                                 |
| 210                             | <b>POLICE DEPARTMENT</b>                                     |                               |                              |   |   |                                  |                                 |
|                                 | Personnel  | 1,668,110.41                  | 1,938,690.00                 | 1,981,314.00                                | 1,969,514.00  |                                  |                                 |
|                                 | Expenses   | 186,645.16                    | 232,207.00                   | 237,587.00                                  | 210,287.00  |                                  |                                 |
|                                 | <b>Total</b>   | <b>1,854,755.57</b>           | <b>2,170,897.00</b>          | <b>2,218,901.00</b>                         | <b>2,179,801.00</b>                                   | <b>(39,100.00)</b>               | <b>-1.76%</b>                   |
| 219                             | <b>PARKING MAGISTRATE</b>                                    |                               |                              |   |   |                                  |                                 |
|                                 | Personnel  | 5,529.79                      | 5,304.00                     | 5,304.00                                    | 5,304.00  |                                  |                                 |
|                                 | Expenses   |                               | 1,200.00                     | 200.00                                      |   |                                  |                                 |
|                                 | <b>Total</b>   | <b>5,529.79</b>               | <b>6,504.00</b>              | <b>5,504.00</b>                             | <b>5,304.00</b>                                       | <b>(200.00)</b>                  | <b>-3.63%</b>                   |
| 220                             | <b>FIRE DEPARTMENT/RESCUE AND EMERGENCY MEDICAL SERVICES</b> |                               |                              |   |   |                                  |                                 |
|                                 | Personnel  | 733,366.66                    | 849,331.00                   | 960,795.00                                  | 883,345.00  |                                  |                                 |
|                                 | Expenses   | 109,285.24                    | 134,052.00                   | 145,403.00                                  | 102,253.00  |                                  |                                 |
|                                 | <b>Total</b>   | <b>842,651.90</b>             | <b>983,383.00</b>            | <b>1,106,198.00</b>                         | <b>985,598.00</b>                                     | <b>(120,600.00)</b>              | <b>-10.90%</b>                  |
| 231                             | <b>AMBULANCE FUND</b>  |                               |                              |   |   |                                  |                                 |
|                                 | Expenses   | 373,827.30                    | 429,594.00                   | 438,111.00                                  | 438,111.00  |                                  |                                 |
|                                 | <b>Total</b>   | <b>373,827.30</b>             | <b>429,594.00</b>            | <b>438,111.00</b>                           | <b>438,111.00</b>                                     | <b>0.00</b>                      | <b>0.00%</b>                    |
| 232                             | <b>CAPE &amp; ISLANDS EMERGENCY MEDICAL SERVICES</b>         |                               |                              |   |   |                                  |                                 |
|                                 | Expenses   | 1,700.00                      | 1,750.00                     | 1,800.00                                    | 1,800.00  |                                  |                                 |
|                                 | <b>Total</b>   | <b>1,700.00</b>               | <b>1,750.00</b>              | <b>1,800.00</b>                             | <b>1,800.00</b>                                       | <b>0.00</b>                      | <b>0.00%</b>                    |
| 241                             | <b>BUILDING/INSPECTION SERVICES DEPARTMENT</b>               |                               |                              |   |   |                                  |                                 |
|                                 | Personnel  | 156,964.70                    | 181,673.00                   | 112,901.00                                  | 112,901.00  |                                  |                                 |
|                                 | Expenses   | 3,815.12                      | 7,860.00                     | 7,180.00                                    | 7,180.00  |                                  |                                 |
|                                 | <b>Total</b>   | <b>160,779.82</b>             | <b>189,533.00</b>            | <b>120,081.00</b>                           | <b>120,081.00</b>                                     | <b>0.00</b>                      | <b>0.00%</b>                    |
| 291                             | <b>TRURO EMERGENCY MANAGEMENT AGENCY (Civil Defense)</b>     |                               |                              |   |   |                                  |                                 |
|                                 | Expenses   | 6,432.72                      | 8,750.00                     | 12,500.00                                   | 12,500.00   |                                  |                                 |
|                                 | <b>Total</b>   | <b>6,432.72</b>               | <b>8,750.00</b>              | <b>12,500.00</b>                            | <b>12,500.00</b>                                      | <b>0.00</b>                      | <b>0.00%</b>                    |
| 292                             | <b>ANIMAL CONTROL OFFICER</b>                                |                               |                              |   |   |                                  |                                 |
|                                 | Personnel  |                               |                              |   |   |                                  |                                 |
|                                 | Expenses   |                               |                              |   |   |                                  |                                 |
|                                 | <b>Total</b>   |                               |                              |   |   |                                  |                                 |
| <b>TOTAL PUBLIC SAFETY</b>      |  | <b>3,245,677.10</b>           | <b>3,790,411.00</b>          | <b>3,903,095.00</b>                         | <b>3,743,195.00</b>                                   | <b>(159,900.00)</b>              | <b>-4.10%</b>                   |

ACO / SPO included in Police Department Budget effective FY 2018

| DEPT #                       | ACCOUNT TITLE                                       | 2019<br>Actual Expenditures | 2020<br>Revised Final Budget | 2021<br>Original TM/FC/SB<br>Recommendation | 2021<br>TM / SB COVID-19<br>Version<br>Recommendation | Original to COVID \$<br>variance | Original to COVID %<br>variance |
|------------------------------|---|-----------------------------|------------------------------|---|---|----------------------------------|---------------------------------|
| <b>III. PUBLIC EDUCATION</b> |   |                             |                              |   |   |                                  |                                 |
| 010300                       | <b>TRURO PUBLIC SCHOOL</b>                          |                             |                              |   |   |                                  |                                 |
|                              | * 9-44 REGULAR DAY PROGRAM                          |                             |                              |   |   |                                  |                                 |
|                              | 1000 SERIES (ADMINISTRATION)                        | 212,398.49                  | 228,989.88                   | 239,864.24                                  | 236,364.24  |                                  |                                 |
|                              | 2000 SERIES (INSTRUCTION)                           | 1,517,371.11                | 1,623,995.73                 | 1,672,680.43                                | 1,645,680.43  |                                  |                                 |
|                              | 3000 SERIES (OTHER SERVICES)                        | 467,607.52                  | 488,531.37                   | 493,081.04                                  | 493,081.04  |                                  |                                 |
|                              | 4000 SERIES (MAINTENANCE)                           | 283,327.90                  | 244,124.32                   | 261,380.64                                  | 246,380.64  |                                  |                                 |
|                              | 5000 SERIES (FKED CHARGES)                          | 22,843.82                   |                              | 0.00  |   |                                  |                                 |
|                              | 6000 SERIES (COMMUNITY SERVICES)                    | 787.50                      | 1,100.00                     | 1,100.00                                    | 1,100.00  |                                  |                                 |
|                              | <b>TOTAL DAY TOTALS</b>                             | <b>2,504,336.34</b>         | <b>2,586,741.30</b>          | <b>2,668,106.35</b>                         | <b>2,622,606.35</b>                                   |                                  |                                 |
|                              | <b>AFTER SCHOOL ACTIVITIES</b>                      |                             |                              |   |   |                                  |                                 |
|                              | 2000 SERIES (INSTRUCTION)                           | 3,250.00                    | 29,300.00                    | 52,011.00                                   | 52,011.00   |                                  |                                 |
|                              | <b>TOTAL ASA</b>                                    | <b>3,250.00</b>             | <b>29,300.00</b>             | <b>52,011.00</b>                            | <b>52,011.00</b>                                      |                                  |                                 |
|                              | * 9-45 CHAPTER 766 (SPECIAL NEEDS)                  |                             |                              |   |   |                                  |                                 |
|                              | 2000 SERIES (INSTRUCTION)                           | 778,962.36                  | 906,047.70                   | 889,876.01                                  | 889,876.01  |                                  |                                 |
|                              | 3000 SERIES (OTHER SERVICES)                        | 29,203.61                   | 46,500.00                    | 65,040.00                                   | 65,040.00   |                                  |                                 |
|                              | 6000 SERIES (COMMUNITY SERVICES)                    | 0.00                        | 440.00                       | 440.00                                      | 440.00  |                                  |                                 |
|                              | 9000 SERIES (OTHER DIS)                             | 173.00                      | 140.00                       | 140.00                                      | 140.00  |                                  |                                 |
|                              | <b>TOTAL CHAPTER 766</b>                            | <b>808,338.97</b>           | <b>953,127.70</b>            | <b>955,496.01</b>                           | <b>955,496.01</b>                                     |                                  |                                 |
|                              | <b>ADULT EDUCATION</b>                              |                             |                              |   |   |                                  |                                 |
|                              | 2000 SERIES   | 0.00                        | 3,900.00                     | 3,900.00                                    | 3,900.00  |                                  |                                 |
|                              | 3000 SERIES   | 3,250.00                    |                              |   |   |                                  |                                 |
|                              | <b>TOTAL ADULT ED/ASA</b>                           | <b>3,250.00</b>             | <b>3,900.00</b>              | <b>3,900.00</b>                             | <b>3,900.00</b>                                       |                                  |                                 |
|                              | <b>TOTAL NET SCHOOL BUDGET K - 6</b>                | <b>3,319,175.31</b>         | <b>3,573,069.00</b>          | <b>3,679,513.36</b>                         | <b>3,634,013.36</b>                                   |                                  |                                 |
|                              | <b>SECONDARY REGULAR &amp; SPED - TUITIONED OUT</b> |                             |                              |   |   |                                  |                                 |
|                              | <b>INSTRUCTION</b>                                  |                             |                              |   |   |                                  |                                 |
|                              | Sped Specialist Tutorial Support 7 -12              | 0.00                        | 2,000.00                     | 1,000.00                                    | 1,000.00  |                                  |                                 |
|                              | SPED Instructional Equipment                        | 30.00                       | 100.00                       | 100.00                                      | 100.00  |                                  |                                 |
|                              | SPED General Supplies                               | 235.07                      | 100.00                       | 100.00                                      | 100.00  |                                  |                                 |
|                              | SPED Vocational Grades 7-12                         | 750.00                      | 0.00                         | 2,000.00                                    | 2,000.00  |                                  |                                 |
|                              | SPED Psych Contracted Svs-Grades 7-12               | 330.00                      | 12,430.00                    | 2,430.00                                    | 2,430.00  |                                  |                                 |
|                              | <b>Total Instruction</b>                            | <b>1,345.07</b>             | <b>14,630.00</b>             | <b>5,630.00</b>                             | <b>5,630.00</b>                                       |                                  |                                 |
|                              | <b>OTHER SCHOOL SERVICES - REGULAR DAY</b>          |                             |                              |   |   |                                  |                                 |
|                              | Pupil Transportation                                | 82,136.66                   | 78,390.00                    | <b>98,995.00</b>                            | <b>98,995.00</b>                                      |                                  |                                 |
|                              | Pupil Transportation - Private Placement            | 7,245.09                    | 10,272.00                    | <b>10,000.00</b>                            | <b>10,000.00</b>                                      |                                  |                                 |
|                              | <b>PROGRAMS/OTHER DISTRICTS</b>                     |                             |                              |   |   |                                  |                                 |
|                              | Tuition Grades 7 - 12                               | 1,601,585.72                | 1,753,510.00                 | 1,721,632.64                                | 1,671,632.64  |                                  |                                 |
|                              | Sped Tuitions Grades 7 - 12                         | 130,490.49                  | 134,406.00                   | 174,155.00                                  | 174,155.00  |                                  |                                 |
|                              | Payments to Non-Public Schools                      | 138,498.79                  | 299,425.00                   | 308,723.00                                  | 158,723.00  |                                  |                                 |
|                              | Payments to Member Collaborative                    | 60,279.35                   | 64,595.00                    | 67,825.00                                   | 67,825.00   |                                  |                                 |
|                              | <b>Sub-total:</b>                                   | <b>1,930,854.35</b>         | <b>498,426.00</b>            | <b>550,703.00</b>                           | <b>400,703.00</b>                                     |                                  |                                 |
|                              | <b>TOTAL SECONDARY REGULAR ED-TUITIONED OUT</b>     | <b>2,021,581.17</b>         | <b>2,355,228.00</b>          | <b>2,386,960.64</b>                         | <b>2,186,960.64</b>                                   |                                  |                                 |
|                              | <b>TOTAL SCHOOL BUDGET K - 12</b>                   | <b>5,340,756.48</b>         | <b>5,928,297.00</b>          | <b>6,066,474.00</b>                         | <b>5,820,974.00</b>                                   | <b>(245,500.00)</b>              | <b>-4.05%</b>                   |



| DEPT #                        | ACCOUNT TITLE                                      | 2019<br>Actual Expenditures | 2020<br>Revised Final Budget | 2021<br>Original TM/FC/SB<br>Recommendation | 2021<br>TM / SB COVID-19<br>Version<br>Recommendation | Original to COVID \$<br>variance | Original to COVID %<br>variance |
|-------------------------------|--|-----------------------------|------------------------------|---|---|----------------------------------|---------------------------------|
| 010316                        | CAPE COD REGIONAL TECHNICAL HIGH SCHOOL ASSESSMENT |                             |                              |   |   |                                  |                                 |
|                               | Assessment Due                                     | 124,697.00                  | 207,750.00                   | 182,926.00                                  | 182,926.00  |                                  |                                 |
|                               | <b>Total</b>                                       | <b>124,697.00</b>           | <b>207,750.00</b>            | <b>182,926.00</b>                           | <b>182,926.00</b>                                     | <b>0.00</b>                      | <b>0.00%</b>                    |
| <b>TOTAL PUBLIC EDUCATION</b> |  | <b>5,465,453.48</b>         | <b>6,136,047.00</b>          | <b>6,249,400.00</b>                         | <b>6,003,900.00</b>                                   | <b>(245,500.00)</b>              | <b>-3.93%</b>                   |
| <b>IV. PUBLIC WORKS</b>       |  |                             |                              |   |   |                                  |                                 |
| 400                           | DEPARTMENT OF PUBLIC WORKS                         |                             |                              |   |   |                                  |                                 |
|                               | Personnel  | 454,746.54                  | 478,021.00                   | 494,513.00                                  | 494,513.00  |                                  |                                 |
|                               | Expenses   | 219,409.46                  | 224,154.00                   | 210,720.00                                  | 206,720.00  |                                  |                                 |
|                               | <b>Total</b>                                       | <b>674,156.00</b>           | <b>702,175.00</b>            | <b>705,233.00</b>                           | <b>701,233.00</b>                                     | <b>(4,000.00)</b>                | <b>-0.57%</b>                   |
| 423                           | SNOW REMOVAL                                       |                             |                              |   |   |                                  |                                 |
|                               | Personnel  | 32,223.65                   | 11,700.00                    | 11,700.00                                   | 11,700.00   |                                  |                                 |
|                               | Expenses   | 30,687.87                   | 13,300.00                    | 13,300.00                                   | 13,300.00   |                                  |                                 |
|                               | <b>Total</b>                                       | <b>62,911.52</b>            | <b>25,000.00</b>             | <b>25,000.00</b>                            | <b>25,000.00</b>                                      | <b>0.00</b>                      | <b>0.00%</b>                    |
| 424                           | STREET LIGHTS                                      |                             |                              |   |   |                                  |                                 |
|                               | Expenses   | 1,554.69                    | 200.00                       | 200.00                                      | 200.00  |                                  |                                 |
|                               | <b>Total</b>                                       | <b>1,554.69</b>             | <b>200.00</b>                | <b>200.00</b>                               | <b>200.00</b>   | <b>0.00</b>                      | <b>0.00%</b>                    |
| 430                           | TRANSFER STATION/DISPOSAL AREA                     |                             |                              |   |   |                                  |                                 |
|                               | Personnel  | 165,615.38                  | 180,281.00                   | 187,442.00                                  | 187,442.00  |                                  |                                 |
|                               | Expenses   | 294,400.29                  | 275,870.00                   | 327,000.00                                  | 321,300.00  |                                  |                                 |
|                               | <b>Total</b>                                       | <b>460,015.67</b>           | <b>456,151.00</b>            | <b>514,442.00</b>                           | <b>508,742.00</b>                                     | <b>(5,700.00)</b>                | <b>-1.11%</b>                   |
| 470                           | PUBLIC BUILDING MAINTENANCE                        |                             |                              |   |   |                                  |                                 |
|                               | Personnel  | 267,324.96                  | 278,919.00                   | 276,481.00                                  | 276,481.00  |                                  |                                 |
|                               | Expenses   | 247,982.03                  | 157,985.00                   | 138,085.00                                  | 137,485.00  |                                  |                                 |
|                               | <b>Total</b>                                       | <b>515,306.99</b>           | <b>436,904.00</b>            | <b>414,566.00</b>                           | <b>413,966.00</b>                                     | <b>(600.00)</b>                  | <b>-0.14%</b>                   |
| 491                           | TOWN CEMETERIES                                    |                             |                              |   |   |                                  |                                 |
|                               | Expenses   | 29,620.00                   | 30,300.00                    | 30,300.00                                   | 30,300.00   |                                  |                                 |
|                               | <b>Total</b>                                       | <b>29,620.00</b>            | <b>30,300.00</b>             | <b>30,300.00</b>                            | <b>30,300.00</b>                                      | <b>0.00</b>                      | <b>0.00%</b>                    |
| 492                           | SOLDIERS & SAILORS LOTS                            |                             |                              |   |   |                                  |                                 |
|                               | Expenses   | 2,400.00                    | 2,500.00                     | 3,000.00                                    | 3,000.00  |                                  |                                 |
|                               | <b>Total</b>                                       | <b>2,400.00</b>             | <b>2,500.00</b>              | <b>3,000.00</b>                             | <b>3,000.00</b>                                       | <b>0.00</b>                      | <b>0.00%</b>                    |
| 499                           | CAPE COD GREENHEAD FLY CONTROL DISTRICT            |                             |                              |   |   |                                  |                                 |
|                               | Purchase of Services                               | 1,500.00                    | 1,500.00                     | 1,500.00                                    | 1,500.00  |                                  |                                 |
|                               | <b>Total</b>                                       | <b>1,500.00</b>             | <b>1,500.00</b>              | <b>1,500.00</b>                             | <b>1,500.00</b>                                       | <b>0.00</b>                      | <b>0.00%</b>                    |
| <b>TOTAL PUBLIC WORKS</b>     |  | <b>1,747,464.87</b>         | <b>1,654,730.00</b>          | <b>1,694,241.00</b>                         | <b>1,683,941.00</b>                                   | <b>(10,300.00)</b>               | <b>-0.61%</b>                   |

| DEPT #                                     | ACCOUNT TITLE                             | 2019<br>Actual Expenditures | 2020<br>Revised Final Budget | 2021<br>Original TM/FC/SB<br>Recommendation | 2021<br>TM / SB COVID-19<br>Version<br>Recommendation | Original to COVID \$<br>variance | Original to COVID %<br>variance |
|--|---|-----------------------------|------------------------------|---|---|----------------------------------|---------------------------------|
| <b><u>V. PUBLIC SERVICES</u></b>           |   |                             |                              |   |   |                                  |                                 |
| 510  | <b>HUMAN SERVICES COMMITTEE</b>           |                             |                              |   |   |                                  |                                 |
|  | Expenses                                  | 44,200.00                   | 46,200.00                    | 46,200.00                                   | 46,200.00   |                                  |                                 |
|  | <b>Total</b>                              | <b>44,200.00</b>            | <b>46,200.00</b>             | <b>46,200.00</b>                            | <b>46,200.00</b>                                      | <b>0.00</b>                      | <b>0.00%</b>                    |
| 511  | <b>HEALTH/CONSERVATION DEPARTMENT</b>     |                             |                              |   |   |                                  |                                 |
|  | Personnel                                 | 150,228.85                  | 162,630.00                   | 238,003.00                                  | 238,003.00  |                                  |                                 |
|  | Expenses                                  | 52,617.94                   | 62,640.00                    | 62,215.00                                   | 62,215.00   |                                  |                                 |
|  | <b>Total</b>                              | <b>202,846.79</b>           | <b>225,270.00</b>            | <b>300,218.00</b>                           | <b>300,218.00</b>                                     | <b>0.00</b>                      | <b>0.00%</b>                    |
| 512  | <b>WATER RESOURCE OVERSIGHT COMMITTEE</b> |                             |                              |   |   |                                  |                                 |
|  | Expenses                                  | 0.00                        | 7,300.00                     | 7,300.00                                    | 7,300.00  |                                  |                                 |
|  | <b>Total</b>                              | <b>0.00</b>                 | <b>7,300.00</b>              | <b>7,300.00</b>                             | <b>7,300.00</b>                                       | <b>0.00</b>                      | <b>0.00%</b>                    |
| 541  | <b>SENIOR / COMMUNITY SERVICES</b>        |                             |                              |   |   |                                  |                                 |
|  | Personnel                                 | 231,786.31                  | 268,634.00                   | 274,540.00                                  | 274,540.00  |                                  |                                 |
|  | Expenses                                  | 23,334.22                   | 37,269.00                    | 42,555.00                                   | 27,755.00   |                                  |                                 |
|  | <b>Total</b>                              | <b>255,120.53</b>           | <b>305,903.00</b>            | <b>317,095.00</b>                           | <b>302,295.00</b>                                     | <b>(14,800.00)</b>               | <b>-4.67%</b>                   |
| 543  | <b>VETERANS SERVICES</b>                  |                             |                              |   |   |                                  |                                 |
|  | Expenses                                  | 21,470.52                   | 31,773.00                    | 51,831.00                                   | 51,831.00   |                                  |                                 |
|  | <b>Total</b>                              | <b>21,470.52</b>            | <b>31,773.00</b>             | <b>51,831.00</b>                            | <b>51,831.00</b>                                      | <b>0.00</b>                      | <b>0.00%</b>                    |
| 545  | <b>COMMISSION ON DISABILITIES</b>         |                             |                              |   |   |                                  |                                 |
|  | Expenses                                  | 0.00                        | 200.00                       | 200.00                                      | 200.00  |                                  |                                 |
|  | <b>Total</b>                              | <b>0.00</b>                 | <b>200.00</b>                | <b>200.00</b>                               | <b>200.00</b>   | <b>0.00</b>                      | <b>0.00%</b>                    |
| <b>TOTAL PUBLIC SERVICES</b>               |   | <b>523,637.84</b>           | <b>616,646.00</b>            | <b>722,844.00</b>                           | <b>708,044.00</b>                                     | <b>(14,800.00)</b>               | <b>-2.05%</b>                   |
| <b><u>VI. CULTURE &amp; RECREATION</u></b> |   |                             |                              |   |   |                                  |                                 |
| 610  | <b>TOWN LIBRARIES</b>                     |                             |                              |   |   |                                  |                                 |
|  | Personnel                                 | 268,287.03                  | 293,541.00                   | 298,673.00                                  | 292,184.00  |                                  |                                 |
|  | Expenses                                  | 146,394.74                  | 129,045.00                   | 141,250.00                                  | 130,950.00  |                                  |                                 |
|  | <b>Total</b>                              | <b>414,681.77</b>           | <b>422,586.00</b>            | <b>439,923.00</b>                           | <b>423,134.00</b>                                     | <b>(16,789.00)</b>               | <b>-3.82%</b>                   |
| 630  | <b>RECREATION &amp; BEACH PROGRAMS</b>    |                             |                              |   |   |                                  |                                 |
|  | Personnel                                 | 333,011.72                  | 387,617.00                   | 402,587.00                                  | 347,504.00  |                                  |                                 |
|  | Expenses                                  | 77,731.64                   | 88,125.00                    | 106,706.00                                  | 88,835.00   |                                  |                                 |
|  | <b>Total</b>                              | <b>410,743.36</b>           | <b>475,742.00</b>            | <b>509,293.00</b>                           | <b>436,339.00</b>                                     | <b>(72,954.00)</b>               | <b>-14.32%</b>                  |
| 635  | <b>BICYCLE AND WALKWAYS COMMITTEE</b>     |                             |                              |   |   |                                  |                                 |
|  | Expenses                                  | 341.89                      | 2,000.00                     | 2,000.00                                    | 2,000.00  |                                  |                                 |
|  | <b>Total</b>                              | <b>341.89</b>               | <b>2,000.00</b>              | <b>2,000.00</b>                             | <b>2,000.00</b>                                       | <b>0.00</b>                      | <b>0.00%</b>                    |

| DEPT #                                | ACCOUNT TITLE                              | 2019<br>Actual Expenditures                             | 2020<br>Revised Final Budget | 2021<br>Original TM/FC/SB<br>Recommendation | 2021<br>TM / SB COVID-19<br>Version<br>Recommendation | Original to COVID \$<br>variance | Original to COVID %<br>variance |
|---------------------------------------|--|---|------------------------------|---|---|----------------------------------|---------------------------------|
| 640                                   | BEACH PROGRAM OPERATIONS                   | COMBINED WITH RECREATION BUDGET (630) EFFECTIVE FY 2020 |                              |   |   |                                  |                                 |
| 660                                   | PAMET HARBOR COMMISSION                    |   |                              |   |   |                                  |                                 |
|                                       | Personnel                                  | 0.00  | 0.00                         | 0.00  | 0.00  |                                  |                                 |
|                                       | Expenses                                   | 0.00  | 325.00                       | 325.00                                      | 325.00  |                                  |                                 |
|                                       | <b>Total</b>                               | <b>0.00</b>   | <b>325.00</b>                | <b>325.00</b>                               | <b>325.00</b>   | <b>0.00</b>                      | <b>0.00%</b>                    |
| 661                                   | PAMET HARBOR OPERATIONS / SHELLFISH WARDEN |   |                              |   |   |                                  |                                 |
|                                       | Personnel                                  | 109,679.48  | 114,475.00                   | 119,398.00                                  | 119,080.00  |                                  |                                 |
|                                       | Expenses                                   | 15,118.74   | 24,160.00                    | 26,230.00                                   | 19,635.00   |                                  |                                 |
|                                       | <b>Total</b>                               | <b>124,798.22</b>                                       | <b>138,635.00</b>            | <b>145,628.00</b>                           | <b>138,715.00</b>                                     | <b>(6,913.00)</b>                | <b>-4.75%</b>                   |
| 662                                   | PAMET HARBOR DREDGING (EFFECTIVE FY 2020)  |   |                              |   |   |                                  |                                 |
|                                       | Expenses                                   | 93,332.30   | 94,400.00                    | 96,760.00                                   | 96,760.00   | 0.00                             |                                 |
|                                       | <b>Total</b>                               | <b>93,332.30</b>  | <b>94,400.00</b>             | <b>96,760.00</b>                            | <b>96,760.00</b>                                      | <b>0.00</b>                      | <b>0.00%</b>                    |
| 691                                   | HISTORICAL COMMISSION                      |   |                              |   |   |                                  |                                 |
|                                       | Expenses                                   | 0.00  | 175.00                       | 175.00                                      | 175.00  |                                  |                                 |
|                                       | <b>Total</b>                               | <b>0.00</b>   | <b>175.00</b>                | <b>175.00</b>                               | <b>175.00</b>   | <b>0.00</b>                      | <b>0.00%</b>                    |
| <b>TOTAL CULTURE &amp; RECREATION</b> |  | <b>1,043,897.54</b>                                     | <b>1,133,863.00</b>          | <b>1,194,104.00</b>                         | <b>1,097,448.00</b>                                   | <b>(96,656.00)</b>               | <b>-8.09%</b>                   |
| <b>VII. DEBT SERVICE</b>              |  |   |                              |   |   |                                  |                                 |
| 710                                   | RETIREMENT OF DEBT - PRINCIPAL (ALL FUNDS) |   |                              |   |   |                                  |                                 |
|                                       | Expenses                                   | 725,200.00  | 655,400.00                   | 490,200.00                                  | 490,200.00  | 0.00                             |                                 |
|                                       | <b>Total</b>                               | <b>725,200.00</b>                                       | <b>655,400.00</b>            | <b>490,200.00</b>                           | <b>490,200.00</b>                                     | <b>0.00</b>                      | <b>0.00%</b>                    |
| 751                                   | INTEREST PAYMENTS - LONG TERM DEBT         |   |                              |   |   |                                  |                                 |
|                                       | Expenses                                   | 107,445.00  | 86,615.00                    | 65,733.00                                   | 65,733.00   |                                  |                                 |
|                                       | <b>Total</b>                               | <b>107,445.00</b>                                       | <b>86,615.00</b>             | <b>65,733.00</b>                            | <b>65,733.00</b>                                      | <b>0.00</b>                      | <b>0.00%</b>                    |
| 752                                   | INTEREST PAYMENTS - SHORT TERM DEBT        |   |                              |   |   |                                  |                                 |
|                                       | Expenses                                   | 5,509.65  | 66,343.00                    | 263,000.00                                  | 263,000.00  | 0.00                             |                                 |
|                                       | <b>Total</b>                               | <b>5,509.65</b>   | <b>66,343.00</b>             | <b>263,000.00</b>                           | <b>263,000.00</b>                                     | <b>0.00</b>                      | <b>0.00%</b>                    |
| <b>TOTAL DEBT SERVICE</b>             |  | <b>838,154.65</b>                                       | <b>808,358.00</b>            | <b>818,933.00</b>                           | <b>818,933.00</b>                                     | <b>0.00</b>                      | <b>0.00%</b>                    |
| <b>VIII. EMPLOYEE BENEFITS</b>        |  |   |                              |   |   |                                  |                                 |
| 911                                   | RETIREMENT AND PENSION                     |   |                              |   |   |                                  |                                 |
|                                       | County Retirement Assessment               | 1,129,757.00  | 1,166,488.00                 | 1,288,909.00                                | 1,266,183.00  |                                  |                                 |
|                                       | <b>Total</b>                               | <b>1,129,757.00</b>                                     | <b>1,166,488.00</b>          | <b>1,288,909.00</b>                         | <b>1,266,183.00</b>                                   | <b>(22,726.00)</b>               | <b>-1.76%</b>                   |
| 912                                   | WORKER'S COMPENSATION                      |   |                              |   |   |                                  |                                 |
|                                       | Worker's Compensation Insurance            | 64,974.00   | 78,500.00                    | 78,500.00                                   | 78,500.00   |                                  |                                 |
|                                       | <b>Total</b>                               | <b>64,974.00</b>  | <b>78,500.00</b>             | <b>78,500.00</b>                            | <b>78,500.00</b>                                      | <b>0.00</b>                      | <b>0.00%</b>                    |

| DEPT #                                    | ACCOUNT TITLE                                    | 2019<br>Actual Expenditures | 2020<br>Revised Final Budget | 2021<br>Original TM/FC/SB<br>Recommendation | 2021<br>TM / SB COVID-19<br>Version<br>Recommendation | Original to COVID \$<br>variance | Original to COVID %<br>variance |
|---|--|-----------------------------|------------------------------|---|---|----------------------------------|---------------------------------|
| 913                                       | <b>UNEMPLOYMENT INSURANCE COMPENSATION</b>       |                             |                              |   |   |                                  |                                 |
|   | Unemployment Compensation                        | 19,711.00                   | 73,500.00                    | 63,500.00                                   | 63,500.00   |                                  |                                 |
|   | <b>Total</b>                                     | <b>19,711.00</b>            | <b>73,500.00</b>             | <b>63,500.00</b>                            | <b>63,500.00</b>                                      | <b>0.00</b>                      | <b>0.00%</b>                    |
| 914                                       | <b>GROUP HEALTH INSURANCE - EMPLOYER SHARE</b>   |                             |                              |   |   |                                  |                                 |
|   | Group Health Premium Payments                    | 1,299,202.00                | 1,463,925.00                 | 1,354,324.00                                | 1,354,324.00  |                                  |                                 |
|   | <b>Total</b>                                     | <b>1,299,202.00</b>         | <b>1,463,925.00</b>          | <b>1,354,324.00</b>                         | <b>1,354,324.00</b>                                   | <b>0.00</b>                      | <b>0.00%</b>                    |
| 915                                       | <b>GROUP LIFE INSURANCE - EMPLOYER SHARE</b>     |                             |                              |   |   |                                  |                                 |
|   | Group Life Premium Payments                      | 2,064.00                    | 2,071.00                     | 2,071.00                                    | 2,071.00  |                                  |                                 |
|   | <b>Total</b>                                     | <b>2,064.00</b>             | <b>2,071.00</b>              | <b>2,071.00</b>                             | <b>2,071.00</b>                                       | <b>0.00</b>                      | <b>0.00%</b>                    |
| 916                                       | <b>FICA/MEDICARE INSURANCES - EMPLOYER SHARE</b> |                             |                              |   |   |                                  |                                 |
|   | FICA/Medicare Payments                           | 112,195.00                  | 135,572.00                   | 149,533.00                                  | 149,533.00  |                                  |                                 |
|   | <b>Total</b>                                     | <b>112,195.00</b>           | <b>135,572.00</b>            | <b>149,533.00</b>                           | <b>149,533.00</b>                                     | <b>0.00</b>                      | <b>0.00%</b>                    |
| <b>TOTAL EMPLOYEE BENEFITS</b>            |  | <b>2,627,903.00</b>         | <b>2,920,056.00</b>          | <b>2,936,837.00</b>                         | <b>2,914,111.00</b>                                   | <b>(22,726.00)</b>               | <b>-0.77%</b>                   |
| <b>IX. MUNICIPAL LIABILITY INSURANCES</b> |  |                             |                              |   |   |                                  |                                 |
| 945                                       | <b>MUNICIPAL LIABILITY INSURANCES</b>            |                             |                              |   |   |                                  |                                 |
|   | Insurance Payments                               | 155,292.00                  | 235,500.00                   | 235,500.00                                  | 235,500.00  | 0.00                             |                                 |
|   | <b>Total</b>                                     | <b>155,292.00</b>           | <b>235,500.00</b>            | <b>235,500.00</b>                           | <b>235,500.00</b>                                     | <b>0.00</b>                      | <b>0.00%</b>                    |
| <b>TOTAL MUNICIPAL INSURANCES</b>         |  | <b>155,292.00</b>           | <b>235,500.00</b>            | <b>235,500.00</b>                           | <b>235,500.00</b>                                     | <b>0.00</b>                      | <b>0.00%</b>                    |
| <b>GRAND TOTAL OPERATING BUDGET:</b>      |  | <b>18,374,029.35</b>        | <b>20,396,407.00</b>         | <b>21,047,635.00</b>                        | <b>20,199,495.00</b>                                  | <b>(848,140.00)</b>              | <b>-4.03%</b>                   |

**OPERATING BUDGET SUMMARY**

|                                    | 2019<br>Actual Expenditures | 2020<br>Final Budget | 2021<br>Original TM/FC/SB<br>Recommendation | 2021<br>TM / SB COVID-19<br>Version | Y-o-Y %                    |
|------------------------------------|-----------------------------|----------------------|---|-------------------------------------|----------------------------|
| I. GENERAL GOVERNMENT              | 2,726,548.87                | 3,100,796.00         | 3,292,681.00                                | 2,994,423.00                        | (298,258.00) -9.06%        |
| II. PUBLIC SAFETY                  | 3,245,677.10                | 3,790,411.00         | 3,903,095.00                                | 3,743,195.00                        | (159,900.00) -4.10%        |
| III. PUBLIC EDUCATION              | 5,465,453.48                | 6,136,047.00         | 6,249,400.00                                | 6,003,900.00                        | (245,500.00) -3.93%        |
| IV. PUBLIC WORKS                   | 1,747,464.87                | 1,654,730.00         | 1,694,241.00                                | 1,683,941.00                        | (10,300.00) -0.61%         |
| V. PUBLIC SERVICES                 | 523,637.84                  | 616,646.00           | 722,844.00                                  | 708,044.00                          | (14,800.00) -2.05%         |
| VI. CULTURE & RECREATION           | 1,043,897.54                | 1,133,863.00         | 1,194,104.00                                | 1,097,448.00                        | (96,656.00) -8.09%         |
| VII. DEBT SERVICE                  | 838,154.65                  | 808,358.00           | 818,933.00                                  | 818,933.00                          | 0.00 0.00%                 |
| VIII. EMPLOYEE BENEFITS            | 2,627,903.00                | 2,920,056.00         | 2,936,837.00                                | 2,914,111.00                        | (22,726.00) -0.77%         |
| IX. MUNICIPAL LIABILITY INSURANCES | 155,292.00                  | 235,500.00           | 235,500.00                                  | 235,500.00                          | 0.00 0.00%                 |
| <b>TOTAL I - IX:</b>               | <b>18,374,029.35</b>        | <b>20,396,407.00</b> | <b>21,047,635.00</b>                        | <b>20,199,495.00</b>                | <b>(848,140.00) -4.03%</b> |

# Annual Town Meeting – September 26, 2020

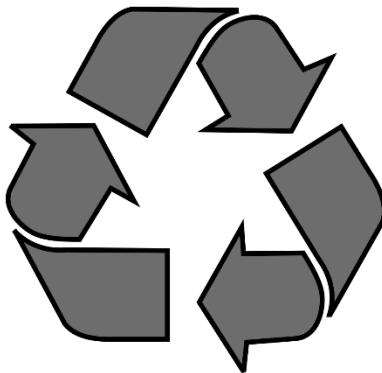
# APPENDIX B

## APPENDIX B: CAPITAL IMPROVEMENT BUDGET OF PROJECTED CAPITAL NEEDS FY2021 - FY2025

| Department:                          | PROJECTED CAPITAL NEEDS  | ANTICIPATED FISCAL YEAR BUDGET CYCLE |                  |                |                |                |
|--------------------------------------|--|--------------------------------------|------------------|----------------|----------------|----------------|
|                                      |  | FY '21                               | FY '22           | FY '23         | FY '24         | FY '25         |
| INFORMATION TECHNOLOGY               | Meraki switches (7), Firewall (1)  | 18,000                               |                  |                |                |                |
|                                      | 5-Year hardware replacement cycle, PCs, monitors etc.                                      | 17,200                               |                  |                |                |                |
|                                      | <b>Subtotals:</b>  | <b>35,200</b>                        | <b>0</b>         | <b>0</b>       | <b>0</b>       | <b>0</b>       |
| RECREATION AND BEACH                 | Show's Field: General Improvements (playground, grading, gate, parking lot, building, etc) |                                      | 50,000           |                |                |                |
|                                      | Vehicle Replacement  |                                      |                  |                |                |                |
|                                      | <b>Subtotals:</b>  | <b>0</b>                             | <b>50,000</b>    | <b>0</b>       | <b>0</b>       | <b>0</b>       |
| POLICE DEPARTMENT                    | ***Fire/Police/Dispatch Radios Move to Cap Stab Fund '20 - \$100K Free Cash                |                                      | 100,000          |                |                |                |
|                                      | (2 SUV) 2 SUV + 1K-9 in FY'22  | 50,000                               | 150,000          | 100,000        | 100,000        | 100,000        |
|                                      | <b>Subtotals:</b>  | <b>50,000</b>                        | <b>250,000</b>   | <b>100,000</b> | <b>100,000</b> | <b>100,000</b> |
| FIRE DEPARTMENT                      | Replace Utility Truck (480)  |                                      | 65,000           |                |                |                |
|                                      | Replace Ambulance 486 Remove \$350K - Debt Exclusion                                       |                                      |                  |                | 350,000        |                |
|                                      | Replace Engine 485   |                                      | 500,000          |                |                |                |
|                                      | <b>Subtotals:</b>  | <b>0</b>                             | <b>565,000</b>   | <b>350,000</b> | <b>500,000</b> | <b>0</b>       |
| DEPARTMENT OF PUBLIC WORKS           | Pick-up Truck with Plow  |                                      | 56,000           |                |                |                |
|                                      | Machines & Trucks Long-term maintenance components   |                                      |                  | 20,000         |                |                |
|                                      | Road Maintenance Program   | 0                                    | 65,000           |                |                | 65,000         |
|                                      | Heavy equipment trailer  |                                      |                  |                |                | 35,000         |
|                                      | Zoro-tum Lawn Mower  |                                      |                  |                | 15,000         |                |
|                                      | Chipper  |                                      |                  |                |                | 40,000         |
|                                      | Heavy Duty Tracker (Trucks) replacement - Proposed Capital Exclusion \$170K                |                                      |                  |                |                |                |
|                                      | Water buffalo (Disaster Prep)  | 0                                    | 20,000           |                |                |                |
|                                      | Message Board  | 20,000                               |                  |                |                |                |
|                                      | Changing Station for e-cars - 2 locations  | 10,000                               | 10,000           |                |                |                |
|                                      | <b>Subtotals:</b>  | <b>30,000</b>                        | <b>141,000</b>   | <b>100,000</b> | <b>161,000</b> | <b>100,000</b> |
| PUBLIC BUILDING MAINTENANCE          | Library Acoustic work for circulation area   |                                      | 0                | 15,000         |                |                |
|                                      | Police Department interviewroom compliance improvements                                    |                                      | 0                | 20,000         |                |                |
|                                      | Mobile Generator   |                                      | 35,000           |                |                |                |
|                                      | Air Purification Systems (All Town Buildings)  |                                      | 15,000           |                |                |                |
|                                      | Library, and Safety Facility Sliding Trim, and Windows                                     |                                      |                  | 200,000        |                |                |
|                                      | Library Main lobby Carpet, Youth Services carpet, and lower level carpet                   |                                      |                  | 90,000         |                |                |
|                                      | Community Center Carpet Replacement  |                                      |                  | 20,000         |                |                |
|                                      | Library, and Community Center exterior door replacement                                    |                                      |                  |                | 50,000         |                |
|                                      | <b>Subtotals:</b>  | <b>50,000</b>                        | <b>36,000</b>    | <b>310,000</b> | <b>50,000</b>  | <b>0</b>       |
|                                      | <b>TRANSFER STATION</b>  | <b>Closed top ejector trailer</b>    |                  | <b>62,000</b>  |                | <b>0</b>       |
|                                      | Technology Upgrade   |                                      | 25,000           |                |                | 25,000         |
|                                      | Security System Upgrade  |                                      | 25,000           |                |                | 25,000         |
|                                      | Skylights: Repair/replace/Retlash  | 0                                    | 13,000           |                |                | 30,000         |
|                                      | ADA Rallings   | 0                                    |                  |                |                | 10,000         |
|                                      | Window Replacement   |                                      |                  | 10,000         |                |                |
|                                      | Exterior Painting  |                                      |                  |                |                | 12,000         |
|                                      | Single/Sliding/Trim Repairs  | 0                                    | 25,000           | 28,200         |                | 31,800         |
|                                      | AC Energy STAR Mini Splits   | 40,000                               |                  |                |                | 25,000         |
|                                      | Roof Gutter Maintenance  |                                      | 10,000           |                |                | 12,000         |
|                                      | Floor (Laminate w/ Area Rugs)  | 0                                    |                  |                |                | 12,000         |
|                                      | Electrical Upgrades  | 0                                    | 11,000           |                |                | 75,000         |
|                                      | Interior Painting  |                                      |                  | 12,000         |                | 10,000         |
|                                      | Kitchen Appliances   |                                      |                  |                |                | 10,000         |
|                                      | Refrigeration Inside/Outside Components Compressor/fans                                    |                                      | 10,000           |                |                | 10,000         |
|                                      | Playground Soft Surfacing  |                                      |                  |                |                | 12,500         |
|                                      | Baseball Field, Seating  |                                      |                  |                |                |                |
|                                      | Storage/Parking Sealcoat, Berms  |                                      | 10,000           |                |                |                |
|                                      | <b>Subtotals:</b>  | <b>65,000</b>                        | <b>104,000</b>   | <b>109,700</b> | <b>100,500</b> | <b>130,600</b> |
| LIBRARY                              | Consultant for Reconfiguring library space   |                                      | 0                | 0              | 15,000         | 0              |
| ENVIRONMENTAL (Borrowing/ Exclusion) | Pamel/Balston, Upper & Lower River, NOT Little Pamel -- 2019                               |                                      |                  |                |                |                |
|                                      | Eagle Neck Creek   |                                      |                  |                |                |                |
|                                      | East Harbor - (Borrowing Authorized FY 2018, Borrowed 2019)                                |                                      |                  |                |                |                |
|                                      | Little Pamel   |                                      |                  |                |                |                |
|                                      | Mill Pond Culvert  |                                      |                  |                |                |                |
| DPW Facility                         | Relocation & Development   |                                      |                  |                |                |                |
| <b>GRAND TOTALS:</b>                 |  | <b>230,200</b>                       | <b>1,208,000</b> | <b>984,700</b> | <b>911,500</b> | <b>395,600</b> |

FINAL DRAFT

Please consider recycling this document.



**POSTING OF THE WARRANT**

In conformity with Section 2.3.5 of the Truro Town Charter, you are hereby directed to serve these warrants, by posting duly-attested copies in Town Hall, the United States Post Offices, two other public places in Truro and two other public places in North Truro, fourteen days, at least, before the date of said meeting.

Hereto fail not and make due return of the warrants, together with your doings thereon, to the Town Clerk, at time and place of said meetings. Given unto our hands this 8th day of September in the Year of our Lord, Two Thousand and Twenty.

We, the members of the Select Board of the Town of Truro, have read the warrant for Annual Town Meeting to be held at 12:00 p.m. on September 26, 2020, at the Truro Central School.

Acting in capacity of the Select Board we do hereby grant approval of and permission for the above mentioned warrant.

\_\_\_\_\_  
Robert M. Weinstein, Chair

\_\_\_\_\_  
Kristen M. Reed, Vice-Chair

\_\_\_\_\_  
Susan H. Areson, Clerk

\_\_\_\_\_  
Janet W. Worthington

\_\_\_\_\_  
Stephanie J. Rein

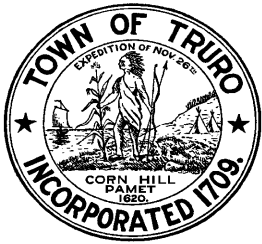
A true copy, attest:

Susan A. Joseph  
Temporary Town Clerk, Town of Truro

Sirs: I have served this warrant by posting duly attested copies thereof at the following places: Grozier Square Automotive Repair, Waters' Automotive, Savory & the Sweet Escape, Pamet Valley Package, Truro Post Office, N. Truro Post Office, Truro Public Safety Facility, Truro Public Library, Transfer Station, Truro Central School, Truro Community Center, and Truro Town Hall.

\_\_\_\_\_  
Constable

\_\_\_\_\_  
Date



# TOWN OF TRURO

## Select Board Agenda Item

**DEPARTMENT:** Fire Department

**REQUESTOR:** Tim Collins, Fire Chief

**REQUESTED MEETING DATE:** September 8, 2020

**ITEM:** To approve submitted policy manual for the Truro Fire Department

**EXPLANATION:** As part of the transition from a part time to a full-time department it was important to update the existing manual. Attached for your review and approval is the updated policy manual for the Truro Fire Department. Chief Collins will be at the meeting to answer any questions the Board has.

**FINANCIAL SOURCE (IF APPLICABLE):** N/A

**IMPACT IF NOT APPROVED:** No new updates to policy manual

**SUGGESTED ACTION:** *Motion to Approve the updated Policy and Procedures Manual for the Fire Department.*

**ATTACHMENTS:**

1. 2020 Updated Policy and Procedures Manual



**MISSION**

The mission of the Truro Fire Department is to provide the highest level of professional community fire protection, emergency medical rescue services, disaster management, fire prevention and public education to the citizens and property owners within the Town of Truro, in order to prevent or minimize the loss of life, and property damage as a result of fire or other type of emergency.

# Truro Fire Department

## Policy Manual

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### PHILOSOPHY AND GOALS

#### Philosophy

The philosophy of the Truro Fire Department is to protect and enhance the safety and well-being of those who live in and visit our community

#### Goals

We are committed to providing customer service excellence to the Town of Truro and shall achieve this through:

- **Professionalism**– In application, appearance, attitude and standards
- **Integrity**– Demonstrate honesty and fairness
- **Compassion**– Demonstrate kindness and empathy
- **Responsibility and Accountability**– Professionally, personally and fiscally responsible for our actions
- **Respect**– For each other, our Department, the Town Government and our customers, the citizens and visitors of the Town of Truro
- **Diversity**– Be open minded and responsive to the uniqueness of our community without regard to age, gender, religion or ethnic origin
- **Commitment**– In all department endeavors
- **Teamwork**– Encourage unity and a cooperative attitude
- **Health and Safety** – Personal and professional health and safety is paramount in fulfilling the mission of the Truro Fire Department.

# Truro Fire Department

## Policy Manual

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### **FIREFIGHTER CODE OF ETHICS**

As a firefighter and member of the Truro Fire Department, my fundamental duty is to serve the community; to safeguard and preserve life and property against the elements of fire and disaster; and maintain a proficiency in the art and science of fire engineering.

I will uphold the standards of my profession, continually search for new and improved methods and share my knowledge and skills with my contemporaries and successors.

I will not allow personal feelings, nor danger to self, deter me from my responsibilities as a firefighter.

I will at all times, respect the property and rights of all men and women, the laws of my community and my country, and the chosen way of life of my fellow citizens.

I recognize the badge of my office as a symbol of public faith, and I accept it as a public trust to be held so long as I am true to the ethics of the fire service. I will never use my official position to obtain advantages or favors for myself, my friends or family.

I will constantly strive to achieve the objectives and ideals, dedicating myself to my chosen profession—saving of life, fire prevention and fire suppression.

As a member of the Truro Fire Department, I accept this self-imposed and self-enforced obligation as my responsibility.

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## Chapter 1 - Fire Service Role and Authority



## Fire Service Authority

### 100.1 PURPOSE AND SCOPE

The purpose of this policy is to affirm the legal authority of the Truro Fire Department and the individual members as provided by local and Massachusetts law (G.L. c. 48, § 42; G.L. c. 48, § 42A).

### 100.2 POLICY

It is the policy of the Truro Fire Department to limit its members to only exercise the authority granted to them by law.

While the Truro Fire Department recognizes the authority of members granted to them, members are encouraged to use sound discretion in the exercise of their authority, and this department does not tolerate abuse of authority.

### 100.3 ORGANIZATIONAL POWERS

This department is authorized pursuant to Massachusetts law to perform fire suppression and related services including, but not limited to (G.L. c. 48, § 1 et seq.; G.L. c. 111C, § 1 et seq.; G.L. c. 148, § 2):

- (a) Fire prevention and fire code enforcement.
- (b) Fire suppression services.
- (c) Fire cause and origin investigation.
- (d) Emergency Medical Services (EMS).

### 100.4 FIREFIGHTER POWERS

Firefighters are sworn, appointed or elected members of this department and are authorized to exercise the following authority pursuant to applicable Massachusetts law (G.L. c. 48, § 1 et seq.):

- (a) Participate in a wide range of emergency and rescue activities, including EMS, extrication and heavy rescue
- (b) Perform fire suppression duties, including the suppression of structural, aircraft, marine, wildland and other types of fires
- (c) Investigate the cause and origin of fires
- (d) Collect and preserve evidence when a fire is of a suspicious origin
- (e) Possess peace officer status if duly sworn as Deputies by the County Sheriff
- (f) Perform specialty services, including hazardous materials response, technical rescue, water rescue and additional services as authorized by the Fire Chief
- (g) Provide fire code enforcement inspection and plan review services

# Truro Fire Department

## Policy Manual

### *Fire Service Authority*

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- (h) Provide public education and fire prevention activities and services

#### **100.5 CONSTITUTIONAL REQUIREMENTS**

When exercising their authority, members shall observe and comply with every person's clearly established rights under the United States Constitution and the Constitution of the Commonwealth of Massachusetts.

#### **100.6 SUPERVISORY AUTHORITY**

Any chief officer may relieve a member under his/her command from duty when, in his/her judgment, an offense committed is sufficiently serious to warrant immediate action. A report of such action shall be made immediately through the appropriate channels to the appropriate Chief Assigned, followed by written documentation of the charges, in accordance with department procedures. All such processes shall comply with established laws, rules, regulations and applicable collective bargaining agreements.

---

# Chief Executive Officer

## 101.1 PURPOSE AND SCOPE NEED TO DISCUSS

This policy identifies the education, experience or certifications desired for the Fire Chief.

## 101.2 POLICY

It is the policy of the Truro Fire Department to have a highly qualified Chief Executive Officer.

## 101.3 CHIEF EXECUTIVE OFFICER

Higher-level college degrees in public or business management, completion of certifications of the Massachusetts Fire Training Council (MFTC), the Massachusetts Fire Service Commission (MFSC) Fire Chief Credential (FCC), the National Fire Academy Executive Fire Officer (EFO) and the Center for Public Safety Excellence Chief Fire Officer (CFO) programs as well as experience in chief officer positions enhance the professional credibility of candidates for the rank of Fire Chief.

## 101.4 CERTIFIED FIRE CHIEF

The FCC credentialing process is solely administered by the MFSC. Any current Chief of Department or Chief Officer is eligible to apply for credentialing. Additionally, in fire departments where there are less than three Chief Officers, those persons holding the next lower rank in that department are also eligible to apply for this credential. Participation in the FCC program is voluntary but all eligible personnel are encouraged to participate.

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## Oath of Office

### 102.1 PURPOSE AND SCOPE

The purpose of this policy is to ensure that oaths, when appropriate or customary, are administered to department members.

### 102.2 POLICY

It is the policy of the Truro Fire Department that, when appropriate or customary, department members affirm the oath of their office as an expression of commitment to the constitutional rights of those served by the Department and the dedication of its members to their duties.

### 102.3 OATH OF OFFICE

Upon employment, all sworn, appointed or elected personnel may be asked to take and subscribe to the following oath or affirmation in addition to any other form of oath or affirmation required.

I, [employee name], do solemnly swear (or affirm) that I will support and defend the Constitution of the United States and the Constitution of the Commonwealth of Massachusetts against all enemies, foreign and domestic; that I will bear true faith and allegiance to the Constitution of the United States and the Constitution of Massachusetts; that I take this obligation freely, without any mental reservation or purpose of evasion; and that I will well and faithfully discharge the duties upon which I am about to enter.

When a person to be sworn has conscientious scruples against taking an oath, he/she shall be permitted to be affirmed. The words of the affirmation shall be the same as the words of the prescribed oath, except that the word "affirm" shall be substituted for the word "swear."

### 102.4 MAINTENANCE OF RECORDS

When the oath of office is required by law as it is for certain officers, it shall be filed with the town clerk as prescribed by Massachusetts law (G.L. c. 41, § 16).

When an oath is not required but is customary and is administered, the oath of office shall be filed in accordance with the established records retention schedule.

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# Policy Manual

## 103.1 PURPOSE AND SCOPE

The Policy Manual of the Truro Fire Department is hereby established and shall be referred to as the Policy Manual or the manual. The manual is a statement of the current policies, rules, and guidelines of this department. All members are expected to conform to the provisions of this manual.

All prior and existing policies, manuals, orders, and regulations that are in conflict with this manual are revoked, except to the extent that portions of the existing manuals, procedures, orders, and other regulations that have not been included herein shall remain in effect where they do not conflict with the provisions of this manual.

## 103.2 POLICY

Except where otherwise expressly stated, the provisions of this manual shall be considered as guidelines. It is recognized that fire and rescue work is not always predictable and circumstances may arise that warrant departure from these guidelines. It is the intent of this manual to be viewed using an objective standard, taking into consideration the sound discretion entrusted to the members of this department under the circumstances reasonably available at the time of any incident.

### 103.2.1 DISCLAIMER

The provisions contained in the Policy Manual are not intended to create an employment contract nor any employment rights or entitlements. The policies contained within this manual are for the internal use of the Truro Fire Department and shall not be construed to create a higher standard or duty of care for civil or criminal liability against the Town, its officials, or members. Violations of any provision of any policy contained within this manual shall only form the basis for department administrative action, training, or discipline. The Truro Fire Department reserves the right to revise any policy content, in whole or in part.

### 103.2.2 SEVERABILITY

In the event that any term or provision of this Policy Manual is declared illegal, invalid, or unenforceable by any court or any federal or state government agency, the remaining terms and provisions that are not affected shall remain in full force and effect. If any provision of the Policy Manual is found to be in conflict with a local, state, or federal law, Town policy, or collective bargaining agreement, such law, Town policy, or collective bargaining agreement shall take precedence over that provision of the Policy Manual.

In the event that any of the terms or provisions of the Policy Manual are determined to conflict with any portion of a collective bargaining agreement, the Department will seek to resolve the conflict.

### **103.3 AUTHORITY**

The Fire Chief shall be considered the ultimate authority for the content and adoption of the provisions of this manual and shall ensure compliance with all applicable federal, state, and local laws. The Fire Chief or the authorized designee is authorized to issue General Orders, which shall modify those provisions of the manual to which they pertain. General Orders shall remain in effect until such time as they may be permanently incorporated into the manual.

### **103.4 DEFINITIONS**

The following words and terms shall have these assigned meanings throughout the Policy Manual, unless it is apparent from the content that they have a different meaning:

**Adult** - Any person 18 years of age or older.

**Town** - The Town of TFD.

**Civilian** - Employees and volunteers who are not engaged in fire suppression as part of their primary duties.

**Department/Truro Fire Department** - The Truro Fire Department.

**Employee** - Any person employed by the Department.

**Fire Code** - The Massachusetts Comprehensive Fire Safety Code (527 CMR § 1.04; 527 CMR § 1.05).

**Firefighter/Sworn, appointed, or elected** - Those members, regardless of rank, who perform fire suppression duties as part of their primary duties as sworn, appointed, or elected members of the Truro Fire Department.

**Health and Safety Officer** - Members designated by the Fire Chief as responsible for the administration of health and safety-related programs and policies for the Truro Fire Department. The Fire Chief shall assume responsibility for health and safety-related policy and program administration if there is no designee.

**Manual** - The Truro Fire Department Policy Manual.

**May** - Indicates a permissive, discretionary, or conditional action.

**Member** - Any person employed or appointed by the Truro Fire Department, including:

- Full- and part-time employees
- Sworn, appointed, or elected firefighters
- Call firefighters
- Civilian employees
- Volunteers

**On-duty** - Member status during the period when he/she is actually engaged in the performance of his/her assigned duties.

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**Order** - A written or verbal instruction issued by a superior.

**Rank** - The title of the classification held by a firefighter.

**Shall or will** - Indicates a mandatory action.

**Should** - Indicates a generally required or expected action, absent a rational basis for failing to conform.

**Supervisor** - A person in a position of authority regarding hiring, transfer, suspension, promotion, discharge, assignment, reward, or discipline of other department members, directing the work of other members, or having the authority to adjust grievances. The supervisory exercise of authority may not be merely routine or clerical in nature but requires the use of independent judgment.

The term "supervisor" may also include any person (e.g., firefighter-in-charge, lead, or senior worker) given responsibility for the direction of the work of others without regard to a formal job title, rank, or compensation.

### **103.5 DISTRIBUTION OF THE POLICY MANUAL**

An electronic version of the Policy Manual will be made available to all members on the department network for viewing and printing. No changes shall be made to the manual without authorization from the Fire Chief or the authorized designee.

Each member shall acknowledge that he/she has been provided access to, and has had the opportunity to review, the Policy Manual and General Orders. Members shall seek clarification as needed from an appropriate supervisor for any provisions that they do not fully understand.

### **103.6 PERIODIC REVIEW OF THE POLICY MANUAL**

The Fire Chief will ensure that the Policy Manual is periodically reviewed and updated as necessary.

### **103.7 REVISIONS TO POLICIES**

All revisions to the Policy Manual will be provided to each member on or before the date the policy becomes effective. Each member will be required to acknowledge that he/she has reviewed the revisions and shall seek clarification from an appropriate supervisor as needed.

Members are responsible for keeping informed of all Policy Manual revisions.

Each Chief Assigned will ensure that members under his/her command are aware of any Policy Manual revision.

All department members suggesting revision of the contents of the Policy Manual shall forward their written suggestions to their supervisors, who will consider the recommendations and forward them to the command staff as appropriate.

## Chapter 2 - Organization and Administration



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## Organizational Structure

### 200.1 PURPOSE AND SCOPE

The purpose of this policy is to establish the organizational structure of the Truro Fire Department. This policy also provides guidance regarding the department's reporting process through the chain of command.

### 200.2 POLICY

It is the policy of the Truro Fire Department to organize its resources in a manner that allows for effective and efficient service delivery to the public. To ensure effective organizational communication, members should generally adhere to the established chain of command unless there is a good faith and reasonable basis for utilizing an alternate channel of communication.

### 200.3 SECTIONS

The Fire Chief is responsible for managing the Truro Fire Department. The following Sections make up the Truro Fire Department:

- Chief Assigned Section
- Emergency Response Section
- Chief Assigned Section

#### 200.3.1 CHIEF ASSIGNED SECTION

The Chief Assigned Section is directed by a Chief Assigned and provides administrative support to the Fire Chief; prepares and coordinates the department budget; acts as liaison with the Assistant Town Manager regarding recruitment, promotion and performance appraisals; manages information technology systems and payroll functions; and reviews, prepares and presents staff reports to the Department, the Town staff and Town officials.

It is the responsibility of the Chief Assigned to prepare and maintain a current organizational chart.

#### 200.3.2 EMERGENCY RESPONSE SECTION

The Emergency Response Section is directed by a Chief Assigned. The Emergency Response Section responds to all fire, rescue and medical aid calls for service; manages major disaster responses; and staffs various emergency response apparatus and support units.

The Emergency Response Chief Assigned may also oversee the management of Dispatch.

#### 200.3.3 CHIEF ASSIGNED SECTION

The Chief Assigned Section is directed by a Fire Marshal. The Chief Assigned Section's mission is to engage in investigation, education, prevention and mitigation of fire incidents or accidents.

# Truro Fire Department

## Policy Manual

### *Organizational Structure*

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The Chief Assigned Section performs inspections of businesses and occupancies as mandated by applicable law. In addition, the Section may be the lead agency or act as a support service in the investigation of all major fires occurring within the jurisdiction of the Truro Fire Department.

#### **200.4 UNITY OF COMMAND**

The principles of unity of command ensure efficient supervision and control within the Department. Generally, each member is accountable to a single supervisor at any time for a given assignment or responsibility. Except where specifically delegated or where authority exists by virtue of policy or a special assignment (e.g., emergency incidents), any supervisor may temporarily direct the subordinate of another supervisor if an operational need exists.

#### **200.5 CHAIN OF COMMAND**

Respect for rank is essential for administrative and operational efficiency. All members of the Truro Fire Department shall adhere to the chain of command. All members shall be thoroughly familiar with the National Incident Management System (NIMS) and the Incident Command System (ICS) and operate within their parameters throughout the duration of all emergency incidents (Exec. Order No. 469 (2005); G.L. c. 40, § 4J).

A supervising or commanding officer will be identified for each department member. This supervisor/commanding officer is the first step in the organizational chain of command, followed by the next level of commanding officer as set forth in the department's organizational structure. In the event that no supervisory officer is available, rank will be determined by seniority in rank.

Members of the Truro Fire Department shall generally conduct department business through the established chain of command. Members shall consult with and report to their commanding officer/supervisor when making recommendations for changes, alterations or improvements concerning department matters. Members shall forward all reports and recommendations through the chain of command. The submission should include written comments from the member's immediate supervisor to indicate whether he/she approves of the recommendation. No memo or recommendation should be stopped in the chain of command before it reaches its intended destination/officer.

Other than the exceptions set forth below, no member of the Truro Fire Department shall initiate contact with any member of the governing board or with any other local, regional, state or federal official regarding any matter affecting the Truro Fire Department without having first informed the Fire Chief through the chain of command.

#### **200.6 DIRECTIVES AND ORDERS**

Members shall comply with lawful directives and orders from any department supervisor or person in a position of authority, absent a reasonable and bona fide justification.

A member who believes any written or verbal order to be unlawful or in conflict with another order shall:

# Truro Fire Department

## Policy Manual

### *Organizational Structure*

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- (a) Immediately inform the supervisor issuing the order, and also the member's immediate supervisor or the Fire Chief, of the conflict or error of the order.
- (b) Provide details explaining the grounds for believing there is a conflict or error.
- (c) Request clarification, guidance and direction regarding following the order.
- (d) Request the order in writing, absent exigent circumstances, should the conflict or perceived error be unresolved.
- (e) Respectfully inform the supervisor that he/she intends to disobey what he/she reasonably believes to be a conflicting or unlawful order.

A member's decision to disobey an order that he/she believes to be unlawful is not a bar to discipline should the order be determined as lawful.

#### **200.7 ALTERNATE CHANNELS OF COMMUNICATION**

All members shall endeavor to keep their supervisors informed of any matters that may affect the safety, welfare or operations of the Department.

As a general matter, any concern about a workplace situation should first be raised with the member's immediate supervisor. It is recognized, however, that there may be occasions where the use of the established chain of command may not be appropriate. If an issue is of a personal nature, involves a sensitive matter, is of significant importance to the Department or involves other members or supervisors, the member may consult directly with the Chief Assigned, the Fire Chief or a representative of the Assistant Town Manager.

All members are free to make or prepare to make, in good faith, any complaint that identifies ethical or legal violations, including fraud, waste, abuse of authority, gross mismanagement, violations of the law or practices that may pose a threat to the health, safety and security of the public or members without fear of actual or threatened discrimination, retaliation or reprisal. Such complaints are not subject to the chain of command and may be made to any supervisor or directly to the Assistant Town Manager. Nothing in this policy shall diminish the rights or remedies of a member pursuant to any applicable federal law, provision of the U.S. Constitution, applicable Massachusetts law, ordinance or collective bargaining agreement (G.L. c. 149, § 185).

Any form of reprisal or retaliation against any member for making or filing a complaint in good faith or for participating in the investigation of a complaint is prohibited. Any member engaging in any form or type of reprisal or retaliation is subject to discipline (see the Anti-Retaliation Policy).

# Emergency Action Plan and Fire Prevention Plan

## 201.1 PURPOSE AND SCOPE

The purpose of this policy is to provide for member and visitor safety in the event of an emergency at any department facility and ensure compliance with the Code of Federal Regulations and state regulations mandating all employers to develop and maintain an Emergency Action Plan (EAP) and a Fire Prevention Plan (FPP) (29 CFR 1910.38; 29 CFR 1910.39; G.L. c. 149, § 6 1/2).

## 201.2 POLICY

The Truro Fire Department is committed to preparing for natural or human-created emergency incidents and providing for the safety of its members and visitors.

## 201.3 EMERGENCY ACTION PLAN AND FIRE PREVENTION PLAN

The Chief Assigned Chief Assigned will develop and maintain an EAP and FPP to provide for the safety of department members and visitors in the event of an emergency. The EAP and FPP will address the specific requirements contained in 29 CFR 1910.38 and 29 CFR 1910.39, pursuant to G.L. c. 149, § 6 1/2, and will address all buildings, facilities and regular places of work or visitor access that are controlled by the Department. The plan also will address actions that members of the Department must take to ensure their safety and that of visitors from fire and other emergencies.

- (a) The EAP shall be in writing and its elements shall include, but are not limited to (29 CFR 1910.38; G.L. c. 149, § 6 1/2):
  1. Emergency evacuation procedures, including escape procedures and emergency escape route assignments.
  2. Procedures to be followed by members who remain to conduct critical facility operations before they evacuate.
  3. Procedures to account for all members and visitors after an emergency evacuation has been completed.
  4. Rescue and medical duties.
  5. Means of reporting fires and other emergencies.
  6. Names or job titles of persons or departments that can be contacted for further information or an explanation of duties under the plan.
  7. The alarm system that will be used to notify members and visitors in the event of a fire or other emergency situation.
  8. The types of evacuations to be used in emergency circumstances.
- (b) The FPP shall be in writing and its elements shall include, but are not limited to (29 CFR 1910.39; G.L. c. 149, § 6 1/2):

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### *Emergency Action Plan and Fire Prevention Plan*

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1. A list of major fire hazards, handling and storage procedures for hazardous materials, potential ignition sources and their control procedures and the type of fire equipment necessary to control the hazard.
  2. Names and job titles of persons responsible for maintaining the equipment to prevent or control sources of ignition or fires.
  3. Names and job titles of persons responsible for control of fuel source hazards.
  4. Procedures to control the accumulation of flammable and combustible waste.
  5. Maintenance procedures for heat-producing equipment to prevent accidental ignition of combustible materials.
- (c) The written EAP and FPP shall be kept at each department workplace or facility and shall be made available for member and visitor review.

#### **201.4 TRAINING**

The Department will provide state-mandated training supporting the EAP and FPP to all members and also to those persons who become members at the time they are assigned to the facility, as described in the Emergency Action Plan and Fire Prevention Plan Training Policy (29 CFR 1910.38(e); 29 CFR 1910.39(d); G.L. c. 149, § 6 1/2).

## General Orders

### 202.1 PURPOSE AND SCOPE

The purpose of this policy is to establish a process to make immediate changes to department policy. The Truro Fire Department will, as necessary, issue General Orders that will immediately modify or change and supersede the sections of this manual to which they pertain.

### 202.2 POLICY

It is the policy of the Truro Fire Department to make any immediate changes to policy and procedures. Generally, the establishment of General Orders is management's prerogative but employee participation may be sought in the development of those policies.

### 202.3 RESPONSIBILITIES

The Fire Chief shall issue all General Orders.

All department officers and/or supervisors shall be responsible for communicating General Orders to all members under their command and/or direct supervision.

General Orders will be rescinded upon incorporation into this manual.

All General Orders shall be reviewed periodically to authenticate or determine if they are currently applicable to the mission of the Department.

## Training Policy

### 203.1 PURPOSE AND SCOPE

It is the policy of this department to administer a training program that will provide for the professional growth and continued development of its members. By doing so, the Department will ensure its members possess the knowledge and skills necessary to provide a professional level of service that meets the needs of the community.

### 203.2 POLICY

The Department seeks to provide ongoing training and encourages all members to participate in advanced training and formal education on a continual basis. Training is provided within the confines of funding, the requirements of a given assignment, staffing levels and legal mandates (29 CFR 1910.156 et seq.; G.L. c. 149, § 6 1/2).

Whenever possible, the Department will use courses of the Massachusetts Firefighting Academy (MFA) and National Fire Academy (NFA) or courses certified by the Massachusetts Fire Training Council (MFTC), the Massachusetts Department of Public Health (DPH), the Commission on Accreditation of Allied Health Educations Programs (CAAHEP), the Committee on Accreditation of Emergency Medical Services Professions (COAEMSP), the U.S. Department of Homeland Security or other accredited entities.

### 203.3 OBJECTIVES

The objectives of the training program are to:

- (a) Enhance the level of emergency services to the public.
- (b) Increase the technical expertise and overall effectiveness of department members.
- (c) Provide for continued professional development of department members.
- (d) Reduce risk and enhance safety.

### 203.4 TRAINING PLAN

A training plan will be developed and maintained by the Fire Chief. It is the responsibility of the Fire Chief to maintain, review and update the training plan on an annual basis, ensuring that all mandated training is achieved. All training records will be maintained in accordance with established records retention schedules and the Massachusetts Public Record Law (G.L. c. 66, § 1 et seq.).

### 203.5 TRAINING NEEDS ASSESSMENT

The Fire Chief will conduct an annual training needs assessment. The needs assessment will be reviewed by command staff. Upon approval by the Fire Chief, the needs assessment will form the basis of the training plan for the following year.

## Statements of Financial Interests

### 204.1 PURPOSE AND SCOPE DO WE NEED THIS?

The purpose of this policy is to provide a uniform method for complying with Massachusetts financial interest disclosure laws.

### 204.2 POLICY

It is the policy of the Truro Fire Department to comply with state requirements regarding financial and conflict of interest disclosures.

### 204.3 DEPARTMENT RESPONSIBILITIES

The Fire Chief should designate a person to be the statement of financial interests filing officer for the Department, who shall be responsible for providing the applicable forms to those members who are required to file and shall ensure that required statements are filed with the Massachusetts State Ethics Commission in a timely manner (G.L. c. 268B, § 1; G.L. c. 268B, § 5).

### 204.4 MEMBER RESPONSIBILITIES

Members that assume a major policy making position in the Truro Fire Department are required to complete certain online training within 30 days regarding financial disclosure and are required to annually file financial interest statements with the Massachusetts State Ethics Commission pursuant to Massachusetts law as noted in the following (G.L. c. 268A, § 28; G.L. c. 268B, § 1; G.L. c. 268B, § 5(c)):

- (a) Within thirty days of becoming a member.
- (b) On or before May first of each year.
- (c) On or before May first of the year, even if the member left the department, unless he/she served less than thirty days that year.

Records of any required training and copies of the filings shall be maintained by the Keeper of Records for six years as required by law.



## Liability Claims

### 205.1 PURPOSE AND SCOPE

This policy provides guidelines for the management of all claims, including personal injury and property loss or damage, filed against the Department.

### 205.2 POLICY

It is the policy of this department to evaluate and resolve claims in a timely manner, as appropriate.

### 205.3 RESPONSIBILITY

The Fire Chief or the department's governing body should designate a risk manager to receive, investigate and evaluate any claim for loss or damage received by the Department.

Any member of this department who becomes aware of any potential for a claim or lawsuit, or who receives a formal written claim against the Department, shall forward the information to the risk manager as soon as practicable.

### 205.4 RESPONSE TO CLAIMS

The risk manager will investigate all claims for money or damages received and will resolve claims as appropriate and within guidelines approved by the Fire Chief and the department's governing body.

The risk manager should ensure the claim is accepted or rejected. Notice of acceptance or rejection should be given to the claimant in writing and in compliance with state law (G.L. c. 258, § 4). If a claim is rejected because it was filed late, the notice should state that the claim was returned as untimely.

## Electronic Mail

### 206.1 PURPOSE AND SCOPE

The purpose of this policy is to establish guidelines for the proper use and application of the electronic mail (email) system provided by the Town.

### 206.2 POLICY

Truro Fire Department members shall use email in a professional manner in accordance with this policy and the Select board's technology use policy and current Massachusetts law, including the Massachusetts Public Record law (G.L. c. 66, § 10; 950 CMR § 32.05).

### 206.3 PRIVACY EXPECTATION

Members forfeit any expectation of privacy with regard to emails or anything published, shared, transmitted or maintained through file-sharing software or any Internet site that is accessed, transmitted, received or reviewed on any Town technology system.

The Town reserves the right to access, audit and disclose, for whatever reason, any message, including attachments, and any information accessed, transmitted, received or reviewed over any technology that is issued or maintained by the Town, including the Town email system, computer network or any information placed into storage on any Town system or device. This includes records of all keystrokes or Web-browsing history made at any Towncomputer or over any Town network. The fact that access to a database, service or website requires a username or password will not create an expectation of privacy if it is accessed through Towncomputers, electronic devices or networks.

### 206.4 RESTRICTED USE

Messages transmitted over the email system are restricted to official business activities, or shall only contain information that is essential for the accomplishment of business-related tasks or for communications that are directly related to the business, administration or practices of the Department.

Sending derogatory, defamatory, obscene, disrespectful, sexually suggestive, harassing or any other inappropriate messages on the email system is prohibited and may result in discipline.

Email messages addressed to the entire department are only to be used for official business-related items that are of particular interest to all users. In the event that a member has questions about sending a particular email communication, the member should seek prior approval from his/her supervisor.

It is a violation of this policy to transmit a message under another member's name or email address or to use the password of another to log into the system unless directed to do so by a supervisor. Members are required to log off the network or secure the workstation when the computer is

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## Policy Manual

### *Electronic Mail*

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unattended. This added security measure will minimize the potential misuse of a member's email, name or password.

#### **206.5 EMAIL RECORD MANAGEMENT**

Email may, depending upon the individual content, be a public record under the Massachusetts Public Records Law and must be managed in accordance with the established records retention schedule and in compliance with state law (G.L. c. 66, § 10; 950 CMR § 32.05).

The Keeper of Records shall ensure that email messages are retained and recoverable as outlined in the Records Management Policy.

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## Administrative Communications

### 207.1 PURPOSE AND SCOPE

The purpose of this policy is to establish guidelines, format and authority levels for the various types of administrative communication documents in existence within the Department.

### 207.2 POLICY

It shall be the policy of the Truro Fire Department to control the use of the name of the Department and the use of letterhead, and to ensure that official administrative communications follow a specific format and are released only by persons with the authority to do so.

### 207.3 PERSONNEL ORDERS

Personnel orders may be issued periodically by the Fire Chief to announce and document promotions, transfers, hiring of new personnel, separations, personnel and group commendations, or other changes in status.

### 207.4 CORRESPONDENCE

In order to ensure that the letterhead and name of the Department are not misused, all external correspondence shall be on department letterhead.

All department letterhead shall bear the signature element of the Fire Chief in addition to the actual signature of an authorized signer. Members of the Department may use letterhead only for official business and with approval of their supervisor.

### 207.5 MEMORANDUMS

Memorandums are a necessary and important component of effective operations at all levels of the Department. For the purposes of clarity and to ensure appropriate distribution of written communications, all memorandums between department members shall utilize a standardized format.

Memorandums typically are used to memorialize and/or summarize communication and facts. Memorandums can be generated by a supervisor and sent to subordinates or a group of subordinates to give direction, clarify a policy decision or request an action by another division. A memorandum also may be written by line-level members to communicate information. If the recipient is of higher rank than the member's immediate supervisor or is outside the Department, the information should be approved by the proper chain of command before being forwarded to the recipient.

Recommendations for a standardized department memorandum format include:

- A standard heading, including the name of the Department.
- The date of the memorandum.
- The intended recipient of the memorandum.

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### *Administrative Communications*

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- The name, rank and division of the department member creating the memorandum.
- A brief statement of the subject of the memorandum.

#### **207.6 FACSIMILE COVER SHEETS**

All outgoing facsimile transmissions should include a standard department cover sheet as the first page of the transmission. The name of the member sending the facsimile should be clearly printed on the cover sheet along with all other pertinent information.

#### **207.7 SURVEYS**

All surveys made in the name of the Department shall be authorized by the Fire Chief or the authorized designee.

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## Minimum Staffing Levels

### 208.1 PURPOSE AND SCOPE

The purpose of this policy is to establish guidelines for unit staffing levels based on daily operational needs, and unique local or regional circumstances, consistent with any collective bargaining agreement.

Staffing levels may be established through adopted Standards of Cover or at levels approved by the Authority Having Jurisdiction (AHJ), the Fire Chief, the Massachusetts Department of Public Health (DPH) and any collective bargaining agreement.

#### 208.1.1 DEFINITIONS

Definitions related to this policy include:

**Qualified** - Any member who has satisfactorily met the requirements for the position (e.g., firefighter, Chief Assigned), either through promotional examination or a training program approved by the Department.

**Out of grade assignment** - Any situation in which a member of the Department functions in a rank above his/her normal position description and job duties.

### 208.2 POLICY

The Department balances the member's needs and wishes with the need to have flexibility and discretion in using personnel to meet operational needs. While balance is desirable, the principle concern is the need to meet the operational requirements of the Department.

### 208.3 OUT OF GRADE ASSIGNMENTS AND SUPERVISION NEEDS MODIFICATION

In order to accommodate operational flexibility and other unforeseen circumstances, any firefighter or an firefighter, if qualified, may be used as a Chief Assigned for a limited time consistent with any existing and applicable collective bargaining agreement.

With prior authorization from the Chief Assigned or the authorized designee, a qualified Chief Assigned may act as the Chief Assigned for a limited time.

Decisions regarding supervision should result in each firefighter and firefighter being supervised by a single Chief Assigned or acting Chief Assigned. Each Chief Assigned should be supervised by a Chief Assigned or an acting Chief Assigned.

### 208.4 MINIMUM STAFFING GUIDELINES

In order to meet operational needs, the following minimum staffing guidelines should be followed whenever practicable:

- (a) Engine companies should be comprised of a minimum of one, one firefighter and one firefighter.

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### *Minimum Staffing Levels*

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- (b) Ladder trucks or aerial units should be comprised of a minimum of one, one firefighter and one firefighter.
- (c) Rescue squads should be staffed with two firefighters.
- (d) Ambulances and emergency medical first response units shall at all times maintain an adequate number of EMS personnel to ensure compliance with the requirements of DPH and the responsibilities of service under the applicable service zone plan (105 CMR § 170.305).

If staffing falls below minimum guideline levels, the Chief Assigned Fire Chief shall have the authority to call back a sufficient number of personnel to fill vacancies. This includes holding over personnel from a previous shift.

The Chief Assigned on duty crew is responsible for promptly notifying the Chief Assigned Fire Chief in the event that the number of available on-duty personnel falls below the recommended minimum staffing guidelines.

Should a situation arise where an apparatus responds with less than the minimum number of qualified personnel, the officer in charge should notify Dispatch Dispatch that the unit is understaffed and request that an additional unit respond, if necessary.

## Post-Incident Analysis

### 209.1 PURPOSE AND SCOPE

The purpose of this policy is to establish a uniform Post-Incident Analysis (PIA) to identify strengths and weaknesses within the Department. This policy describes the various types of PIA that can be used in the evaluation of department performance. A PIA may also be used to identify equipment needs, staffing deficiencies and training needs. The information collected during the PIA process also may be useful in justifying future funding requests for equipment, personnel and/or training.

### 209.2 POLICY

The PIA is a valuable tool to improve the overall operations of the fire service. It is the policy of this department to use the PIA as a tool for Incident Commanders (ICs), Chief Assigneds, Shift Commanders and command staff to identify areas of strength and weakness within the Department on an incident-by-incident basis, for the purpose of continuous improvement.

The PIA may additionally be utilized in department-wide training to communicate continuous improvement of emergency scene operations and fireground safety.

#### 209.2.1 RESPONSIBILITIES

The ICs, Chief Assigneds, Shift Commanders and command staff have shared responsibility for the overall effectiveness of the PIA process.

The IC should informally analyze every incident to improve personnel, unit and system performance. After every major incident or special event, the IC should develop a PIA to determine strengths, weaknesses and lessons learned about the incident operation.

Anyone may request a PIA of a particular incident. Any PIA requests must be made through the chain of command.

Any significant safety issue that is identified in the PIA should be addressed immediately, if it was not already resolved prior to the PIA being completed. If appropriate, a report should be sent to the International Association of Fire Chiefs (IAFC) Near-Miss Reporting System on any significant safety issues.

### 209.3 POST-INCIDENT ANALYSIS

A PIA should be completed within 30 days of an incident and may result in recommendations for changes to procedures, staffing, equipment use, policy and/or training to better enable the Department to serve the community.

A PIA should include lessons learned from the observation of effective and efficient methods of mitigating a major incident. These include all strategic decisions, operational issues, built-in fire protection devices and anything else that assisted in mitigating the incident.

- (a) A PIA may include:
  - 1. Evaluation of the overall operational effectiveness.



## *Post-Incident Analysis*

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2. Evaluation of safety procedures.
  3. Evaluation of the success or failure of tactical objectives.
  4. Evaluation of the application and effectiveness of policies and/or procedures.
  5. Specific knowledge that might be beneficial.
- (b) The information gained from a PIA should be used by Chief Assigneds and staff teams to:
1. Reinforce the incident management system.
  2. Evaluate current training programs and/or identify training needs.
  3. Evaluate current policies and procedures.
  4. Identify and prioritize planning needs for the future.
  5. Identify equipment problems/concerns.
  6. Evaluate fire prevention inspection and public education effectiveness.

### **209.4 TYPES OF POST-INCIDENT ANALYSIS**

#### 209.4.1 HOT WASH

An incident “hot wash” should be performed at the incident scene prior to the release of equipment or personnel. A hot wash is a meeting of all involved personnel on-scene. It is an informal briefing of the incident, the actions taken and problems encountered. An IC may present an analysis with key companies or crews while they are on-scene. The advantage to this is that crews are present and all aspects of the call are still fresh. One disadvantage to a hot wash might occur at medical incidents, when some members may be caring for patients and are unable to participate.

If the analysis takes place while on-scene, it is the responsibility of the IC to:

- Meet in a safe area, even if it requires relocating to another area.
- Ensure that the meeting area is inaccessible by the public and media.
- Consider the impact of company downtime.
- Consider public perception.

#### 209.4.2 INFORMAL PIA

An informal PIA is used following smaller multi-company incidents, such as structure fires, medical incidents or special operations incidents. The IC or a designated representative should arrange for and conduct the informal analysis.

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## Policy Manual

### *Post-Incident Analysis*

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#### 209.4.3 COMPANY-LEVEL PIA

A company-level PIA is highly encouraged and should be a standard communication tool for all Chief Assigneds. It is appropriate for significant incidents involving single companies as well as multiple-company stations where more than one company participated in the incident.

Company-level analysis promotes unity and teamwork, enhances communication, improves company performance and is a useful tool for evaluating the health and welfare of crew members following certain traumatic incidents. A company-level PIA can take place while at the fire station or any location that provides privacy.

#### 209.4.4 FORMAL PIA

- (a) A formal PIA should be conducted following all:
  - 1. Multiple-alarm structure fires.
  - 2. Multiple-alarm brush fires.
  - 3. Multiple-alarm Emergency Medical Services (EMS) incidents.
  - 4. Multiple-alarm special operations incidents.
  - 5. Major disaster drills.
  - 6. Unusual incidents identified by the IC or other staff officers.
- (b) A formal PIA should be considered for:
  - 1. A building fire in which three or more rooms are severely damaged by fire, or where unusual extinguishment problems existed.
  - 2. Any incident in which an unusual event occurs (e.g., explosion, collapse).
  - 3. Any fire resulting in a fatality.
  - 4. Any fire resulting in injury to firefighters that is serious enough to require transport to a medical facility.
  - 5. Any “close call” incident where firefighters could have been injured.
  - 6. Any hazardous materials incident with multi-company involvement.
  - 7. Any specialty rescue operation with multi-company involvement.
  - 8. Any incident, at the IC’s discretion or at the request of a Chief Assigned.
- (c) The Training Section Chief Assigned is responsible for scheduling and facilitating the presentation of all formal PIAs. This will include:
  - 1. Setting a presentation date and location within three days (whenever possible) of the incident.
  - 2. Supervising the completion of an incident analysis packet that should include a summary of the incident, drawings and identification of any lessons learned.

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### *Post-Incident Analysis*

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3. Developing a written After Action Report (AAR) summarizing the PIA and submitting it to the Fire Chief for approval and distribution.
4. Notifying Shift Commanders.
5. Coordinating/scheduling with other departments or outside agencies that worked the incident.
6. Arranging move-up and/or cover companies from other departments.

The Shift Commander is responsible for notifications to all members of the shift who are scheduled to attend the PIA. All members should be notified within one week if a formal PIA is being arranged to allow them to prepare or gather any necessary documentation.

Copies of the AAR should be posted at each fire station for all personnel to review.

A copy of all PIAs and AARs shall be forwarded to the Fire Chief for approval prior to distribution, including any determinations or conclusions reached through the PIA presentations.

# Annual Planning Master Calendar

## 210.1 PURPOSE AND SCOPE

The purpose of this policy is to ensure the development of a master schedule of annual activities that will assist with the overall planning and coordination of department resources, training and other activities.

### 210.1.1 DEFINITIONS

Definitions related to this policy include:

**Target hazard** - A building or occupancy that is unusually dangerous in terms of life loss, or that has a high potential for property damage. A target hazard is often the subject of a target hazard assessment and training by virtue of its potential to overload equipment and personnel resources; involve atypical hazards; require special technical advice; require a multi-agency response; involve complex firefighting operations; and have a significant impact on the community if the building or occupancy were destroyed.

## 210.2 POLICY

The Truro Fire Department will establish, update and maintain a master schedule of annual activities to facilitate the overall planning and coordination of activities and resources.

## 210.3 RESPONSIBILITIES

The Fire Chief is responsible for creating and maintaining a calendar that includes a schedule of all training required in compliance with state and federal regulations, required inspections and other significant activities. The calendar should include at a minimum:

- (a) All necessary National Incident Management System (NIMS) and Department of Labor Standards (DLS) safety training.
- (b) All required Emergency First Responder (EFR), Emergency Medical Technician (EMT) and Paramedic recertification training as necessary to meet the Department of Public Health (DPH) and National Registry requirements.
- (c) Training required for maintaining competencies in job-specific duties and functions, including emergency response roles, the Incident Command System (ICS) and other training required, recommended or provided by the Massachusetts Fire Training Council and Massachusetts Firefighting Academy, in addition to hazardous material training, wildland interface training and target hazard training as required by federal, state and local law or regulatory agency. Training may include manipulative exercises, didactic classroom work and simulations.
- (d) An annual vehicle inventory.
- (e) An inspection and review of all plot plans and pre-fire plans.
- (f) Protective clothing inspections.
- (g) Self-contained breathing apparatus (SCBA) inspections and testing.

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### *Annual Planning Master Calendar*

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- (h) Hose and ladder inspection, including aerial inspections.
- (i) Vehicle and pump capacity inspection and testing.
- (j) Annual quantitative and qualitative fit testing of respiratory protection devices.
- (k) All other training and inspections required by any federal, Commonwealth of Massachusetts or local agency.

## Chapter 3 - General Operations

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# Incident Management

## 300.1 PURPOSE AND SCOPE

The purpose of this policy is to establish operational guidelines for members of the Department to use in the management and mitigation of all-hazards emergency incidents.

### 300.1.1 DEFINITIONS

Definitions related to this policy include:

**All-hazards** - An incident, natural or manmade, that warrants action to protect life, property, the environment, and public health or safety, and to minimize disruptions of government, social or economic activities.

**Incident Command System (ICS)** - The standardized National Incident Management System (NIMS) that establishes an on-scene system of procedures for controlling personnel, facilities, equipment and communications from different agencies at the scene of an emergency or other event (G.L. c. 40, § 4J).

## 300.2 POLICY

It is the policy of the Truro Fire Department to utilize NIMS and ICS for managing all emergency incidents. All incident-related activities should be managed in accordance with established NIMS/ICS methods and procedures (Exec. Order No. 469 (2005); G.L. c. 40, § 4J).

## 300.3 INCIDENT MANAGEMENT

The Fire Chief should ensure the Department adopts written NIMS/ICS procedures that are compatible with neighboring jurisdictions. These procedures should be available to members (G.L. c. 40, § 4J).

Emergency incidents shall be managed utilizing trained and qualified personnel for the specific tactical, supervisory or command level assignments.

## Emergency Response

### 301.1 PURPOSE AND SCOPE NEEDS FURTHER REVIEW

The purpose of this policy is to ensure a safe and appropriate response to emergencies while maintaining the safety of department members and the public by requiring operators of department vehicles to conform to applicable Massachusetts laws and regulations during an emergency response (G.L. c. 89, § 7; G.L. c. 89, § 7B).

#### 301.1.1 DEFINITIONS

Definitions related to this policy include:

**Emergency response** - Any call for service or assistance involving emergency medical care, fire, explosion or violent rupture; human rescue; human entrapment; illness or injury; hazardous materials release or threat of contamination; flooding; threatened or actual acts of violence; any explosive, bomb or threatened bombing; any act of terrorism; any natural disaster; or any other circumstance that presents a threat to life-safety or to property.

### 301.2 POLICY

It is the policy of the Truro Fire Department to lawfully and appropriately respond to all emergency calls (G.L. c. 89, § 7; G.L. c. 89, § 7B).

### 301.3 EMERGENCY CALLS

Fire personnel dispatched to an emergency shall proceed immediately, shall continuously operate emergency lighting equipment and shall sound the siren as reasonably necessary.

During an emergency response, and in a vehicle appropriately equipped with adequate emergency equipment such as red lights and siren or air horns, the vehicle may exceed the speed limit if the operator exercises caution and due regard under the circumstances for the safety of persons and property. The vehicle operator may drive through an intersection against traffic signs or signals if the operator first brings the vehicle to a full stop and then proceeds with caution and due regard for the safety of persons and property (G.L. c. 89, § 7B).

Responding with emergency lights and siren does not relieve personnel of the duty to continue to drive with due regard for the safety of all persons and property.

Personnel should only respond with emergency lights and siren when dispatched to an emergency or when circumstances reasonably indicate an emergency response is required.

Personnel not authorized to respond with emergency lights and siren shall observe all traffic laws and proceed without the use of emergency lights and siren.

### 301.4 MULTIPLE EMERGENCY VEHICLE RESPONSES

When more than one apparatus responds to an emergency, emergency vehicle operators should remain alert to the presence of other emergency vehicles and exercise due caution. Personnel



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### *Emergency Response*

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must further exercise due caution in recognizing that traffic yielding to one emergency vehicle may not expect other emergency vehicles to follow.

#### **301.5 INITIATING AN EMERGENCY RESPONSE**

If a Chief Assigned believes an emergency response to any call is appropriate, the Chief Assigned shall ensure Dispatch is immediately notified.

#### **301.6 RESPONSIBILITIES OF RESPONDING PERSONNEL**

Emergency vehicle operators shall exercise sound judgment and care, with due regard for the safety of persons and property, while operating a vehicle en route to an emergency response (G.L. c. 89, § 7B).

In addition, emergency vehicle operators shall reduce speed at all street intersections and shall come to a complete stop at all blind street intersections or intersections where there is either a red light, a flashing red light or a stop sign. Emergency vehicle operators should also come to a complete stop at intersections whenever they reasonably believe they cannot account for traffic in approaching lanes or when vehicles have not yielded the right-of-way. After coming to a complete stop, emergency vehicle operators should only proceed when it is safe to do so.

The decision to continue an emergency response is at the discretion of the emergency vehicle operator or Chief Assigned. If, in the judgment of either individual, the roadway conditions or traffic congestion do not permit such a response without unreasonable risk, the response may be continued without the use of red lights and siren at the legal speed limit. In such an event, the Chief Assigned should ensure Dispatch is promptly notified. Personnel shall also discontinue the emergency response when directed by any supervisor.

#### **301.7 FAILURE OF EMERGENCY EQUIPMENT**

If the emergency warning equipment on the vehicle should fail to operate, the vehicle operator must terminate the emergency response and respond accordingly. In all cases, the Chief Assigned shall notify Dispatch of the equipment failure so that another apparatus may be assigned to the emergency response.

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## Fireground Accountability

### 302.1 PURPOSE AND SCOPE

The purpose of this policy is to increase firefighter safety by establishing accountability systems for keeping track of all personnel operating at the scene of an emergency incident.

#### 302.1.1 DEFINITIONS

Definitions related to this policy include:

**Personnel Accountability Report (PAR)** - A roll call of all operations members assigned to an incident at specified times; a PAR is designed to account for each member's location and activity and to verify his/her safety.

### 302.2 POLICY

It is the policy of this department that supervisors periodically account for members working under their direction at emergency incidents and that all members participate in accountability systems.

### 302.3 RESPONSIBILITIES

A personnel accountability system shall be established and implemented using thorough training procedures. This system should constantly monitor the status of all emergency personnel, both of department members and personnel from assisting agencies, during emergency incidents from their arrival until their official release from the incident.

A personnel accountability system should be used primarily to track personnel, not resources. However, on small incidents one individual may be responsible for tracking both personnel and resources.

A written personnel accountability system, such as the Incident Command System (ICS) Form ICS-201 for Incident Commanders (ICs) or some similar process, should be used and a status board should be maintained. Individual crew names shall be posted in a conspicuous location in the cab of department vehicles.

Supervisors are responsible for participation in the accountability system by tracking all personnel under their direction on emergency incidents. Personnel should be accounted for from the time of dispatch to the time of demobilization.

Supervisors should implement sufficient tracking methods for personnel at the individual, company, division, group and unit levels to account for personnel during all phases and at all locations of an incident, including travel between locations and assignments.

The IC should designate an accountability officer to monitor who is in charge of each area, what crews are assigned to each area, where each area is located and the area assignment.

Division or group supervisors should be assigned to keep track of all crews under their supervision. Chief Assigneds should know the location and assignment of each firefighter in their crew.

## *Fireground Accountability*

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All members are responsible for participating in the accountability system, including checking in at approved locations. This includes members who arrive on-scene individually or in privately owned vehicles.

### **302.4 REPORTING**

Ongoing, routine strategic and tactical accountability at all emergency incidents, including wildland fires, should be accomplished through periodic reporting or visual observation. This can be accomplished through concise reports that include conditions, actions and needs, also called a CAN report. Members should also make the following reports:

- Emergency situations
- Inability to meet objective with revised timeline and/or resource requests
- Notification of completed actions
- Change in strategy
- Change in fire conditions, such as crossing planned control lines

#### **302.4.1 PERSONNEL ACCOUNTABILITY REPORT (PAR)**

For structure fires, a PAR should be conducted within the first 10 minutes of an incident and every 20 minutes thereafter for personnel at the scene. In addition, PARs should be conducted after any change in conditions that may alter or affect firefighter safety, such as an increase in fire conditions, fire crossing planned control lines or trigger points or after ordering an emergency evacuation of an area.

A PAR should be conducted for each division, group and organizational element where operations personnel are working. If any person involved in the operation is unaccounted for, emergency procedures, including notification to the IC, should be initiated.

The IC may discontinue regular PARs when incident stabilization is achieved and hazards are sufficiently reduced.

## Rapid Intervention/Two-In Two-Out

### 303.1 PURPOSE AND SCOPE

The purpose of this policy is to increase firefighter safety by implementing procedures for safeguarding and rescuing firefighters who are operating in environments that are immediately dangerous to life and health (IDLH).

This policy applies to all members assigned to an incident and is designed to ensure immediate assistance for members who become lost, trapped or injured by adhering to the two-in/two-out standard and designating rapid intervention teams (RITs) (29 CFR 1910.134(g)(4); G.L. c. 149, § 6 1/2).

#### 303.1.1 DEFINITIONS

Definitions related to this policy include (29 CFR 1910.134(g)(4); G.L. c. 149, § 6 1/2):

**Immediately dangerous to life and health (IDLH)** - Any atmosphere that poses an immediate threat to life, would cause irreversible adverse health effects or would impair an individual's ability to escape from a dangerous atmosphere. Interior atmospheric conditions at structure fires beyond the incipient stage are considered IDLH, as are a variety of rescue types.

**Initial rapid intervention team (IRIT)** - A team of at least two members located outside the IDLH atmosphere to initially monitor and provide emergency rescue for responders until a larger, more formalized rapid intervention team (RIT) is created. One of the two members may be assigned to an additional role, as long as the individual is able to perform assistance or rescue activities without jeopardizing the safety or health of any firefighter at the incident. An IRIT is also known as two-in/two-out.

**Mayday** - The nationally adopted "call for help" term used to indicate that an emergency responder is in a situation of imminent peril where he/she is in need of immediate help.

**Rapid intervention team (RIT)** - A formalized designated team of individuals or companies whose sole function is to prepare, monitor and provide for effective emergency rescue of responders in IDLH atmospheres.

### 303.2 POLICY

It is the policy of the Truro Fire Department to ensure that adequate personnel are on-scene before interior operations begin in any IDLH environment. However, nothing in this policy is meant to preclude firefighters from performing emergency rescue activities before an entire team has assembled (29 CFR 1910.134(g)(4); G.L. c. 149, § 6 1/2).

### 303.3 PRE-DEPLOYMENT

Prior to initiating any fire attack in any IDLH environment with no confirmed rescue in progress, members should ensure that there are sufficient resources on-scene to establish two-in/two-out procedures (29 CFR 1910.134(g)(4); G.L. c. 149, § 6 1/2).

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### *Rapid Intervention/Two-In Two-Out*

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- (a) Members should ensure that at least two firefighters using self-contained breathing apparatus (SCBA) enter the IDLH environment and remain in voice or visual contact with one another at all times.
- (b) At least two additional firefighters should be located outside the IDLH environment.
  - 1. One of the two outside firefighters may be assigned to an additional role so long as the individual is able to perform assistance or rescue activities without jeopardizing the safety or health of any firefighter working at the incident.

#### **303.4 INITIAL DEPLOYMENT**

During the initial phase of an incident, confirmed rescues should take priority. When a confirmed rescue is identified during the initial phase of an incident, emergency rescue activities may be performed before a designated IRIT has assembled (29 CFR 1910.134(g)(4); G.L. c. 149, § 6 1/2).

All members operating in IDLH environments should be tracked and accounted for at all times, except when it would preclude firefighters from performing emergency rescue activities during the initial phase of the incident.

#### **303.5 RIT DUTIES**

The RIT should be assembled from resources at the scene, whose sole function is to prepare for, monitor and provide effective emergency rescue for responders.

- (a) To the extent possible, visual and voice communication should be maintained between those working in the IDLH environment and the RIT outside the IDLH environment.
- (b) RIT members should not be involved in any other duties that divert attention or resources away from their primary mission of responder rescue.
- (c) Additional companies may be assigned to the RIT as conditions warrant. For large incidents with multiple points of entry, multiple RITs should be considered.

#### **303.6 EMERGENCY DEPLOYMENT OF A RIT**

When a Mayday firefighter-down or firefighter-missing broadcast is transmitted, all non-emergency radio traffic should be cleared from the radio channels that the missing or trapped firefighter is using. Non-affected personnel should switch to other tactical frequencies. At least two individuals should be dedicated solely to monitoring the tactical channel. One person should be responsible for gathering information on the identity, location and condition of the trapped or missing firefighter, while the second person should communicate with the trapped or missing firefighter and offer support on the tactical channel.

For an emergency deployment of a RIT, a Rescue Group Supervisor position should be activated to coordinate the rescue as well as any fire activities in support of the rescue effort. Other divisions and groups may support the Rescue Group Supervisor's efforts by diverting fire spread through horizontal or vertical ventilation to draw fire away from the affected rescue areas and by placing hose streams to check fire spread and protect rescue efforts.

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### *Rapid Intervention/Two-In Two-Out*

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The RIT supervisor should notify the Rescue Group Supervisor before making entry for emergency rescue. The Rescue Group Supervisor should provide any assistance that is appropriate to the situation. Additional resources should be ordered as needed, including additional RITs, medical treatment and transportation groups or other organizational elements.

## Urban Search and Rescue (USAR)

### 304.1 PURPOSE AND SCOPE

The purpose of this policy is to describe the Federal Emergency Management Agency (FEMA) and Massachusetts Task Force 1 (MA-TF 1) as urban search and rescue (USAR) resources for disaster response.

### 304.2 POLICY

It is the policy of the Truro Fire Department to utilize the FEMA and MA-TF 1 USAR resources in the event of an urban disaster, as appropriate.

### 304.3 RESOURCES

USAR is a multi-hazard discipline and may be used for a variety of disasters, including hurricanes, earthquakes, typhoons, storms, tornadoes, floods, dam failures, technological accidents, terrorist activities and hazardous material releases.

USAR task forces have four areas of specialization:

- (a) Searches - Finding victims who are trapped after a disaster
- (b) Rescues - Freeing victims, including safely digging victims out of collapsed concrete or metal
- (c) Technical - Applying specialized structural knowledge to help make rescues safe for the rescuers
- (d) Medical - Caring for victims before and after a rescue

#### 304.3.1 FEDERAL RESOURCES

If a disaster warrants national USAR support, FEMA may deploy task forces within six hours of notification and can provide additional teams as necessary to support the Truro Fire Department's efforts to locate victims and manage recovery operations.

The following resources are generally available from the FEMA USAR Response System:

- Air Search Team (fixed-wing)
- Airborne Reconnaissance (fixed-wing)
- Canine - Avalanche/Snow
- Canine - Disaster Response
- Canine - Land/Cadaver
- Canine - Water
- Canine - Wilderness
- Canine - Wilderness Tracking and Trailing

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### *Urban Search and Rescue (USAR)*

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- Cave Search and Rescue Team
- Collapse Search and Rescue Team
- Mine and Tunnel Search and Rescue Team
- Mountain Search and Rescue Team
- Radio Direction Finding Team
- Swiftwater and Flood Search, and Dive Rescue Teams
- USAR Incident Support Team
- USAR Task Force
- Wilderness Search and Rescue Team

More information about the specific capabilities and sustainability of USAR resources may be obtained on the FEMA website.

#### 304.3.2 MASSACHUSETTS RESOURCES

MA-TF 1 Urban Search and Rescue Team is located in Beverly, Mass., and is comprised of police, fire, EMS and civilians participants that total 62 people when deployed and is available to respond to Massachusetts disasters, as well as any assignments from FEMA. Currently there are 150 people on MA-TF 1.



## Tactical Withdrawal

### 305.1 PURPOSE AND SCOPE

The purpose of this policy is to establish guidelines for tactical withdrawals from any scene or location when confronted by violent individuals or threatening situations, circumstances or events. The violence or threat need not be specifically directed at department members to justify the application of this policy.

### 305.2 POLICY

The Truro Fire Department is committed to the safety of its members. It is the policy of the Truro Fire Department to allow members to withdraw from the scene or general location of an emergency call for service when they are confronted by violent individuals, violent or potentially violent situations or any other circumstance presenting a real or perceived imminent threat to member safety.

### 305.3 THREAT ASSESSMENT

All members of the Department are expected to continually evaluate their surroundings while responding to incidents or participating in the mitigation of emergency or non-emergency events. The actions and conduct of persons at an event should be a primary element of the ongoing scene-safety evaluation. Certain types of events, certain actions taken by individuals involved in events and a variety of other circumstances should trigger a heightened awareness and consideration of personnel safety. Situations or circumstances that should initiate such consideration include:

- (a) Gang-related activity, particularly any event involving violent encounters, confrontations or conflicts between members of rival gangs.
- (b) Any situation involving shots fired, or on any scene where shooting occurs or is heard in the immediate vicinity.
- (c) Any time a subject challenges or threatens members of the Department with violence or harm.
- (d) Any scene where members of the Department are attacked in any way. Examples include rocks, bottles or other projectiles thrown or launched at members or department vehicles or apparatus; individuals attempting to gain access to department vehicles or apparatus; or any direct act of violence committed against members of this department.
- (e) Any event involving civil disturbance, large-scale demonstrations or protests. This includes any event involving a large gathering of people where the nature of the activity appears to include violent confrontation or the perceived threat of violent confrontation between opposing groups, or between the protesters and law enforcement personnel or other government representatives.

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## Policy Manual

### *Tactical Withdrawal*

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Any member who believes that there is a threat of violence to personnel at any incident should promptly relay that information to the appropriate supervisor as quickly as possible.

The Incident Commander (IC), scene supervisor or senior ranking member has the authority to initiate a tactical withdrawal and the responsibility for ensuring that all members on-scene or at risk due to the threat are notified of the action. Authority for the decision resides primarily with on-scene personnel and should not be delayed while seeking approval or confirmation from a higher authority, who may not be at the incident scene.

In the event that a credible threat to personnel is discovered at a level of the incident command structure above an on-scene supervisor, a tactical withdrawal may be ordered and relayed down the chain of command to the on-scene supervisor. In that event, the supervisor has the responsibility for ensuring that all members on-scene or at risk due to the threat are notified of the initiation of a tactical withdrawal.

### **305.4 CONDUCTING TACTICAL WITHDRAWALS**

#### 305.4.1 WITHDRAWAL OPTIONS

The following guidelines should be applied when the decision has been made to initiate a tactical withdrawal:

- (a) During the response to an incident:
  - 1. If a tactical withdrawal occurs during the response phase of an incident, the department member responsible for initiating the withdrawal is responsible for notifying all responding units and Dispatch of the withdrawal action. The relay of the withdrawal decision to individual units may be conducted by the member, or he/she may choose to have Dispatch notify all responding units to cancel their response or to respond to a defined staging area.
- (b) After arrival at an incident:
  - 1. When units are on-scene at an incident and a decision is made to initiate a tactical withdrawal, the IC or ranking supervisor is responsible for notifying all involved units (including those assigned to the incident but that have not yet arrived) of the withdrawal action. The IC should also notify Dispatch of the tactical withdrawal, and if time and circumstances allow, the situation and reason for the withdrawal. Individual unit supervisors are responsible for notifying all of their assigned personnel of the withdrawal.

#### 305.4.2 WITHDRAWAL GUIDELINES

The following guidelines should be applied when the decision has been made to initiate a tactical withdrawal:

- (a) Whenever a tactical withdrawal is initiated, a defined staging area will be established at a safe location away from the incident scene and all involved units and personnel

## *Tactical Withdrawal*

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should withdraw to that staging area. Whenever practicable, all involved units should withdraw from the incident scene as a single group. If that is not practicable, individual units should attempt to congregate together, forming the fewest and largest groups practicable, and withdraw in those groups.

- (b) After all units have been initially notified of a tactical withdrawal, individual unit supervisors are responsible for personnel accountability, ensuring all members of their crew are accounted for and withdrawing as directed. The on-scene supervisor is responsible for accounting for all units assigned to the call and ensuring that all units are withdrawing as directed.
- (c) Whenever a tactical withdrawal is initiated, Dispatch should immediately notify and request an immediate response by the appropriate law enforcement agency to provide security for the withdrawing units.
- (d) Once the IC or scene supervisor believes that all units and personnel have withdrawn from an incident, he/she should conduct a Personnel Accountability Report (PAR) of all units assigned to the incident to confirm they have safely withdrawn. Individual unit supervisors shall confirm that all members of their crew are accounted for and safe.
- (e) Once all involved units have gathered at the staging area, the IC or scene supervisor should again conduct a PAR to confirm that all personnel are safe. If any person involved in the operation is unaccounted for, emergency procedures should be initiated.

### **305.5 PATIENT CARE CONSIDERATIONS**

Special consideration should be taken when a tactical withdrawal is initiated after members have begun providing medical assessment or medical care at an incident scene. If a tactical withdrawal is initiated at a time that members are providing medical services to sick or injured patients, those members should, whenever practicable, attempt to maintain their care of medical patients and evacuate those patients as part of the withdrawal process.

In the event that violence or the threat of violence forces members to abandon any patient under their care, the involved member should immediately notify the appropriate law enforcement agency of the location of the patient and request immediate assistance in securing the scene to allow for safe and timely medical treatment and evacuation of the patient. The members should remain on the call and wait for law enforcement clearance or other information indicating that it is safe to enter the incident scene. Once it is safe to do so, the members should attempt to locate the patient and resume medical evaluation, treatment and transport per protocol. In the event that law enforcement personnel and department members are unable to relocate the patient, the patient may be deemed to have self-extracted and the appropriate documentation should be prepared.

### **305.6 NOTIFICATIONS**

Whenever a tactical withdrawal is initiated, the circumstances of the incident, including the incident location, will be relayed up the chain of command to the on-duty Chief Assigned. The Chief

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### *Tactical Withdrawal*

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Assigned should ensure that all Emergency Response Section personnel are immediately notified of the location and circumstances of the incident.

The Chief Assigned should coordinate with Dispatch and law enforcement to ensure additional calls for service to the affected area are screened and determined safe for entry.

## Response Time Standards

### 306.1 PURPOSE AND SCOPE

The purpose of this policy is to establish turnout, travel and response time goals and objectives for emergency incidents.

#### 306.1.1 DEFINITIONS

Definitions related to this policy include:

**Dispatch processing time** - The time elapsed between receipt of the alarm or telephone call and the dispatch of emergency response units.

**Response time** - The time elapsed between the dispatch center receiving the first notification of the alarm and the arrival of the first emergency response unit. Response time combines dispatch processing, turnout and travel times.

**Travel time** - The time elapsed between the emergency response unit beginning travel to the emergency and when the emergency response unit arrives.

**Turnout time** - The time elapsed between Dispatch notifying firefighters of the emergency and when the emergency response unit begins travel.

### 306.2 POLICY

It is the policy of the Truro Fire Department to document all department response times to emergency incidents and establish response time baselines and performance objectives.

### 306.3 PERFORMANCE OBJECTIVES

Response times should be measured at 90 percent of fractile time and reported against an established department Standards of Cover document, if available.

Performance objectives may include:

- (a) One minute or less for dispatch processing time.
- (b) One minute or less for turnout time for Emergency Medical Services (EMS) incidents.
- (c) One minute 20 seconds or less for turnout time for non-EMS incidents.
- (d) Four minutes or less for the arrival of the first engine company at a fire suppression incident.
- (e) Eight minutes or less for the arrival of a full first-alarm assignment at a fire suppression incident.
- (f) Four minutes or less for the arrival of a unit with first responder or higher level capability at an emergency medical incident.
- (g) Eight minutes or less for the arrival of an advanced life support (ALS) unit at an emergency medical incident when this service is provided by the Department.

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### *Response Time Standards*

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#### **306.4 EVALUATIONS AND ANNUAL REPORT**

The Department shall annually evaluate its level of service, deployment delivery and response time objectives. The evaluation shall be based on data relating to level of service, deployment and the achievement of each response time performance objective in the geographic area of the jurisdiction.

## Aircraft Operations

### 307.1 PURPOSE AND SCOPE

This policy describes standards for the safe operation of firefighting and medical evacuation aircraft that may be working with ground personnel at any incident involving the tactical use of aircraft.

### 307.2 POLICY

The Truro Fire Department will follow Incident Command System (ICS) standards when firefighting or medical evacuation aircraft are in tactical use at any emergency incident.

### 307.3 ICS STANDARDS

Members should follow the department's ICS standards for managing firefighting aircraft operations, including the identification, establishment and management of aircraft landing zones any time that firefighting or medical evacuation aircraft are in tactical use at any emergency incident.

### 307.4 MEDICAL EVACUATION LANDING ZONE CONSIDERATIONS

The Truro Fire Department should develop guidelines for its own medical evacuation (medivac) landings or enter into local operating agreements for the use of medivac aircraft as applicable. In creating those guidelines, the Department should identify:

- Responsibility and authority for selecting and designating a landing zone and determining the size of landing zone needed as well as ensuring that pre-determined or regularly used landing zones remain clear of snow and other materials.
- Responsibility for securing the area and maintaining security once the landing zone is identified.
- Consideration of the helicopter provider's minimum standards for proximity to vertical obstructions and surface composition (e.g., dirt, gravel, pavement, concrete, grass).
- Consideration of the helicopter provider's minimum standards for horizontal clearance from structures, fences, power poles, antennas or roadways.
- Responsibility for notifying the appropriate law enforcement or transportation agencies (e.g., public works department, county roads department, if a roadway is selected as a landing site).
- Procedures for ground personnel to communicate with flight personnel during the operation.
- Procedures for determining whether an engine or other specific apparatus should be on standby at the landing zone.

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### *Aircraft Operations*

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- Procedures for ensuring qualified personnel are assigned to manage aircraft operations for the duration of the incident.
- Procedures for maintaining positive radio communications between the aircraft and landing zone coordinator.



# Atmospheric Monitoring for Carbon Monoxide

## 308.1 PURPOSE AND SCOPE

This policy establishes procedures for measuring atmospheric concentrations of carbon monoxide (CO) at an incident for the safety of members working in potentially hazardous conditions.

### 308.1.1 DEFINITIONS

Definitions related to this policy include:

**Calibration** - The process of resetting the values for each sensor in the instrument.

**Spanning** - The process of using the calibration gasses to check the calibration of the instrument, also known as bump testing.

## 308.2 POLICY

Exposure to CO can be hazardous to the health of those exposed. It is the policy of the Truro Fire Department to mitigate the health risks associated with exposure to CO by its members and the public.

## 308.3 RESPONSIBILITIES

Firefighters should ensure that atmospheric monitoring instruments are spanned or calibrated to manufacturer's specifications on a weekly basis, if they have not been used, and prior to use.

The instruments should be stored in operating condition.

The Incident Commander or the authorized designee is responsible for measuring atmospheric concentrations of CO at any location containing or suspected of containing elevated levels of CO.

## 308.4 PROCEDURES

Carbon monoxide may be present as a by-product of combustion, an emission from internal combustion engines, a chemical reaction or a leak from an industrial process. Carbon monoxide has approximately the same vapor density as air. When measuring for atmospheric concentrations of CO at an incident, instruments do not have to be placed near the floor or ceiling to obtain accurate readings.

Positive pressure ventilation may be used to reduce the CO concentration, as well as the presence of other toxic gases in the atmosphere.

All members shall use self-contained breathing apparatus (SCBA) in any atmosphere containing 35 parts per million or greater of CO. An atmospheric concentration of CO that is below 35 parts per million does not necessarily indicate an adequate level of oxygen or eliminate the possibility of other toxic gases or products of combustion being present.

Members shall also use an SCBA in any atmospheric concentration of CO that is below 35 parts per million where there is also the presence of visible smoke, and in any atmosphere containing less than 19.5 percent oxygen (29 CFR 1910.134; G.L. c. 149, § 6 1/2).

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### **308.5 EMERGENCY MEDICAL TREATMENT**

A person with acute CO exposure may exhibit the signs and symptoms of headache, flushing, nausea, vertigo, weakness, irritability, unconsciousness, and in persons with pre-existing heart disease and atherosclerosis, chest pain and leg pain.

An affected or incapacitated person should be removed from further exposure and have appropriate emergency medical procedures implemented, including any listed on the Safety Data Sheet (SDS) for CO.

All personnel with the potential for becoming exposed to CO or being present during an exposure should be familiar with emergency procedures, the location and proper use of emergency equipment, and the methods of protecting themselves during rescue operations.

### **308.6 DOCUMENTATION**

Each time an atmospheric monitoring instrument is spanned or calibrated, the testing will be entered on a log. The log should be submitted to a Administrative Captain once a month and retained in accordance with the established records retention schedule. The log documents will serve as a history of an instrument's performance.

## Staging

### 309.1 PURPOSE AND SCOPE

An incident scene can quickly become congested with emergency equipment if the equipment is not managed effectively. The purpose of this policy is to provide guidelines for staging at emergency incidents.

### 309.2 POLICY

It is the policy of the Truro Fire Department to safely stage resources at emergency incidents.

### 309.3 RESOURCE STAGING

Staging areas are locations designated within the incident area to temporarily position resources that are available for assignment. Resource staging at emergency incidents will be conducted using the procedures, guidelines and positions consistent with the department's Incident Command System (ICS).

As incident resources grow, the Incident Commander (IC) should identify a staging area manager to maintain the staging area resources so they are ready for assignment. At the conclusion of the incident, the staging area manager should demobilize units with the approval of the IC.

#### 309.3.1 PRIMARY AND SECONDARY STAGING

When establishing a staging location and conducting staging activities Truro Fire Department personnel should consider the following:

- (a) During initial attack operations or on smaller, short-term incidents, identifying and selecting a primary staging location for incoming units should be based primarily on placing incoming resources in a safe location while providing for their rapid deployment when needed. Generally, resources will stage one block from the incident until assigned by the IC.
- (b) During extended attack or multiple-alarm incidents, the IC should establish a secondary staging area location early and assign a staging area manager. Additional location factors should be considered when identifying and establishing staging areas:
  1. The secondary staging area should not affect incident operations and should be large enough for the incident resource needs. When possible, staging areas should be pre-planned and identified to cause minimal disruption to traffic flow, business activity and scheduled community activities.
  2. Public property should be utilized, if possible, as opposed to private property. Whenever private property, church property or commercial property is utilized, the IC or an authorized designee should, when practicable, contact the owner, administrator or property manager for permission to use the property prior to establishing a staging area. If any of these properties are utilized, the staging

## Staging

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area should be configured to create the least possible disruption, including traffic flow in and around the property. The same applies to school property; however, in addition, the Chief Assigned should notify local media. The notification should emphasize that the school property is being used to support an incident occurring away from the school and that the school is not involved in the emergency.

### **309.4 STAGE-AWAY OPTION**

The stage-away option should be used in any incident where there may be a violent encounter. A violent encounter should be anticipated in, but not limited to, the following categories of calls for service:

- Shootings or shots-fired
- Stabbings
- Civil disturbance
- Criminal gang activity
- Attempted suicide
- Domestic disputes, including family fights
- Unknown assault
- Bomb incidents

It is the policy of the Truro Fire Department to use a nonstandard and defensive response profile when responding to calls for service involving known or suspected violent subjects. When responding to calls involving known or suspected violent subjects, department members should take the following actions:

- (a) Whenever possible, Dispatch should determine if violent subjects are involved in any call for service and, if so, include that information in the initial dispatch. The responding units should be advised to stage away from the scene. Any time Dispatch or any of the responding crews receive additional information indicating that violent subjects are at the scene of a call, the response should be upgraded to a stage-away incident.
- (b) The officer of the first-in responding unit will normally identify a staging point for all responding units. The staging point should be located two or more blocks away from the incident scene, out of direct line of sight of the incident, and should not require that the responding units drive by the incident to reach the staging point. The officer should also confirm with Dispatch that law enforcement is responding to the incident.
- (c) All responding units should acknowledge the call to stage-away and confirm the staging location via radio while en route to the incident. All units should avoid driving by or through the line of sight of the incident until it is determined to be safe to enter the scene.

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### *Staging*

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- (d) All units should report “on-scene staging” upon arrival at the staging point.
- (e) All units should remain staged away from the incident scene until notified that law enforcement has determined that the scene is safe to enter or until reliable information is received confirming that no violent subjects remain at the scene.

In the event that the first-in unit arrives at an incident scene and encounters unanticipated violence or violent subjects, the officer or senior member of that crew should immediately notify Dispatch of the circumstances and request law enforcement support. All other responding units should be directed to stage-away unless members of the first-in unit determine it is safe for additional personnel to respond directly to the scene.

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## Elevator Entrapments

### 310.1 PURPOSE AND SCOPE

The purpose of this policy is to ensure the safe and effective rescue of people who may become trapped in an elevator.

### 310.2 POLICY

People trapped in an elevator are typically not in danger unless there is a medical emergency or fire. It is the policy of the Truro Fire Department to ensure the safe extrication of people trapped in an elevator while also providing for the safety of firefighters during the operation.

### 310.3 RESPONSIBILITIES

The Fire Chief or the authorized designee shall establish guidelines for personnel entering elevator shafts and for the use of commercial elevator technicians for emergency and non-emergency extrications.

The Fire Chief or the authorized designee shall identify department-approved rescue procedures and appropriate applications. Procedures that have the potential to cause damage to private property should be avoided if reasonably practicable.

Fire prevention personnel are responsible for tracking elevator entrapment responses, identifying problematic installations and working with building owners and vendors to resolve further responses.

### 310.4 PROCEDURE

On-scene personnel should consider the following:

- Is the elevator inoperative?
- If so, are people inside?
- What is the condition of the people inside?
- Has an elevator repair person been notified and what is the estimated time of arrival?
- What is the location of the inoperative elevator? Is it between floors or at a landing?
- What is the type of elevator? Is it hydraulic or cable?
- Where is the elevator equipment room? (Generally, above for a cable elevator and below for a hydraulic elevator.)
- Can necessary lockout/tagout actions be accomplished prior to rescue activities?

Various methods may be utilized to extricate people from an inoperative elevator. Use of a specific method should be based on the unique circumstances of each incident and the expertise of the fire personnel on-scene. Elevator entrapment rescue procedures typically include, but are not limited to:

## *Elevator Entrapments*

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- Lockout/tagout procedures to ensure continued stability of the elevator.
- Moving the elevator car.
- Use of an adjacent elevator car.
- Forcing the elevator doors open.
- Breaching the elevator shafts.
- Use of roof or side emergency exits.

### **310.5 TRAINING**

The Fire Chief should ensure that written procedures with diagrams are available for each elevator entrapment rescue procedure, including hydraulic or cable elevators and elevators with multiple-door configurations. The Fire Chief is responsible for ensuring that all personnel are properly trained in department-approved elevator entrapment rescue procedures.

# Elevator Restrictions During Emergencies

## 311.1 PURPOSE AND SCOPE

This policy provides guidelines for elevator use during emergency incidents.

## 311.2 POLICY

Extreme caution shall be used when determining whether to use an elevator during a response to a fire emergency. Only elevators that have been determined to be uninvolved and equipped with fire service operation controls shall be used.

## 311.3 USE OF STAIRWELLS

The operation of elevators under fire conditions can be erratic and dangerous. Elevators are subject to serious malfunction from the effects of heat, smoke and water on drive machinery and/or control equipment.

At every emergency incident in a high-rise building, when there is a potential for elevators and/or firefighters to be exposed to the effects of heat, smoke, flame, chemicals, explosion or water (e.g., reported fires, fire alarms, smoke investigations), stairwells will be used to gain access to above-ground locations.

The initial fire attack/investigation teams shall use stairwells to reach the reported emergency location and make a visual assessment of actual conditions that might affect elevator use.

These teams shall advise the Incident Commander (IC) which stairwell is being used and shall describe the stairwell by identification number and the geographical location in the building. Information regarding the safety of elevators and the floor conditions of the reported fire floor and all preceding floors shall be relayed immediately to the IC, who shall make the final determination of whether the elevators are safe to use.

## 311.4 USE OF ELEVATORS

Most high-rise building incidents will only require an investigation. Elevators may be used by the initial investigation team only when building personnel, such as engineering or security employees, are on the reported fire floors and the following conditions are met:

- They have checked the floor where the report or alarm originated, as well as the floors immediately above and below that floor.
- They are in contact with lobby personnel via radio or phone.
- They are able to provide information that conditions are safe.



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# Swiftwater Rescue and Flood Search and Rescue Responses

## 312.1 PURPOSE AND SCOPE

The purpose of this policy is to establish guidance for operating at a swiftwater or flood search and rescue incident.

## 312.2 POLICY

It is the policy of the Truro Fire Department to utilize the Incident Command System (ICS) for managing swiftwater or flood search and rescue incidents.

## 312.3 PROCEDURE

Upon notification of a potential water rescue incident, department members and Dispatch personnel are authorized to order and should dispatch or request the appropriate specialized water rescue resources immediately. Ordering of resources should not be delayed pending the verification of a water rescue situation or the confirmation that a victim has been seen or located.

Rescuers conducting search and rescue operations around flood waters, and particularly around swiftly moving water, are confronted with a unique set of challenges and face risks not encountered in other types of rescue operations. Operating in a swiftwater environment requires specialized knowledge, training and equipment to ensure the safety of both rescuers and victims. Tools, equipment and procedures routinely used in other types of rescue situations may not be appropriate when confronting a swiftwater rescue and may even exacerbate the situation and increase risks to the safety of rescue personnel.

Responding personnel and specialized units should follow ICS methods and procedures upon arrival at the incident. This includes a safety briefing for all responders to ensure the development of situational awareness of the area, knowledge of potential hazards for rescuers and specific strategic objectives for the rescue, in addition to tactical objectives and assignments for each responder.

Department members should apply the following guidelines when responding to swiftwater or flood search and rescue incidents:

- (a) Members should not wear structural firefighting personal protective equipment (PPE) (e.g., turnouts, bunker gear, bunker boots) or wildland fire PPE when responding to, or participating in, a swiftwater or flood search and rescue incident.
- (b) Only properly trained members currently certified for in-water rescues should approach or enter any body of water, whether still or moving, and only when sufficient equipment and trained personnel are available to safely conduct the operation. All members actively involved in any swiftwater rescue event should don a personal flotation device and head protection before commencing any rescue efforts.

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- (c) Surface support personnel who are not properly trained, certified and equipped for water entry may utilize ropes, throw-bag ropes, rescue rings, floatation devices or other appropriate equipment to attempt water rescues, as long as the attempt does not require the member to enter the water in any way.
- (d) Department members should use extreme caution when parking or positioning fire apparatus alongside swiftly moving water and should remain vigilant for any signs of erosion or changing conditions that could threaten apparatus or personnel at the incident. Whenever practicable, vehicles should be backed into position and face away from any expanding incident in case egress becomes necessary.

## Confined Space Rescue Response

### 313.1 PURPOSE AND SCOPE

This policy provides guidance on various confined space entries pursuant to federal and Massachusetts rules (29 CFR 1910.146; G.L. c. 149, § 6 1/2).

#### 313.1.1 DEFINITIONS

Definitions related to this policy include:

**Attendant** - An individual stationed outside one or more permit spaces to monitor the authorized entrants and who performs all duties assigned.

**Confined space** - A space that:

- (a) Is large enough and so configured that a person can bodily enter and perform work.
- (b) Has limited or restricted means for entry or exit.
- (c) Is not designed for continuous human occupancy.

**Entry** - The action by which a person passes through an opening into a permit-required confined space. Entry includes ensuing work activities in that space and is considered to have occurred as soon as any part of the entrant's body breaks the plane of an opening into the space.

**Entry permit** - Written or printed document that is provided by the Department to allow and control entry into a permit-required confined space to perform work in the space as required by rule of the Massachusetts Department of Labor Standards (DLS).

**Entry supervisor** - The person responsible for determining if acceptable entry conditions are present at a permit space where entry is planned, for authorizing and overseeing entry operations, and for terminating entry as required.

**Permit-required confined space** - A confined space that has one or more of the following characteristics:

- (a) Contains or has a potential to contain a hazardous atmosphere.
- (b) Contains a material that has the potential for engulfing an entrant.
- (c) Has an internal configuration such that an entrant could be trapped or asphyxiated by inwardly converging walls or by a floor that slopes downward and tapers to a smaller cross-section.
- (d) Contains any other recognized serious safety or health hazard.

### 313.2 POLICY

It is the policy of the Truro Fire Department to establish permit-required confined space incident response guidelines in compliance with applicable DLS rules, and required training and equipment to reasonably ensure members' safety while they are performing permit-required, confined space rescues (29 CFR 1910.146; G.L. c. 149, § 6 1/2).

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### *Confined Space Rescue Response*

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#### **313.3 GENERAL REQUIREMENTS**

Department procedures shall meet the standards and requirements set forth in 29 CFR 1910.146 and this policy (G.L. c. 149, § 6 1/2).

Department standards and procedures will include, but are not limited to:

- (a) The requirements of an entry permit.
- (b) Training requirements for members entering into confined spaces.
- (c) Equipment requirements.
- (d) Notification to members entering a confined space of any known or suspected hazards that the member may face during entry and any other information necessary to enable the attendant to monitor safe entry by the member.
- (e) Requirements for members entering confined spaces.
- (f) Requirements of the entry supervisor.
- (g) Requirements for members who are assisting others within the confined space.

#### **313.4 PROCEDURES**

Department members shall be trained to identify and measure atmospheric hazards within confined spaces. Reasonably practicable attempts at self-rescue or nonentry rescue shall be made prior to any entry (29 CFR 1910.146; G.L. c. 149, § 6 1/2).

Department members shall adhere to National Institute for Occupational Safety and Health (NIOSH) guidance and DLS rules when performing a confined space rescue.

Any time there is questionable action or lack of movement by the worker inside the confined space, a verbal check shall be made. If there is no response, department rescue personnel shall conduct a survivability profile and a risk analysis, based on the information documented on the entry permit.

##### **313.4.1 PRECAUTIONS**

No ignition sources should be introduced into the confined space when atmospheric hazards are attributable to flammable or explosive substances or to lighting and electrical equipment.

Members should perform continuous atmospheric monitoring during all confined space rescue operations. If atmospheric conditions change adversely, members should exit the confined space until appropriate precautions for any new hazards are developed and implemented.

Work time should be closely monitored because heat stress emergencies may be caused by a warm atmosphere inside a confined space.

##### **313.4.2 HAZARD EVALUATION/PERMIT REQUIREMENTS**

If members of the Department respond to an incident requiring permit-required confined space entry, a written hazard evaluation shall be performed. The hazard evaluation shall include, but is not limited to (29 CFR 1910.146; G.L. c. 149, § 6 1/2):

## *Confined Space Rescue Response*

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- (a) Recognition, determination and declaration of the situation as a permit-required confined space incident, including the date, time and location.
- (b) Denial of entry to unprotected persons.
- (c) Assessment of all readily available confined space documentation (e.g., Safety Data Sheets, any existing permits, plans or blueprints of the space).
- (d) Assessment of the purpose of the entry, number of victims, locations and injury conditions.
- (e) Discussions with witnesses, a supervisor and other sources of information.
- (f) Assessment of any current or potential space hazards, in particular, any hazards that led to the necessary rescue.
- (g) Measures used to isolate the space and eliminate or control the hazards.
- (h) Communications procedures used by entrants and attendants.
- (i) Determination and declaration if a body is recovered or a victim is rescued.

### **313.5 TACTICAL GUIDELINES**

#### **313.5.1 PRIMARY ASSESSMENT**

Upon arrival, the first-in company should:

- Establish command and provide a report of conditions.
- Assess immediate hazards to rescuers, contact witnesses or otherwise look for clues as to the cause of the confined space emergency.
- Conduct a survivability profile of the victims, including the number, location and condition of the victims and how long they have been trapped.
- Establish communication with the victims, if possible.
- If applicable, locate any confined space permit that has information about the space.
- Determine whether the operation will be a rescue or a recovery.

#### **313.5.2 SECONDARY ASSESSMENT**

After completing the primary assessment, the first-in company should:

- Determine the type of confined space and what type of products are used or stored in the space.
- Identify any known hazards (e.g., electrical, mechanical, stored energy).
- Determine the stability of the confined space and conduct a hazardous materials size-up.

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#### 313.5.3 INCIDENT COMMANDER RESPONSIBILITIES

- Determine if adequate technician-level trained personnel are on-scene to safely complete the rescue.
- Determine whether the proper equipment is at the scene to safely complete the rescue (e.g., atmospheric monitoring equipment, intrinsically safe lighting and communications, self-contained breathing apparatus (SCBA), ventilation equipment, victim removal equipment).
- Establish a perimeter and ventilation, if needed.
- Assign resources, which should include a hazards officer.
- Ensure all utilities are locked-out, including electrical, gas and water.
- Evaluate the structural stability of the confined space and surrounding area.
- Remove or restrict the flow of any product in or flowing into the confined space.
- Ensure all entry and backup personnel are wearing the proper level of personal protective equipment (PPE) (e.g., helmet, gloves, proper footwear, eye protection, appropriate skin protection, a Class III harness and safety tag line, SCBA) and any additional equipment deemed necessary for the safety of personnel, given the totality of the circumstances.
- Ensure the appropriate method of extrication is determined and constructed.
- Ensure department-approved procedures are followed to perform the rescue.

#### 313.5.4 VICTIM ASSISTANCE

- If possible, the entry team should bring a supply of breathable air for the victims.
- Rescuers shall not remove their SCBA and give them to the victims.
- If indicated and practicable, complete C-spine precautions should be taken.
- After treatment for immediate life-threatening injuries, the victims should be packaged appropriately for extrication (e.g., backboard, rescue basket).

#### 313.5.5 VICTIM TRANSFER

Immediately after reaching the point of egress, the victims should be transferred to awaiting medical personnel.

#### **313.6 TERMINATION OF THE RESCUE**

At the conclusion of the rescue, the Incident Commander should:

- Account for all personnel.

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### *Confined Space Rescue Response*

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- Ensure all tools and equipment used for the rescue/recovery are removed (unless there has been a fatality, then consideration may be given to leaving tools and equipment in place for investigative purposes).
- Ensure proper decontamination procedures are implemented if personnel or equipment have been contaminated during the operation.
- Determine if a formal critical incident stress debriefing or a routine debriefing and Post-Incident Analysis (PIA), in accordance with the Post-Incident Analysis Policy, is warranted and, if so, implement as appropriate.

## Wildland Firefighting

### 314.1 PURPOSE AND SCOPE

The purpose of this policy is to provide guidance for wildland firefighting incidents.

### 314.2 POLICY

It is the policy of the Truro Fire Department to provide wildland fire suppression services consistent with the availability of staffing resources and in compliance with state regulations. The Department will utilize the Incident Command System (ICS) methods and procedures for managing wildland firefighting operations.

### 314.3 INCIDENTS INVOLVING STATE OR FEDERAL RESPONSIBILITY AREA

Whenever a wildland fire event occurs in the jurisdiction of the Truro Fire Department, it is the responsibility of the Incident Commander (IC) to assess the potential for the fire to extend into either a State Responsibility Area (SRA) or Federal Responsibility Area (FRA). If the incident either involves or threatens to involve an SRA or FRA, the IC shall immediately notify the Massachusetts Bureau of Forest Fire Control or the U.S. Forest Service (USFS) of the incident. The IC shall also send notification up the chain of command to the on-duty Chief Assigned, the Emergency Response Chief Assigned and the Fire Chief.

Whenever a wildland fire event occurs in the jurisdiction of the Truro Fire Department it is also the responsibility of the IC to assess the potential for the fire to involve areas in bordering jurisdictions. If the IC determines there is any potential for the incident to involve bordering jurisdictions, he/she should immediately direct Dispatch to notify the appropriate jurisdictions.

### 314.4 WILDLAND FIRE OPERATIONS

Whenever control of a wildland fire event appears to be beyond the capabilities of the TFD, the IC should consider requesting assistance from the Massachusetts Bureau of Forestry and Fire Control. Bureau units are used at all fires that occur on state owned forest land and are available to municipal fire departments for mutual assistance purposes. Bureau firefighters are trained in the use of forestry tools, water pumps, brush breakers and other motorized equipment; as well as fire behavior and fire safety.

As a member of the Northeastern Forest Fire Protection Commission and through the USFS, the Bureau may call upon additional resources to combat any extreme conflagration that may occur within Massachusetts.

#### 314.4.1 AIRCRAFT OPERATIONS

Members operating at wildland fires shall adhere to department guidelines when operating in coordination with aircraft.



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### *Wildland Firefighting*

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The Massachusetts Multi-Agency Forest Fire Control Wildfire Air Operations course of the Massachusetts Fire Academy serves as a valuable primer on air operations in wildland firefighting operations.

## Trench Rescues

### 315.1 PURPOSE AND SCOPE

Trench rescue operations involve a complex system of shoring, digging and special resources, and can be a critical danger to fire personnel. The purpose of this policy is to minimize member exposure to hazardous conditions during trench rescues through the safe and efficient management of operations (29 CFR 1926.650 et seq.; G.L. c. 149, § 6 1/2).

#### 315.1.1 DEFINITIONS

Definitions related to this policy include:

**Excavation** - An operation for the purpose of movement or removal of earth, rock, or the materials in the ground including but not limited to digging, blasting, augering, backfilling, test boring, drilling, pile driving, grading, plowing in, hammering, pulling in, jacking in, trenching, tunneling, and demolition of structures, excluding excavation by tools manipulated only by human power for gardening purposes and use of blasting for quarrying purposes (G.L. c. 82, § 40).

**Trench** - A narrow (in relation to length) excavation made below the surface of the ground that is generally deeper than it is wide and is not wider than 15 feet (29 CFR 1926.650; G.L. c. 149, § 6 1/2).

### 315.2 POLICY

It is the policy of the Truro Fire Department to adopt and maintain a written response program with standardized procedures and relevant training to minimize the exposure to hazardous conditions to rescue personnel during trench or excavation rescues (29 CFR 1926.650 et seq.; G.L. c. 149, § 6 1/2).

### 315.3 PROCEDURES

Secondary collapse must always be considered as a potential hazard during trench rescues. Suffocation, extreme pressure and trauma can all occur due to the weight of a cave-in. There may be times when it is necessary to place the safety of the firefighter above the rescue of a victim who clearly has no chance of survival (29 CFR 1926.650 et seq.; G.L. c. 149, § 6 1/2).

- (a) Using the Incident Command System (ICS), the first-in company shall attempt to determine the following:
  1. Who is in charge at the site and what happened?
  2. How many victims are trapped and where are they located?
  3. Is a rescue possible or is this a body recovery?
  4. What kind of material is covering the victims (e.g., dirt, sand, rock)?
- (b) An extrication and safety officer shall be assigned to:
  1. Monitor the status of all personnel involved in the rescue.

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### *Trench Rescues*

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2. Monitor the site for signs of potential secondary collapse (e.g., surface cracks, shoring with signs of bending, falling debris).
- (c) A hazard zone shall be established within a 50-foot perimeter around the incident site using ICS methods. Apparatus, equipment, traffic and staging distance should be set at a distance that will minimize vibrations at the site.
- (d) Minimally, the equipment required to be available for rescue personnel to enter a trench or excavation shall include (29 CFR 1926.651; G.L. c. 149, § 6 1/2):
1. A self-contained breathing apparatus (SCBA).
  2. A safety harness or line, or a basket stretcher.
  3. A helmet.
- (e) When determining whether the trench or excavation is safe for emergency responders to enter, the following will be considered (29 CFR 1926.651; 29 CFR 1926.652; G.L. c. 149, § 6 1/2):
1. Adequate ventilation has been established.
  2. When ventilation is in place, the air quality is being periodically tested.
  3. If water accumulation is a factor, protection from water hazards is in place.
  4. Adequate protection for people working in the trench or excavation, in the form of shields, supports or sloping, and benching systems have been established.
- (f) If the rescue effort is protracted, personnel may need to be rotated and/or additional alarms requested for appropriate relief.

# Carbon Monoxide Detector Activations

## 316.1 PURPOSE AND SCOPE

This policy establishes guidelines for the safe and efficient handling of calls associated with carbon monoxide (CO) detector activations.

## 316.2 POLICY

Exposure to CO can be hazardous to health. It is the policy of the Truro Fire Department to respond to all reports and alarms indicating the presence of CO and mitigate the health risks associated with exposure to CO by its members and the public.

## 316.3 RESPONSIBILITIES

### 316.3.1 DISPATCH RESPONSIBILITIES

Any dispatcher who determines that a call for service involves a CO detector activation should inform responding personnel of this information via voice over the radio and by a notation in the electronic event record (if the responding apparatus are equipped with Mobile Data Terminals). The dispatcher should attempt to ascertain if people at the scene are displaying symptoms of CO poisoning and consider whether a medical aid response should also be dispatched. The responding medical aid personnel should also be advised of the CO detector activation.

### 316.3.2 ARRIVING UNITS

Arriving units should establish National Incident Management System/Incident Command System (NIMS/ICS) practices according to the Incident Management Policy. In addition, arriving units shall:

- (a) Assess for necessary rescue and safely move potential victims from the affected location. Activate a medical response if necessary.
- (b) Evaluate the situation through interviews prior to entering the building.
- (c) Assess airflow ventilation conditions and general building conditions.
- (d) Wear structural turnouts and self-contained breathing apparatus (SCBA) to investigate the building using a CO detector, if available.
- (e) Have facepieces on and air flowing:
  1. Whenever information is inadequate to rule out toxic levels of CO.
  2. If anyone has displayed symptoms of CO poisoning.

### 316.3.3 INVESTIGATING PERSONNEL

Personnel investigating a reported CO detector activation should take the following actions:

- (a) Remove occupants and unnecessary personnel from the affected area.
- (b) Examine the activated detector to ensure that it is a CO detector and is in good condition.

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### *Carbon Monoxide Detector Activations*

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- (c) Determine if the activated detector is low-oxygen or CO-detecting, if possible.
- (d) Interview the occupant and/or reporting party to obtain background information on the activation, the past history of the activated detector and activities in the building at the time of the activation.
- (e) Check the premises and adjoining areas for CO sources, such as vehicles, open flame devices or closed fireplace dampers.
- (f) Check appliances for improper use, poor maintenance or obvious faulty installation or operation.
- (g) If responding personnel carry a CO detector, it may be used to assist in determining a source of CO.
- (h) If the source of CO is identified, personnel should take the following actions:
  - 1. If the source is a vehicle, open flame device or other source not intended for interior use, remove the source from the building or shut off the device and ventilate the building thoroughly.
  - 2. If the source is an improperly operating appliance, shut off the appliance and the appliance's main line valve and ventilate the building thoroughly.
    - (a) Encourage the occupant to have the appliance serviced by a reputable service technician or a plumbing and heating contractor.
    - (b) Do not attempt to repair or alter an appliance or heating unit.
  - 3. Do not ventilate the building with gasoline-powered smoke ejectors.
  - 4. Do not shut off the building's main gas valve unless necessary to control the problem.
- (i) If the source of CO is not identified, personnel should take the following actions:
  - 1. Consider requesting a response by the gas company. If it is necessary to leave the scene prior to arrival of the gas company, the occupants should be advised to remain out of the building until a gas company representative arrives.
  - 2. Complete any required property notification and provide a copy to the property owner or tenant.

## Safe Haven Act

### 317.1 PURPOSE AND SCOPE

This policy establishes the guidelines to comply with the Safe Haven Act of Massachusetts (G.L. c. 119, § 39 1/2).

This policy addresses infants who are seven days old or younger. Abandonment of an infant not covered by this policy would be subject to the Child Abuse Policy.

### 317.2 POLICY

It is the policy of the Truro Fire Department to provide an option to protect infants by allowing parents to safely and confidentially surrender an infant at any staffed fire station that has been designated as a safe-surrender site.

### 317.3 GUIDELINES

The Fire Chief shall identify qualified personnel to take custody of surrendered infants and ensure that such qualified personnel are available to receive any surrendered infants.

The following guidelines will be used by personnel at all department stations (G.L. c. 119, § 39 1/2):

- (a) Site preparation:
  - 1. All department stations should clearly display the appropriate safe haven signage identifying the station as a drop-off location.
- (b) Accepting a surrendered infant:
  - 1. Qualified personnel shall accept a surrendered infant, even if the infant appears older than seven days. If the infant appears to be older than seven days, the receiving personnel should immediately notify law enforcement and the local Department of Children and Families (DCF), as provided in the Child Abuse Policy.
  - 2. If it appears that the infant has been the victim of child abuse or neglect, law enforcement personnel should be requested as provided in the Child Abuse Policy.
- (c) Following acceptance of an infant:
  - 1. Notice to DCF shall be made immediately, by phone. After 5:00 p.m. during the week, and on weekends and holidays, DCF shall be notified via the Child at Risk Hotline. DCF will take immediate custody of the newborn once notified by phone.
  - 2. Receiving personnel shall make every effort to obtain the following information from the parent, although the parent is not required to provide it:
    - (a) The name of the newborn infant.
    - (b) The name and address of the parent surrendering the newborn infant.

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### *Safe Haven Act*

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- (c) The location of the newborn infant's birthplace.
  - (d) Medical history of the newborn or parent.
  - (e) Any other information that may reasonably assist DCF or the court in current or future determinations of the best interests of the child, including whether the parent plans on returning to seek future custody of the newborn.
- (d) Medical assessment and documentation:
- 1. A qualified health care professional shall assess the infant to identify any immediate treatment needs and complete a Patient Care Report (PCR) for the incident.
  - 2. If the parent is the birth mother, a qualified health care professional should attempt to assess and treat her as necessary and pursuant to established Emergency Medical Services (EMS) protocols. If treated, the mother should be listed as "Jane Doe" to protect her anonymity.
    - (a) Do not use the parent's name on the PCR.
- (e) Transportation to the hospital:
- 1. If it is determined that the infant requires medical attention, the personnel should notify Dispatch of a medical aid at the station, and request an Advanced Life Support (ALS) ambulance and/or a paramedic unit, if they are not available in quarters. Avoid radio traffic declaring a safe surrender to maintain confidentiality.
  - 2. Paramedics shall accompany the infant and parent (if the parent is willing to accompany the infant) to the nearest emergency room with labor and delivery capabilities.
- (f) Additional notifications and media concerns:
- 1. The receiving personnel shall notify Dispatch and their appropriate supervisor as soon as practicable.
  - 2. The supervisor will notify the Chief Assigned, duty officer and the Department Chief Assigned.
  - 3. The Chief Assigned may, as circumstances dictate, provide the following limited facts to the media:
    - (a) Date, time and fire station where the infant was surrendered
    - (b) Local DCF representative's name and telephone number
    - (c) Under no circumstances shall the identity of the parent be released to the public or media
- (g) Individuals who return to claim an infant:

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1. If a parent who voluntarily surrendered an infant requests return of the infant, the parent should be referred to DCF.
  2. The identity of the parent must still be kept anonymous and confidential.
  3. Department members should not make any judgments about time frames or the individual's ability to care for the infant.
- (h) Community donations:
1. Community groups, volunteers, foundations and individuals may express interest in helping with this program. Some may want to donate baby supplies, such as baby food, diapers or blankets, directly to the fire station. The following guidelines are established:
    - (a) Only new baby blankets in the original wrapper should be accepted.
    - (b) Donors who wish to donate any other baby-related items, such as clothes, baby food or diapers, should be directed to a local social service agency and/or reputable charities.



## Hazardous Materials Response

### 318.1 PURPOSE AND SCOPE

Hazardous materials (HAZMAT) may include toxic, flammable, corrosive, explosive, radioactive or reactive materials; materials that can cause health hazards; or a combination of these materials. The purpose of this policy is to provide a general framework for handling a HAZMAT incident.

### 318.2 POLICY

It is the policy of the Truro Fire Department to protect the safety of the public and responders to HAZMAT incidents and to comply with all applicable state and federal laws during the management and mitigation of all HAZMAT incidents (29 CFR 1910.120; G.L. c. 149, § 6 1/2).

### 318.3 RESPONSIBILITIES

All HAZMAT responses should be managed using the National Incident Management System (NIMS) and the Incident Command System (ICS) in accordance with Massachusetts law for emergency response and applicable federal laws (Exec. Order No. 469 (2005); G.L. c. 40, § 4J).

Resources of the Regional Hazardous Materials Response Program of the Department of Fire Services (DFS) may also be utilized as necessary.

#### 318.3.1 INITIAL ACTIONS

If available, information should be provided by Dispatch to the units responding to a HAZMAT incident including the name and type of the material involved (e.g., hydrochloric acid, corrosive), the size and quantity of the containers involved, the nature of the problem (e.g., spill, leak) and any known dangerous properties of the materials.

The first-arriving unit approaching the incident should use caution, approach from upwind and upgrade of the incident, establish Incident Command and begin a size-up of the situation. The purpose of the size-up by the first-in company is to determine the nature and severity of the HAZMAT incident and formulate an initial Incident Action Plan (IAP). While it may be necessary to take immediate action to make a rescue or evacuate an area, any action should be taken with an awareness of the risk to department personnel and making appropriate use of available protective equipment. It is important to avoid the premature commitment of personnel to potentially hazardous locations. In some cases, isolating the incident and denying entry until more resources arrive may be the safest approach.

In assessing the incident, all available references should be used to determine the hazards that are or potentially could be present. These references may include, but are not limited to, the U.S. Department of Transportation (DOT) Emergency Response Guidebook, the National Institute for Occupational Safety and Health (NIOSH) Pocket Guide to Chemical Hazards, Safety Data Sheets (SDS), HAZMAT business plans, manifests or bills of lading, National Fire Protection Association (NFPA) placards, U.S. DOT placards and United Nations Substance Identification Numbers. Other sources of information may be available, such as the Chemical Transportation

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Emergency Center (CHEMTREC®), facility personnel, department specialists or manufacturers of the materials involved.

The hazards presented by a HAZMAT incident may change significantly as the materials interact with other materials, the surrounding environment and the actions taken by responders. Responders should consider site topography, surroundings, other potential hazards and prevailing weather conditions. The initial perimeter established for the incident may need to be expanded to establish the appropriate control zones for the response (e.g., exclusion zone, contamination reduction zone, support zone).

### **318.4 INCIDENT ACTION PLAN**

The primary goal of the IAP will be to protect the safety of the public and responders. The initial IAP should focus on identifying a safe approach for other arriving units, determining the type of hazard and the scope of the incident, isolating the area and denying entry to the public, determining incident-specific personal protective equipment (PPE) and initiating notifications. The initial IAP may be a written document or may be notes kept and controlled by the Incident Commander (IC). The initial IAP should include the following minimum information:

- (a) Incident name, agency or unified command and command post location.
- (b) Information for responding units on the best route of travel, staging locations and minimum isolation distances to maintain the safety of responding members.
- (c) The information available on the products involved or an indication that the products are not yet known.
- (d) The incident control objectives and goals.
- (e) An incident site safety plan and designation of an Incident Safety Officer.
- (f) A communications plan including radio frequencies and contact telephone numbers.

When a HAZMAT incident response will be prolonged and will extend beyond an initial operational period, a written IAP should be developed. The written IAP should utilize standard NIMS/ICS forms that may include, but are not limited to:

- ICS-201 Incident Briefing
- ICS-202 Incident Objectives
- ICS-203 Organizational Assignment List
- ICS-204 Assignment List
- ICS-205 Incident Radio Communications Plan
- ICS-206 Medical Plan
- ICS-207 Incident Organization Chart
- ICS-208 Site Safety and Control Plan

## *Hazardous Materials Response*

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### **318.5 RESOURCE CONSIDERATIONS**

Many HAZMAT incidents may require the IC to request additional resources including resources of the DFS Regional Hazardous Materials Response Program in order to implement the IAP and safely mitigate the hazard.

The response to a HAZMAT incident may require a large amount of specialized resources to achieve incident stabilization and return to normal operations. The IC should consider involving:

- (a) Specialized HAZMAT teams at the technician and/or specialist levels for assistance with mitigating the release of material. Teams may be operated by state or local fire agencies, the military or private industry.
- (b) Specialized operators or contractors to address post-response mitigation, removal, cleanup and required disposal of material.
- (c) Local law enforcement for assistance with scene security and evacuation, if necessary.
- (d) Activation of one or more of the local or regional DFS HAZMAT emergency response teams for assistance.
- (e) United States Coast Guard assistance for spills affecting waterways.
- (f) Public works and road departments for diking, diversion or other activities.

Resources shall be coordinated using NIMS/ICS as the response is reinforced. It is important that duties assigned to personnel are suitable for their level of training under federal regulations and Massachusetts law (Exec. Order No. 469 (2005); G.L. c. 40, § 4J). It is also important to consider the limitations of available PPE and the limitations of chemical detection or monitoring equipment on hand when preparing to commit personnel to a potentially hazardous area.

### **318.6 NOTIFICATIONS**

Managing the response to a HAZMAT incident may involve required notifications to various local, regional, state or federal agencies. ICs should consider notifying the following agencies when applicable or required:

- (a) The public, media and other affected entities, such as schools and businesses
- (b) Adjoining jurisdictions that may be impacted by incident activities
- (c) Local and regional elected officials and emergency management personnel
- (d) Massachusetts Emergency Management Agency (MEMA)
- (e) Massachusetts Office of State Fire Marshal
- (f) Massachusetts Department of Health
- (g) Massachusetts Department of Environmental Protection (MassDEP)
- (h) Massachusetts Department of Transportation (MassDot)
- (i) Massachusetts State Police (MSP)
- (j) United States Environmental Protection Agency National Response Center

## News Media and Community Relations

### 319.1 PURPOSE AND SCOPE

The purpose of this policy is to provide guidelines for communicating with representatives of the media, community leaders, residents and businesses, and to establish procedures for interacting with media representatives at emergency scenes. Additionally, this policy establishes an operating framework for integration of the Chief Assigned (PIO) into the incident management system.

### 319.2 POLICY

It is the policy of the Truro Fire Department to establish and maintain a positive working relationship with the community and the media in order to effectively communicate timely and accurate information.

### 319.3 PIO DESIGNATION

As soon as practicable on incidents where news media are present and requesting information, the Incident Commander (IC) will designate a PIO if the Department does not have a full-time PIO. The PIO shall interface with and provide timely and relevant information to representatives of the community and media during critical command stages. A single PIO will typically be designated for each incident, including incidents operating under Unified Command and multijurisdictional incidents.

In multi-agency or multijurisdictional incidents, it may be necessary to establish multiple PIOs and a Joint Information Center (JIC) with a PIO and Assistant PIO. In all cases, the PIO shall be responsible for coordinating the dissemination of information that has been approved by the IC for release to the media, the community and other parties that may have been affected by the incident.

Upon arrival at the scene of the incident, the designated PIO will report to the IC, obtain an incident briefing and be assigned the PIO radio designator for the incident.

### 319.4 DISSEMINATION OF INFORMATION

The PIO should gather and disseminate the following information as deemed appropriate:

- (a) Incident response information, including the number of units and personnel on-scene
- (b) Appropriate human interest or safety information
- (c) Nature of the incident and expertise of the fire personnel deployed (high-rise, technical rescue, etc.)
- (d) A description of any particular hazards present at the incident
- (e) Identification of life-saving or heroic acts that may have occurred, including any rescue scenarios
- (f) Projected duration of the incident
- (g) Approved evacuation notices and restricted areas

## *News Media and Community Relations*

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### **319.5 RESTRICTED INFORMATION**

The PIO shall ensure that legally protected information is not released to the media. The PIO should consult with the IC or the authorized designee about any issues or concerns regarding legally protected information.

Refer to the Line-of-Duty Death and Serious Injury Notification Policy for additional considerations regarding communication with the media concerning a line-of-duty death or serious injury.

### **319.6 MEDIA INQUIRIES**

All media inquiries received by incident personnel shall be forwarded to the PIO for response. The PIO will endeavor to provide accurate information that is available at the time while clearly communicating that any such information is preliminary. The following communication strategies may be employed:

- (a) Reporters should be directed to assemble in a designated staging area to wait until additional information can be obtained.
- (b) If the PIO finds it necessary to remain with media representatives, he/she may request assistance from the IC in gathering information. Media representatives may be allowed to take photographs and video, provided they do not interfere with incident operations or create a safety hazard.
- (c) Prior to releasing the names or identifying information of persons seriously injured or deceased, the PIO shall confirm that the next-of-kin has been notified. Next-of-kin notifications are generally handled by law enforcement and/or hospital personnel. The PIO should contact Dispatch supervisor to confirm that notification has been made.
- (d) The names of deceased or seriously injured persons shall not be transmitted over the radio.

The PIO or the authorized designee should not speculate as to the cause of an incident.

### **319.7 MEDIA ACCESS AND SPECIAL TOURS OR BRIEFINGS**

Authorized members of the media, local leaders, their representatives and other visiting dignitaries may be provided access or tours of scenes of floods, storms, fires, earthquakes, explosions or other emergency scenes when such access can be accomplished safely and when the IC has authorized such activities.

The PIO shall be responsible for scheduling and arranging special tours or briefings in accordance with established National Incident Management System (NIMS) procedures.

Access by the media is subject to the following conditions:

- (a) The media representative shall produce valid press credentials that shall be prominently displayed at all times while in areas otherwise closed to the public.

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### *News Media and Community Relations*

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- (b) Media representatives shall be prevented from interfering with emergency operations and criminal investigations.
  - 1. Reasonable effort should be made to provide a safe staging area for the media that is near the incident and that will not interfere with emergency or criminal investigation operations. All information released to the media should be coordinated through the PIO or other designated spokesperson.
- (c) In the case of a fire incident, the PIO may escort media representatives on a tour of a fire-damaged area following knockdown and after receiving authorization from the IC, in coordination with operations personnel. The PIO will be responsible for ensuring that all media personnel wear proper protective clothing as warranted.

#### **319.7.1 TEMPORARY FLIGHT RESTRICTIONS**

If the presence of media or other aircraft pose a threat to public or personnel safety or significantly hamper incident operations, the IC should consider requesting a Temporary Flight Restriction (TFR). All requests for a TFR should be routed through Dispatch. The TFR request, either for a pre-planned operation or an unplanned incident, should include specific information regarding the perimeter and altitude necessary for the incident. The TFR should be requested through the appropriate control tower. If the control tower is not known, the Federal Aviation Administration should be contacted (14 CFR 91.137).

#### **319.8 NEWS RELEASES**

News releases are documents specifically prepared for release to the media. News releases should be authored by the PIO and approved by the Fire Chief, IC or the authorized designee prior to release. News releases should be structured to facilitate use by the print media, typically containing no more than two pages of concise information. News releases should be formatted in accordance with the approved department standard.

#### **319.9 NEWS CONFERENCES**

A news conference is a pre-scheduled event intended to highlight a newsworthy event such as a promotion or opening of a new fire station; news conferences can also be used when a representative of the Department desires to make a public appearance. The Fire Chief will determine the purpose and scope of the conference. Any accompanying news release will include details, such as the date, time and location, and may reference other officials, dignitaries or agencies that may be in attendance.

The PIO should prepare the news release and/or a prepared statement for the department spokesperson. The PIO shall make arrangements for the site, obtain required equipment, arrange for availability of the news release, identify photo locations and provide escorts, as necessary. The conference may include a moderator or the PIO, who should make introductory remarks and introductions, assist with any question-and-answer period that may follow and conclude the conference.

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### *News Media and Community Relations*

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Specific information should not be released prior to the conference. The PIO should notify appropriate department personnel of the date, time and location of all news conferences. Department members attending the news conference should wear their dress uniform as specified in the Uniform Regulations Policy. Attendance requirements will be determined by the Fire Chief.

## Scene Preservation

### 320.1 PURPOSE AND SCOPE

The purpose of this policy is to provide department members with guidance on performing emergency mitigation tasks when working in and around scenes where evidence may be present. Members of the Department are often confronted with opposing priorities when performing duties at scenes containing potential evidence. They must balance the need to provide timely and effective life-saving and property-preserving services while minimizing the disturbance of any items of evidentiary value. In some instances, department members must evaluate whether to enter a scene or to initiate mitigation activities.

#### 320.1.1 DEFINITIONS

Definitions related to this policy include:

**Evidence** - Any item or arrangement of items that may provide relevant information to an investigation.

**Scene** - Any location where items of evidentiary value may be found. A scene need not be the location where a criminal act occurred; it need only be a location where items of evidentiary value are available for collection or documentation.

### 320.2 POLICY

It is the policy of the Truro Fire Department to minimize the disturbance of conditions and evidentiary items when providing emergency mitigation services in and around scenes.

### 320.3 SCENE IDENTIFICATION

Department members must be mindful of encountering potential evidence at a scene whenever they respond to calls for service. The potential for evidence at a scene may be identified in a number of ways, including, but not limited to:

- (a) The location of any incident that involves a physical assault or results from an act of violence. Such a location should be assumed to be a crime scene. Examples include shooting incidents, stabbing incidents, any incident involving a medical patient injured by the act of another person, suicides, bomb incidents or any act of terrorism.
- (b) Any incident that law enforcement personnel have identified as a crime scene and have notified department members of that determination.
- (c) Any unattended death scene.
- (d) All fire incidents.
- (e) Any incident where department members believe or have a reasonable suspicion that a crime has taken place. The type of suspected criminal activity may be severe, as in the case of a robbery or burglary, or less severe, as in the case of vandalism.



## Scene Preservation

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- (f) Transportation incidents, including traffic accidents and rail, aircraft, shipping and boating incidents.
- (g) Industrial accidents.

### **320.4 ENTERING SCENES**

When department members determine that a scene containing potential evidence is involved, they should promptly evaluate the need to enter the scene prior to approval of investigators. For the purposes of department members, scenes may be categorized into two distinct types: stable or unstable.

#### **320.4.1 STABLE SCENE**

A stable scene exists when there is no apparent immediate or ongoing threat to the safety, health or well-being of department members, the public or property. Examples of stable scenes include incidents where the victim or victims are obviously deceased, incidents involving obviously failed incendiary devices and fire incidents where the fire is clearly extinguished prior to the arrival of department members.

When department members encounter a stable scene and it is apparent that no threat to safety or property exists, they should remain outside the scene until cleared to enter by the appropriate investigator or law enforcement personnel. If there is a confirmed or suspected threat to life or public safety, department members should take whatever actions reasonably appear necessary to stabilize the scene and then withdraw pending approval from investigators or law enforcement personnel to re-enter.

#### **320.4.2 UNSTABLE SCENE**

An unstable scene exists whenever there appears to be an ongoing or imminent threat to the health, safety or well-being of department members, the public or property that necessitates immediate mitigation. Examples of unstable scenes include incidents involving injured or entrapped persons, active fire or a threat of imminent fire, imminent structural collapse endangering lives, the release or imminent threat of the release of hazardous materials or any incident where immediate mitigation is required to preserve life.

When department members encounter an unstable scene they are authorized to take appropriate corrective action to mitigate the threat.

### **320.5 PRESERVATION OF EVIDENCE AT CRIME SCENES**

Whenever practicable, department members should avoid touching, moving, manipulating or otherwise altering anything located at a scene where the potential for evidence exists. In some circumstances, the need to move items may be unavoidable. In those instances, department members should note what items were moved, who moved them and the location from which they were moved. Members should not attempt to move displaced items back to their original location; rather, the items should be left in the place to which they were moved. The appropriate investigator

## *Scene Preservation*

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or law enforcement personnel should be informed of any items that were moved and the location where the items originally were found.

In instances where an obvious item of evidence must be moved, an investigator or law enforcement representative should be consulted prior to moving the item, if practicable. For example, if a weapon is located beside or underneath a victim and an investigator is available, the investigator should be called to relocate the weapon. Life-preserving care should not be unreasonably delayed awaiting the arrival of an investigator or law enforcement personnel to move items of evidence.

### **320.6 MEDICAL SUPPLIES AND DEBRIS**

When department members provide medical care in or around a scene where evidence may be located, any discarded medical material, wrapping material, used bandaging, containers or other debris should be left at the scene when the crews depart. Reusable tools, medical equipment and other durable supplies may be collected but care should be taken by department members to minimize any disturbance to other items or material at the scene. Hazardous items and other material, such as medical sharps, controlled substances or surplus medications, should be collected and handled appropriately. If investigators or law enforcement personnel direct that any hazardous materials be left in place, department members should clearly identify all such materials to the controlling authority at the scene.

## Child Abuse

### 321.1 PURPOSE AND SCOPE

The purpose of this policy is to provide guidelines for the reporting of suspected child abuse.

### 321.2 POLICY

It is the policy of the Truro Fire Department to ensure the Department of Children and Families (DCF) is notified of suspected child abuse as required by law.

### 321.3 MANDATORY NOTIFICATION

Members of the Truro Fire Department shall notify DCF when there is reasonable cause to believe that a child is suffering physical or emotional injury resulting from (G.L. c. 119, § 21; G.L. c. 119, § 51A):

- (a) Abuse which causes harm or substantial risk of harm to the child's health or welfare, including sexual abuse.
- (b) Neglect, including malnutrition.
- (c) Physical dependence upon an addictive drug at birth.
- (d) Being a sexually exploited child.
- (e) Being a human trafficking victim.

Members who have reasonable cause to believe that a child has died as a result of child abuse shall report the death to the District/County Attorney for the county in which the death occurred and ensure the Office of the Chief Medical Examiner is notified (G.L. c. 119, § 51A).

#### 321.3.1 NOTIFICATION PROCEDURE

Notification should occur as follows (G.L. c. 119, § 51A):

- (a) Members shall make an immediate oral report to the DCF.
- (b) The oral report must be followed by a written report detailing the suspected abuse and filed with the DCF within 48 hours.
- (c) The written report shall contain:
  1. The name and address of the child and the child's parents or other person responsible for the child's care, if known.
  2. The child's age and sex.
  3. The nature and extent of the child's injuries and abuse, including any evidence of prior injuries and abuse.
  4. The circumstances under which the reporter first became aware of the child's abuse.
  5. Whatever action was taken to treat, shelter or otherwise assist the child.
  6. The name of the person or persons making the report.

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### *Child Abuse*

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7. Any other information that the reporter believes might be helpful in establishing the cause of the injuries.
8. The identity of the person or persons responsible for the neglect or injuries.
9. Any other information required by the DCF.

The department Emergency Medical Services supervisor should be notified of the incident as soon as practical.

If a child is being transported to a medical facility, the receiving center triage nurse or physician shall be notified of the situation upon the child's arrival.

#### **321.4 CONFIDENTIALITY**

Reports of child abuse are confidential and will only be released in accordance with the Release of Records Policy.

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## Disposition of Valuables

### 322.1 PURPOSE AND SCOPE

The purpose of this policy is to establish a process by which all valuables found at emergency incidents are inventoried and held securely by the Department until the items can be returned to the owner or otherwise legally released for disposition.

### 322.2 POLICY

The Truro Fire Department will take reasonable measures to safeguard valuables found at incident scenes. The Department does not have appropriate facilities for storing valuables for safekeeping. Therefore, alternatives to removing valuables from the scene of emergencies will be taken whenever practicable.

### 322.3 PROCEDURE

Any member encountering unsecured valuables, such as cash or jewelry, should immediately report it to the Incident Commander, or the member's commanding officer. When local law enforcement is available, valuable property should be transferred to legal custody.

If the valuables cannot be secured and they belong to a medical patient who is transported to a hospital, the member may deliver the valuables to the hospital, obtain a receipt from the receiving nurse and retain a copy of the receipt with the official report of the incident.

If the property or valuables cannot be secured at the location or with a responsible person at the scene, the member should request any on-site law enforcement officer to take the valuables for safekeeping. The member should document the disposition of such valuables, including the identity of any receiving individual, and obtain a receipt from the law enforcement officer and include it in the report of the call.

A member should take valuables into custody only in unusual cases and with the approval of a supervisor. The valuables should be inventoried and the inventory should list any obvious damage. A supervisor should witness the inventory.

Members should document in the incident report the disposition of any reasonably identifiable valuables. When applicable, notification to local law enforcement should be made.

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## Performance of Duties

### 323.1 PURPOSE AND SCOPE

This policy establishes daily performance expectations.

### 323.2 POLICY

It is the policy of the Truro Fire Department to provide safe and appropriate responses to emergency calls and for its members to provide professional and competent services.

### 323.3 RESPONSIBILITIES

All members should be familiar with and in compliance with the policies, standard operating procedures, classification specifications, duties as assigned and any other lawful instruction or order from a superior officer.

### 323.4 EMERGENCY RESPONSE

All members, upon receipt of any emergency alarm, shall immediately cease all activities and without delay report to their assigned apparatus, respond immediately to the fire or other emergency dispatched, and exert reasonable effort to perform to the best of their ability, given the totality of circumstances.

### 323.5 COMPETENT PERFORMANCE

Members should perform their duties in a manner which will maintain the highest standards of efficiency in carrying out the functions and objectives of the Department. Unsatisfactory performance may include, but is not limited to:

- Excessive or unauthorized leave
- Tardiness
- Demonstration of a lack of knowledge
- Failure to conform to the work standards established for the member's classification, grade or position
- Any other failure to demonstrate good conduct
- Insubordination
- Noncompliance with department policy, guidelines, rules, directives and orders

### 323.6 SAFETY

All members will exercise reasonable precautionary measures and good judgment to avoid injury to themselves or others while on-duty. Members who witness or are made aware of unsafe behavior should take appropriate steps to report or prevent such actions.

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### *Performance of Duties*

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#### **323.7 DRIVER'S LICENSE**

All members shall possess a valid state-issued driver's license unless the Department permits a use of valid license from an adjacent state (G.L. c. 90, § 10).

All members should be familiar with the state vehicle code, any manuals specific to driving or operating department apparatus and all other applicable department policies and procedures.

All members shall report to their supervisor any change in their driver's license status. Failure to maintain a valid driver's license in accordance with an employee's current classification specification may result in disciplinary action.

#### **323.8 PROPER COMPLETION OF WRITTEN COMMUNICATION**

All members shall complete and submit all necessary reports, forms and memos on time and in accordance with any other applicable department policy or procedure.

Reports, forms and memos submitted by members shall be truthful and complete. No member shall knowingly enter or cause to be entered any inaccurate, incomplete, false or improper information.

#### **323.9 FIRE DEPARTMENT IDENTIFICATION**

Members shall carry their badges and identification cards on their persons while on-duty and in accordance with the Badges Policy, except when impractical or dangerous to their safety or a risk to an investigation.

Members shall furnish their names and department identification numbers to any person requesting that information, other than in situations in which the member's personal safety is at risk.

#### **323.10 LOSS OF EQUIPMENT**

Members shall report to their supervisor the loss or recovery of any department badge, identification card, manual, key or equipment. In the case of an equipment loss, a police report should be filed in the jurisdiction where the loss occurred.

## Adult Abuse

### 324.1 PURPOSE AND SCOPE

This policy provides members of the Truro Fire Department with guidance regarding when notification is to be made to protective services of suspected abuse of certain adults.

#### 324.1.1 DEFINITIONS

**Adult abuse** - This includes when:

- (a) A person 60 years of age or older has been subjected to an act or omission that results in serious physical or emotional abuse, sexual abuse, neglect, self-neglect or financial exploitation (G.L. c. 19A, § 15; 651 CMR § 5.02; 651 CMR § 5.07).
- (b) A person age 18 to 59 with a mental, physical or intellectual disability has been subjected to an act or omission that results in serious physical or emotional injury, including unconsented sexual activity (G.L. c. 19C, § 1; G.L. c. 19C, § 10; 118 CMR § 2.02; 118 CMR § 3.03).

### 324.2 POLICY

It is the policy of the Truro Fire Department to assist victims of adult abuse by making the proper notifications to those responsible for investigating these matters.

### 324.3 MANDATORY NOTIFICATION

Members of the Truro Fire Department shall notify the appropriate protective services agency when there is reasonable cause to believe that adult abuse has occurred.

#### 324.3.1 NOTIFICATION PROCEDURE

Notification should occur as follows:

- (a) For elderly victims - calling the Department of Elder Affairs through the Elder Abuse Hotline or other department-approved protective service agency as soon as practicable and following up with a written report within 48 hours (651 CMR § 5.02; 651 CMR § 5.07).
- (b) For disabled persons – call the Massachusetts Disabled Persons Protection Commission hotline as soon as practicable and follow-up with a written report as directed (118 CMR § 3.03).

Notifications shall be made whether or not the patient was found alive (G.L. c. 19C, § 10).

### 324.4 RELEASE OF REPORTS

Information related to incidents of adult abuse or suspected adult abuse shall be confidential and may only be disclosed pursuant to state law and the Release of Records Policy.

Requests for information about an incident referred to law enforcement should be referred to the investigating agency.



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## Traffic Accidents

### 325.1 PURPOSE AND SCOPE

The purpose of this policy is to provide guidelines for the reporting and investigation of traffic accidents involving department vehicles and department personnel on official business. This policy applies to accidents involving any department-owned vehicle and to accidents any time department business is being conducted, regardless of who owns the vehicle involved.

### 325.2 POLICY

It is the policy of this department to investigate all department traffic accidents with the intent of learning the cause of the accident, identifying contributing factors and implementing corrective measures when appropriate.

### 325.3 REPORTING RESPONSIBILITIES

All department members involved in a traffic accident in a vehicle owned by the Department or while conducting department business, regardless of who owns the vehicle, shall immediately report the accident to the appropriate local law enforcement agency and notify an on-duty supervisor.

All department members involved in a traffic accident shall also complete and submit to the supervisor a report of the accident, in addition to any report taken by law enforcement. If the member is incapable, the immediate supervisor shall complete the form. Supervisors are responsible for notifying the Chief Assigned of traffic accidents.

Once notified of a traffic accident, the Chief Assigned is responsible for ensuring that the department investigation and review occurs in a timely manner.

### 325.4 TYPES OF REVIEWS

Traffic accidents subject to this policy will be classified, investigated and reviewed as follows:

#### 325.4.1 ACCIDENT LEVELS

- (a) A Level I accident is any traffic accident involving:
  - 1. Minor injury to any department member, a contract employee or an employee of another public agency when the injury does not result in treatment at an emergency treatment facility or in subsequent hospitalization.
  - 2. Minor damage to department property or vehicles.
  - 3. Minor damage to non-department property or vehicles while conducting department business.
- (b) A Level II accident is any traffic accident involving:

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1. Any injury to persons other than department members, except contract and other public agency employees noted in Level I.
  2. Any injury requiring immediate transport and treatment of any department member, contract employee or an employee of another public agency at an emergency treatment facility.
  3. Major damage to a vehicle owned or operated by the Department or major damage to department property.
- (c) A Level III accident is any traffic accident involving:
1. The death or anticipated disabling injury of a member of this department.
  2. The death or anticipated disabling injury of anyone other than a member of this department, a contract employee or other public agency employee when the traffic accident involves any department member, vehicle or property.

#### 325.4.2 REVIEW TEAMS

Reviews shall be conducted by the on-duty Chief Assigned or respective manager for Level I accidents.

Level II and Level III accidents will be reviewed by a Chief Assigned or respective manager and a Chief Assigned selected by the Fire Chief, a designated Health and Safety Officer or risk manager and a labor representative of the involved member. The Chief Assigned or manager is the team leader.

#### **325.5 ACCIDENT REPORTS**

The investigation team leader is responsible for the preparation and completion of a written report that describes the traffic accident, any contributing factors, all persons and equipment involved and recommendations for preventing a recurrence.

Reports involving Level I accidents will be submitted through the chain of command to the Chief Assigned in charge of the involved member. Reports involving Level II and Level III accidents will be submitted through the chain of command to the Fire Chief.

In addition to the above reports, accidents involving Emergency Medical Services (EMS) response vehicles that result in personal injury, death or property damage shall be reported to the Massachusetts Department of Health (DPH) within five days of occurrence (105 CMR § 170.350). For such purpose, the report can be a copy of the Registry of Motor Vehicles' "Operator's Report of a Motor Vehicle Accident."

Following review by the Fire Chief, the completed report and all related documentation from the investigation will be forwarded to the department's Keeper of the Records for filing.

A completed report should include the following:

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- (a) Investigation methods: Identify the members of the investigation team and the agencies involved in the investigation and describe the process of the investigation, including the names of any persons interviewed.
- (b) People, vehicles and equipment: List and identify all people, vehicles and equipment involved in the traffic accident.
- (c) Accident scene and environmental conditions: Describe the location, roadways, vehicle positioning, weather conditions, road/ground surface condition and/or visibility. Include diagrams, drawings, photographs and reports from any investigating law enforcement agencies.
- (d) Accident description: Describe the accident based on the facts gathered. Provide time frame sequence, movements, relative positioning, performance of vehicles and equipment and the actions of persons involved.
- (e) Policies and procedures assessments and recommendations: Identify any department policies and procedures that are relevant to the accident. Assess the effectiveness of such policies and procedures as applied to the accident and, with the intent of preventing future injury, property loss or liability, make recommendations regarding changes.
- (f) If it is determined that an employee may have violated any department policies or procedures, the Chief Assigned should recommend that the matter be submitted for the initiation of possible administrative action.

# Line-of-Duty Death and Serious Injury Investigations

## 326.1 PURPOSE AND SCOPE

The purpose of this policy is to provide guidelines for investigating a serious injury or line-of-duty death, documenting of the events leading to the injury or death and making recommendations directed toward preventing similar occurrences in the future.

## 326.2 POLICY

It is the policy of the Truro Fire Department to identify the causal factors pertaining to any event involving a serious injury or line-of-duty death, and to document and secure evidence which may be a factor in any regulatory actions or litigation resulting from the event. An investigation into the circumstances of the serious injury or line-of-duty death is separate and distinct from any investigation being conducted regarding the cause of a fire.

The Department may utilize external resources to assist or lead the investigation. These resources include:

- The Massachusetts Department of Labor Standards (DLS)
- The Massachusetts State Fire Marshal
- The Massachusetts State Police (MSP)
- Local law enforcement
- Area fire department officials
- The Massachusetts Department of Transportation (MassDOT)

In the event an investigation utilizes multiple agencies, the Department will establish a Unified Incident Command program to facilitate the needs and activities of the investigation.

## 326.3 PROCEDURE

As soon as practicable after a serious injury or line-of-duty death has occurred, the Fire Chief or the authorized designee shall assign an investigation team to conduct an investigation into the circumstances of the event.

- (a) A Chief Assigned designated by the Fire Chief should function as the team leader and direct the investigation of the line-of-duty death or serious injury. The investigation team should report to the team leader, who is responsible for the management of the investigative process.
- (b) All members of the Truro Fire Department shall give their full and complete cooperation to the investigation team.
- (c) The DLS will conduct an investigation of incidents involving the death of an employee.

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### *Line-of-Duty Death and Serious Injury Investigations*

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- (d) The Truro Fire Department should cooperate with all other government agencies that have a legal cause to be involved in the investigation of a line-of-duty death or serious injury and should voluntarily share relevant information with other organizations working in areas of fire service occupational safety and health education and training. Participation by these agencies shall be at their own discretion, depending on the circumstances of the incident. These agencies may or may not produce their own reports of the incident with recommendations for corrective actions. These reports do not supersede the investigation team report.
- (e) The investigation team report and all related documentation shall be an internal Truro Fire Department administrative report.
- (f) Any public release of the report requires the approval of the Fire Chief or the authorized designee. Such release will generally be processed in accordance with the provisions of the Massachusetts Public Records Law (G.L. c. 66, § 10; 950 CMR § 32.05).

#### **326.4 INVESTIGATION TEAM**

The investigation team shall consist, at a minimum, of the following team members:

- (a) Chief Assigned
- (b) Fire investigator
- (c) Department Health and Safety Officer
- (d) Risk manager
- (e) Employee labor representative

Additional personnel may be added as required by the specific circumstances of the incident, including an investigative representative from the appropriate law enforcement agency when there is reasonable cause to believe a crime may be connected with the investigation.

##### **326.4.1 DUTIES AND RESPONSIBILITIES**

The duties of the investigation team include, but are not limited to, the following:

- (a) Gather and analyze all physical evidence related to the incident.
- (b) Interview all witnesses with direct or indirect knowledge of the circumstances. When interviewing members of the Department, represented members shall have the right to have their labor representatives present pursuant to the applicable collective bargaining agreement.
- (c) Collect and preserve recordings and copies of radio traffic, telephone conversations, photographs, film, videotape, incident histories and other related information. The pertinent aspects of the radio and telephone recordings should be transcribed.
- (d) Consult with persons having special knowledge of the factors involved in the incident, including private sector experts and consultants.

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### *Line-of-Duty Death and Serious Injury Investigations*

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- (e) Connect with other agencies involved in the investigation of the incident.
- (f) Establish and maintain ongoing communication between the team leader and the legal counsel for the Department.
- (g) Develop a written report of the incident, including conclusions and recommendations.
- (h) Coordinate activities with Chief Assigned to avoid interference with any criminal investigation.
- (i) Ensure that a post-mortem examination is conducted on any member who dies as a result of the incident as well as on any other deceased person who may have been contributory to the event.
- (j) Activate the Department or regional Critical Incident Stress Debriefing (CISD) team or utilize resources of the Massachusetts Peer Support Network (MPSN) for any members adversely affected by the incident.

#### 326.4.2 DOCUMENTATION

The investigation team should ensure that the scene where the line-of-duty death or serious injury occurred is documented, including diagrams, photographs and observations. When feasible, all witness interviews should be recorded or transcribed. When recording or transcription is not feasible, the investigator's notes of the interview should be preserved. In addition, the investigation team should:

- (a) Obtain, examine and secure all personal protective equipment (PPE), breathing apparatus and equipment used by the seriously injured or deceased employee.
  - 1. A complete physical description of the PPE, breathing apparatus and equipment shall be included in the report of the incident.
  - 2. A performance evaluation report conducted by a qualified professional on all safety equipment should be included in the report of the incident.
  - 3. For specific guidance on PPE involved in the incident, refer to the special incident procedure in the Personal Protective Equipment Policy.
- (b) Review and comment on the application of policies and procedures to the incident, the observance of policies and procedures and their effect on the situation. Recommend changes, additions or deletions to such policies and procedures.
- (c) Attempt to obtain any photographs, videotape or other information relating to the incident from news media or other sources. Such evidence should be obtained with the agreement that it will only be used for investigative and educational purposes.

#### 326.5 FINAL REPORT

The investigation team should present the final report to the Fire Chief. The Fire Chief should determine the schedule and method of presentation of the final report.

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# Massachusetts Fire Incident Reporting System (MFIRS)

## 327.1 PURPOSE AND SCOPE

The Federal Fire Prevention and Control Act of 1974 authorizes the National Fire Data Center in the U.S. Fire Administration (USFA) to gather and analyze information on the magnitude of the nation's fire problem, as well as its detailed characteristics and trends. To do so, the National Fire Data Center has established the National Fire Incident Reporting System (NFIRS).

Massachusetts law requires the reporting of any fire or explosion resulting in a dollar loss or human casualty to the Massachusetts Department of Fire Services (DFS) using the Massachusetts Fire Incident Reporting System (MFIRS) (G.L. c. 148, § 2).

The purpose of this policy is to provide guidance regarding NFIRS and MFIRS reporting to ensure department response information is properly reported.

## 327.2 POLICY

The Truro Fire Department is committed to improving fire reporting and analysis capability both locally and on the national level. Therefore, it is the policy of the Truro Fire Department to participate in NFIRS by filing fire reports through MFIRS (G.L. c. 148, § 2).

## 327.3 RESPONSIBILITIES

The Chief Assigned Chief Assigned should designate an MFIRS coordinator, who should develop and maintain familiarity with MFIRS resources and reporting requirements and ensure department information is compliant with the MFIRS reporting format and that the information is forwarded to the DFS.

The DFS has developed a standard MFIRS package that includes incident and casualty forms, a coding structure for data processing, manuals, computer software and procedures, documentation and a Massachusetts Fire Academy training course for utilizing the system.

Additional resources are available on the DFS MFIRS website.

## Chaplains

### 328.1 PURPOSE AND SCOPE

This policy establishes the guidelines for Truro Fire Department chaplains to provide counseling or emotional support to members of the Department, their families and members of the public.

### 328.2 POLICY

The Truro Fire Department shall ensure that department chaplains are properly appointed, trained and supervised to carry out their responsibilities without financial compensation. Reasonable efforts shall be made to incorporate chaplains from varying denominations reflective of the community to the best extent possible.

### 328.3 ELIGIBILITY

Requirements for participation as a chaplain for the Department may include, but are not limited to:

- (a) Being above reproach, temperate, prudent, respectable, hospitable, able to teach, free from addiction to alcohol or other drugs, and free from excessive debt.
- (b) Managing his/her household, family and personal affairs well.
- (c) Having a good reputation in the community.
- (d) Successful completion of an appropriate-level background investigation.
- (e) A minimum of five years of successful counseling or ministry experience.
- (f) Being in good health.
- (g) Possessing a valid driver's license.

The Fire Chief may allow exceptions to these eligibility requirements based on organizational and community needs and the qualifications of the individual.

### 328.4 RECRUITMENT, SELECTION AND APPOINTMENT

The Truro Fire Department shall endeavor to recruit and appoint only those applicants who meet the high ethical, moral and professional standards set forth by the Department.

All applicants shall be required to meet and pass the same pre-employment procedures as department members before appointment with the exception of any entry level Firefighter knowledge or physical agility tests.

#### 328.4.1 RECRUITMENT

Chaplains should be recruited on a continuous and ongoing basis consistent with department policy on equal opportunity and non-discriminatory practices. A primary qualification for participation in the application process should be an interest in and an ability to assist the Department in serving the public. Chaplain candidates are encouraged to participate in ride-alongs with department members before and during the selection process.



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### *Chaplains*

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#### 328.4.2 SELECTION AND APPOINTMENT

Chaplain candidates shall successfully complete the following process prior to appointment as a chaplain:

- (a) Submit the appropriate written application.
- (b) Include a recommendation from employers or volunteer programs.
- (c) Interview with the Fire Chief and the chaplain coordinator.
- (d) Successfully complete an appropriate-level background investigation.
- (e) Complete an appropriate probationary period as designated by the Fire Chief.

Chaplains are volunteers and serve at the discretion of the Fire Chief. Chaplains shall have no property interest in continued appointment. However, if a chaplain is removed for alleged misconduct, the chaplain will be afforded an opportunity solely to clear his/her name through a liberty interest hearing, which shall be limited to a single appearance before the Truro Fire Department or the authorized designee.

#### **328.5 IDENTIFICATION AND UNIFORMS**

As representatives of the Department, chaplains are responsible for presenting a professional image to the community. Chaplains shall dress appropriately for the conditions and performance of their duties. Uniforms and necessary safety equipment or personal protective equipment (PPE) will be provided for each chaplain. Identification symbols worn by chaplains shall be different and distinct from those worn by other members through the inclusion of "Chaplain" on the uniform and other identifying PPE. Chaplain uniforms and PPE shall not reflect any religious affiliation.

Chaplains will be issued Truro Fire Department identification cards, which must be carried at all times while on-duty. The identification cards will be the standard Truro Fire Department identification cards, with the exception that "Chaplain" will be indicated on the cards. Chaplains shall be required to return any issued uniforms, PPE or other department property at the termination of service.

Chaplains shall conform to all uniform regulations and appearance standards of the Department.

#### **328.6 CHAPLAIN COORDINATOR**

The Fire Chief may delegate certain responsibilities to a chaplain coordinator. The coordinator shall be appointed by and directly responsible to the Fire Chief or the authorized designee.

The chaplain coordinator shall serve as the liaison between the chaplains and the Fire Chief. The function of the coordinator is to provide a central coordinating point for effective chaplain management within the Department, and to direct and assist efforts to jointly provide more productive chaplain services. Under the general direction of the Fire Chief or the authorized designee, chaplains shall report to the chaplain coordinator and/or Incident Commander (IC).

The chaplain coordinator may appoint a senior chaplain or other designee to assist in the coordination of chaplains and their activities.

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### Chaplains

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The responsibilities of the coordinator or the authorized designee include, but are not limited to:

- (a) Recruiting, selecting and training qualified chaplains.
- (b) Conducting chaplain meetings.
- (c) Establishing and maintaining a chaplain callout roster.
- (d) Maintaining records for each chaplain.
- (e) Tracking and evaluating the contribution of chaplains.
- (f) Maintaining a record of chaplain schedules and work hours.
- (g) Completing and disseminating, as appropriate, all necessary paperwork and information.
- (h) Planning periodic recognition events.
- (i) Maintaining a liaison with other agency chaplain coordinators.

An evaluation of the overall use of chaplains will be conducted on an annual basis by the coordinator and a written report provided to the Fire Chief.

#### **328.7 DUTIES AND RESPONSIBILITIES**

Chaplains assist the Department, its members and the community as needed. Assignments of chaplains will usually be to augment the Chief Assigned Section, but chaplains may be assigned to other areas within the Department as needed. Chaplains should be placed only in assignments or programs that are consistent with their knowledge, skills and abilities and the needs of the Department.

All chaplains will be assigned duties by the chaplain coordinator or the authorized designee or an IC.

Chaplains may not proselytize or attempt to recruit members of the Department or the public into a religious affiliation while representing themselves as chaplains with this department. If there is any question as to the receiving person's intent, chaplains should verify that the person is desirous of spiritual counseling or guidance before engaging in such discussion.

Chaplains may not accept gratuities for any service, or any subsequent actions or follow-up contacts that were provided while functioning as a chaplain for the Truro Fire Department.

##### **328.7.1 COMPLIANCE**

Chaplains are volunteer members of the Department and, except as otherwise specified within this policy, are required to comply with the Community Volunteer Program Policy and other applicable policies.

##### **328.7.2 OPERATIONAL GUIDELINES**

- (a) Chaplains will be asked to be available for call on an as-needed basis.
- (b) Chaplains operating at emergency incidents or large-scale department events shall operate within and as part of the Incident Command System (ICS) at all times,

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including participating in and replying to Personal Accountability Reports (PAR) conducted as part of the incident or event.

- (c) Each chaplain should serve with the Truro Fire Department a minimum of four hours per month to maintain the necessary proficiencies and contacts necessary to be effective in their service.
- (d) At the end of each period of service or response to an incident the chaplain will complete a chaplain's report and submit it to the Fire Chief and chaplain coordinator or the authorized designee.
- (e) Chaplains shall be permitted to ride with members during any shift and observe Truro Fire Department operations or training sessions, provided the on-duty Chief Assigned has been notified and is aware of the activity.
- (f) Chaplains shall not be evaluators of members of the Truro Fire Department.
- (g) In responding to incidents, a chaplain shall never function in a hazardous area or serve as an assistant other than the chaplain's role.
- (h) When responding to in-progress calls for service, chaplains will be required to stand-by in a secure area until the situation has been deemed safe.
- (i) Chaplains shall serve only within the jurisdiction of the Truro Fire Department unless otherwise authorized by the Fire Chief or the authorized designee.
- (j) Each chaplain shall have access to current member rosters, addresses, telephone numbers, duty assignments and other information that may assist in his/her duties. Such information will be considered confidential, and each chaplain will exercise appropriate security measures to prevent unauthorized access to the data.

#### 328.7.3 ASSISTING DEPARTMENT MEMBERS

The responsibilities of a chaplain related to department members include, but are not limited to:

- (a) Assisting in making notification to families of members who have been seriously injured or killed and, after notification, responding to the hospital or home of the member.
- (b) Visiting sick or injured members in the hospital or at home.
- (c) Attending and participating in funerals of active or retired members, when requested.
- (d) Serving as a resource for members who are dealing with the public during significant incidents (e.g., accidental death, suicide, suicidal subjects, serious accident, drug and alcohol abuse or a mass casualty incident (MCI)).
- (e) Providing counseling and support for members and their families.
- (f) Being alert to the needs of members and their families.

#### 328.7.4 ASSISTING THE DEPARTMENT

The responsibilities of a chaplain related to the Truro Fire Department include, but are not limited to:

- (a) Assisting members in defusing a conflict or incident, when requested.

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- (b) Responding to any significant incident (e.g., natural and accidental death, suicide and attempted suicide, family disturbance or MCI) in which the IC or supervisor believes the chaplain could assist in accomplishing the mission of the Department.
- (c) Responding to all major disasters, such as a natural disaster, bombing, MCI and similar critical incidents.
- (d) Being available, or if possible, on-duty during major demonstrations or any public function that requires the presence of a large number of department members.
- (e) Attending department functions such as academy graduations, ceremonies and social events and offering invocations and benedictions, as requested.
- (f) Participating in in-service training classes.
- (g) Training others to enhance the effectiveness of the Department.

#### 328.7.5 ASSISTING THE COMMUNITY

The duties of a chaplain related to the community include, but are not limited to:

- (a) Fostering familiarity with the role of fire and Emergency Medical Services (EMS) members in the community.
- (b) Providing an additional link between the community, other chaplain coordinators and the Department.
- (c) Providing a liaison with various civic, business and religious organizations.
- (d) Assisting the community when they request representatives or leaders of various denominations.
- (e) Assisting the community in any other function, as needed or requested.
- (f) Making referrals in cases where specialized attention is needed or in cases that are beyond the chaplain's ability to assist.

#### 328.7.6 CHAPLAIN MEETINGS

Chaplains may be required to attend scheduled meetings. Absences from such meetings should be satisfactorily explained to the chaplain coordinator.

#### 328.8 PRIVILEGED COMMUNICATIONS

No person who provides chaplain services to members of the Department may work or volunteer for the Truro Fire Department in any capacity other than that of chaplain.

Chaplains shall be familiar with state evidentiary laws and rules pertaining to the limits of the clergy-penitent, psychotherapist-patient and other potentially applicable privileges and shall inform members when it appears reasonably likely that the member is discussing matters that are not subject to privileged communications. In such cases, the chaplain should consider referring the member to an appropriate counseling resource or available program.

No chaplain shall provide counsel to or receive confidential communications from any Truro Fire Department member concerning an incident personally witnessed by the chaplain or concerning an incident involving the chaplain.

## *Chaplains*

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### **328.9 TRAINING**

The Department may establish a minimum number of training hours and standards for department chaplains. The training, as approved by the Fire Chief, may include:

- Stress management
- Death notifications
- Symptoms of post-traumatic stress
- Burnout for department members and chaplains
- Legal liability and confidentiality
- Ethics
- Responding to crisis situations
- The fire and EMS family
- Substance abuse
- Member injury or death
- Sensitivity and diversity

## Active Shooter and Other Violent Incidents

### 329.1 PURPOSE AND SCOPE

Violence committed in schools, workplaces and other locations by any individual or group of individuals who are determined to target or kill persons or to create mass casualties presents a difficult situation for Fire/Emergency Medical Services (EMS). The purpose of this policy is to identify guidelines and factors that will assist members in making decisions in these rapidly unfolding and tense situations.

### 329.2 POLICY

The Truro Fire Department will endeavor to plan for a rapid response to violent incidents involving an active shooter or other violent situations. The Truro Fire Department is committed to preparing and planning for rapid responses to these incidents by coordinating with law enforcement and other EMS personnel, as well as with those responsible for operating sites that may be the potential target of a violent incident.

### 329.3 ACTIVE SHOOTER/VIOLENT INCIDENT PLAN

The Fire Chief should designate a member who is responsible for developing and managing an active shooter/violent incident (AS/VI) plan to assist in the Truro Fire Department's response to an AS/VI.

The AS/VI plan should address:

- (a) Any applicable EMS Mass Casualty Incident (MCI) protocols.
- (b) Identification of state, local and regional agencies that are likely to respond to an AS/VI.
- (c) Procedures to facilitate interagency sharing of information related to AS/VIs.
- (d) The joint development of protocols for responding to AS/VI with fire, EMS and law enforcement personnel, including but not limited to:
  1. Identification of likely critical incident target sites and the availability of plans or schematics of such locations.
  2. Rapid entry and evacuation routes.
  3. Equipment needs.
  4. Communication interoperability.
- (e) Any mutual aid agreements that may exist.
- (f) Integrated use of the National Incident Management System and Incident Command System approach by personnel likely to respond to an AS/VI.
- (g) Any guidelines for an AS/VI that are established by the Federal Emergency Management Agency and the Interagency Board.
- (h) Common communications and terminology to be utilized by responding personnel.

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### *Active Shooter and Other Violent Incidents*

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- (i) Use of readily identifiable and visible identification by responding personnel to make them easily discernible.
- (j) Identification of which personnel will need additional personal protective equipment (PPE), including ballistic gear (e.g., vests, helmets) and what training will be needed for the use of such gear.
- (k) Procedures for completion of post-incident reviews of AS/VIs.

The AS/VI plan manager should, in conjunction with appropriate law enforcement and other EMS personnel, review the Truro Fire Department's plan annually and make any necessary updates.

#### **329.3.1 SCHOOL EMERGENCY RESPONSE PLANS**

The Fire Chief should coordinate with school officials to assist in the development of their emergency response plans. The Fire Chief should review school building plans and ensure final plans are available in the need of an AS/VI (G.L. c. 70B, § 20).

#### **329.4 FIRST RESPONDERS**

When responding to AS/VIs, members must decide, often during difficult and rapidly evolving circumstances, whether to enter the scene or to stage at a safe area. When deciding on a course of action members should:

- (a) Determine whether law enforcement has secured the scene or developed a plan for entry. If the scene has not been secured, members should work in teams with law enforcement and other EMS personnel on-scene to develop a plan for entry and contact with victims with life-threatening injuries.
  - 1. Members tasked with entry should wear PPE appropriate for the circumstances.
- (b) Coordinate with available law enforcement personnel to create a staging area for additional member resources.
- (c) Identify and prepare members for operations in areas of higher risk, if appropriate.
- (d) Decide whether individuals who are under imminent threat can be moved out of danger with reasonable safety.
- (e) Plan for rapid triage, treatment and extrication of any individuals with life-threatening injuries.
- (f) Consider the risk of fire hazards and secondary devices at any main or secondary scenes if there is a reasonable belief that improvised explosive devices have been or may be used.
- (g) Utilize Tactical EMS Support personnel or Rescue Task Forces, if available.

#### **329.5 TRAINING**

The AS/VI plan manager should coordinate with the Fire Chief so that members are provided with AS/VI training. The training should include:

- (a) Review of the AS/VI plan.
- (b) Review of any applicable EMS MCI protocols.

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### *Active Shooter and Other Violent Incidents*

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- (c) Review of trauma care guidelines in high-threat pre-hospital situations and the various treatment methods available during an AS/VI.
- (d) Interagency training with law enforcement and other EMS personnel.
- (e) Reality-based training at locations that may be a potential target of a critical incident.
- (f) School emergency response plan training (G.L. c. 69, § 8A).
- (g) Training for school officials who have direct access to Truro Fire Department radio frequencies in emergency situations (G.L. c. 71, § 37R).



## Chapter 4 - Fire Prevention

## Fire Inspections

### 400.1 PURPOSE AND SCOPE

This policy provides guidance for the enforcement of fire codes through periodic inspection within Truro Fire Department's jurisdiction. Additionally, this policy establishes the minimum standards for inspection frequencies of all buildings in the department's jurisdiction (G.L. c. 148, § 4).

### 400.2 POLICY

The Truro Fire Department is committed to improving public safety through the enforcement of building standards relating to fire and public safety as adopted and published in the Massachusetts Comprehensive Fire Safety Code (Fire Code) and any other regulations or ordinances that have been formally adopted by the Massachusetts State Fire Marshal or the Town for the prevention of fire or the protection of life and property against fire.

### 400.3 RESPONSIBILITIES

The Fire Chief or the authorized designee shall develop a periodic inspection program based on Massachusetts law and the risks to life and property for occupancies within the Truro Fire Department's jurisdictional boundaries. The inspection program will comply with the Fire Code and any local amendments or ordinances specific to the Town. The department fire inspection program will be administered by the Chief Assigned Section under the responsibility of the Fire Chief or other designated individual.

### 400.4 INSPECTION PROGRAM GUIDELINES

The Department should develop an inspection program based on community risk reduction through education and enforcement. Inspections should be identified by risk, hazard, occupancy, frequency, and required state law and local code or ordinance.

### 400.5 HAZARDOUS OCCUPANCIES

Facilities that handle, store or use hazardous materials should be inspected for compliance with applicable provisions of the Fire Code as well as the accuracy of any required hazardous materials facility plan. Facilities that are required to submit a hazardous materials facility plan should be inspected no less frequently than once every three years.

### 400.6 RIGHT OF ENTRY

If a building or premise to be inspected is occupied, the inspector shall present credentials to the occupant and request entry. If the building or premise is unoccupied, the inspector shall first make a reasonable effort to locate the owner or other person having charge or control of the building or premise and request entry (G.L. c. 148, § 4).

If no permission to enter is granted, the inspector should work with legal counsel to secure entry in a manner provided by law, such as obtaining an administrative search warrant.

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### *Fire Inspections*

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#### **400.7 INSPECTION FEES**

The Department may charge any fire inspection fees authorized by Massachusetts law and adopted by the Town. The fee assessed shall not exceed the maximum permissible cost established by law (G.L. c. 148, § 10A).

##### **400.7.1 RE-INSPECTION FEES**

If a violation is discovered during an inspection, the follow-up inspection to ensure the corrections have been made should be conducted at no cost to the owner or occupant. Should the owner or occupant fail to comply with inspection requirements on the follow-up visit and an additional visit is required, a fee as adopted by the Town may be assessed (G.L. c. 148, § 10A).

## Permits

### 401.1 PURPOSE AND SCOPE

The purpose of this policy is to provide guidance for issuing permits that are required by the Massachusetts Comprehensive Fire Safety Code (Fire Code) and local ordinances (G.L. c. 148, § 10A).

### 401.2 POLICY

In order to provide for the safety of the community, it is the policy of the Truro Fire Department that permit requirements are appropriately observed and enforced.

### 401.3 PERMIT PROCESS

A list of permits requiring approval should be available to the public and upon request. The Department shall provide adequate guidance to assist the public in obtaining approval for a particular permit.

An inspection shall be conducted prior to permit issuance.

A permit does not constitute authority to violate, cancel or set aside any of the provisions of the Fire Code or other applicable regulations (G.L. c. 148, § 10A).

#### 401.3.1 PERMIT APPLICATIONS

Applications for permits should be submitted to the Fire Chief or the authorized designee and should include adequate documentation of the intent to comply, including, but not limited to:

- A site plan showing the location of storage, use, handling or processes associated with the permit.
- The floor plan approved by the Truro Fire Department depicting the storage of hazardous materials and the use of equipment or processes, including proof of compliance with all applicable codes and standards.
- A current hazardous materials emergency plan, if applicable.
- A chemical classification inventory, if applicable.

#### 401.3.2 PERMIT FEES

Permit fees should be collected at the time of application. The fees are established by Massachusetts law and the Town governing body and are applicable to each permit application (G.L. c. 148, § 10A).

#### 401.3.3 PERMIT ISSUANCE

A permit may be issued for a specific or an indefinite period of time, depending on the circumstances. A permit may be extended upon showing good cause if the permittee applies for an extension in writing before the expiration of the permit. A permit is not transferable. Any change in ownership, operation, occupancy or use shall require a new permit.

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### *Permits*

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Construction permits shall automatically become invalid unless the work authorized by such permit is commenced within 180 days after its issuance. If the work is suspended or abandoned for a period of 180 days after the time the work is commenced, the permit shall become invalid.

All permits shall bear the signature of the Fire Chief or the authorized designee and contain a general description of the operation or occupancy and its location (G.L. c. 148, § 10A).

#### **401.4 SITE REQUIREMENTS**

Permits should be posted in a visible location at the permitted premises or in a location approved by the Fire Chief or the authorized designee. Permits are subject to inspection at any time by any firefighter acting in an official capacity (G.L. c. 148, § 10A).

#### **401.5 SUSPENDED OR REVOKED PERMITS**

Permits may be suspended or revoked any time it is determined that (G.L. c. 148, § 10A):

- The permit is being used by someone other than the person who was issued the permit.
- The permit is being used at a location other than the permitted location.
- Any condition of the permit has been violated.
- The work being performed is out of compliance with applicable code requirements.
- The permit was obtained by the use of false statements on the application.
- The issuance of the permit was an error or in violation of a regulation, code or law.

#### **401.6 REQUIRED OPERATIONAL PERMITS**

Permits are generally required for all items, locations and activities as described in the Fire Code.

## Fire Investigations

### 402.1 PURPOSE AND SCOPE

The purpose of this policy is to ensure that all fires and explosions responded to by the Truro Fire Department and occurring within this jurisdiction are investigated and properly documented in accordance with state and federal laws as well as national standards.

### 402.2 POLICY

It is the policy of the Truro Fire Department to promptly investigate the cause, origin, and circumstances of fires and explosions occurring in this jurisdiction that involve the loss of life or injury to a person, or the destruction of or damage to property.

### 402.3 RESPONSIBILITIES

The Fire Chief has overall responsibility for fire investigations. The Fire Marshal is responsible for management of the fire investigations program. The Incident Commander (IC) of each incident is responsible for ensuring that each fire is investigated for origin and cause.

### 402.4 PRELIMINARY INVESTIGATION

The first-in Chief Assigned should conduct a preliminary investigation of each fire or explosion to identify the origin, cause, and circumstances. The Chief Assigned will notify the IC of the results of the preliminary investigation.

If the origin of a fire or explosion appears to be suspicious, the IC should take immediate charge of all physical evidence relating to the fire or explosion, coordinate with investigators, and contact local law enforcement.

The IC is responsible for determining when fire investigators, fire investigators with arrest authority, or sworn law enforcement investigators, from this or another agency, are appropriate to investigate an incident.

The immediate response of an appropriate investigator should be requested when any of the following circumstances exist:

- (a) Major or unusual fires that exceed the investigative abilities of a Chief Assigned
- (b) Any fire resulting in a major injury or death
- (c) Incidents involving special circumstances, such as an especially high dollar loss, extensive damage, political sensitivity, or any other circumstance deemed appropriate by the Chief Assigned
- (d) Arson and/or incendiary devices are involved, or the origin of the fire is otherwise suspicious
- (e) There has been an explosion
- (f) There is evidence or suspicion that a crime has occurred in connection with a fire or explosion

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### *Fire Investigations*

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- (g) A fire has been started by a juvenile
- (h) Any illegal activity that potentially could cause a fire and/or explosion has occurred

#### 402.4.1 MASSACHUSETTS STATE FIRE MARSHAL NOTIFICATION

The response of the Massachusetts State Fire Marshal's office shall be requested when any of the following circumstances exist (G.L. c. 148 § 2):

- (a) The fire or explosion is of suspicious origin
- (b) The fire or explosion is the result of a violation of law
- (c) The investigator is unable to determine the cause of the fire or explosion

#### **402.5 EQUIPMENT**

The fire investigator's vehicle should be stocked with the following equipment to help investigate fire cause, origin, and circumstance:

- Digital camera
- Spare batteries
- Voice recording device and spare media
- Fire investigator toolbox
- Shovels, rake, broom, and sifter
- Disposable latex evidence collection gloves
- Evidence collection markers and labels for canisters

#### 402.5.1 USE OF PROTECTIVE GEAR

Fire investigators are responsible for using personal protective equipment (PPE) and respiratory protection appropriate for the conditions present at an investigation scene.

When entering any fire scene during the fire, before or during overhaul, or when there is a chance of reignition, fire investigators shall wear full structural PPE and self-contained breathing apparatus (SCBA).

See the Respiratory Protection Program Policy and the Personal Protective Equipment Policy for additional guidance.

#### 402.5.2 LOGBOOK

Each investigator should maintain a logbook of field training, continued professional training hours, and investigative experience. The purpose of this log is to assist in establishing the member as an expert witness in court appearances.

#### **402.6 FIRE INVESTIGATORS**

Fire investigators assigned to an incident are responsible for pursuing the investigation through its completion and providing complete written documentation.

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### *Fire Investigations*

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In cases where a fire investigator reasonably believes that arson or an unlawful act may be involved in a fire, the investigator should consult with the Fire Marshal and request the assistance of an investigator with arrest authority, if appropriate.

#### **402.6.1 FIRE INVESTIGATOR QUALIFICATIONS**

Fire investigators shall:

- (a) Meet the job performance requirements of the National Fire Protection Association's (NFPA) standards for fire investigators.
- (b) Complete any appropriate fire investigator certification that may be available through the Massachusetts Department of Fire Services (G.L. c. 6 § 165A).
- (c) Comply with all federal and state statutory and constitutional investigatory requirements, including limitations on searches and seizures.

#### **402.7 INCIDENT REPORTS**

To ensure department incidents are documented in the Massachusetts Fire Incident Reporting System (MFIRS), investigators should complete and submit a report to the Fire Marshal for each investigation conducted. All areas of the report are to be filled out, and when an item is not applicable, N/A is to be placed in the box. For additional information, see the Massachusetts Fire Incident Reporting System (MFIRS) Policy.

The Fire Marshal or other designated individual is responsible for reviewing and approving the investigative reports.

#### **402.8 MASSACHUSETTS FIRE MARSHAL REPORTS**

A fire or explosion not requiring immediate notification to the Massachusetts State Fire Marshal but that involves a loss shall, within 48 hours excluding Sundays and holidays, be reported in writing to the Fire Marshal by the Fire Chief or the authorized designee. These reports shall be made on forms furnished by the Massachusetts Department of Fire Services. These reports should include (G.L. c. 148, § 2):

- (a) Facts relevant to the cause and origin of the fire or explosion.
- (b) The extent of damage.
- (c) Any insurance related to the property.
- (d) Any other available information that may be required.



## Code Enforcement

### 403.1 PURPOSE AND SCOPE

The purpose of this policy is to establish the process by which the Truro Fire Department will enforce Town fire and life-safety codes during inspections pursuant to Massachusetts law (G.L. c. 148, § 4).

### 403.2 POLICY

It is the policy of the Truro Fire Department to use inspections to help reduce the risk of injury or death due to fire and life-safety code related violations, and increase the safety of building occupants, the community and emergency responders.

### 403.3 PROCEDURE

The Truro Fire Department may issue correction notices when violations of the Massachusetts Comprehensive Fire Safety Code (Fire Code) are found during fire and life-safety inspections (G.L. c. 148, § 4).

Any violation determined by an inspector to pose an immediate fire danger or threat to life-safety should be referred to the Fire Chief or other designated individual as soon as practicable.

#### 403.3.1 INITIAL INSPECTIONS

An initial inspection should be made to determine if any violations exist and identify the code sections violated. A notice of correction should be issued for violations. The written correction notice should describe the conditions deemed to be unsafe, identify the code section violated and, when compliance is not immediate, specify a time for re-inspection, typically to occur within two weeks. This time frame may be adjusted at the inspector's discretion and based on the type of violation.

All inspections, meetings and telephone conversations should be documented and an inspection report completed including names, telephone numbers, dates, violations and any other pertinent information related to the inspection. All documentation should be maintained in an inspection file.

A copy of the inspection report should be left with the responsible party.

#### 403.3.2 RE-INSPECTIONS

Violations that pose an immediate hazard to life or property should be corrected before the inspector leaves the premises (e.g., a required exit being chained or locked).

All other violations should be corrected by the date identified in the correction notice for re-inspection.

Generally, no more than two re-inspections should be conducted before escalating the process as provided in this policy.

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#### 403.3.3 TIME EXTENSIONS FOR COMPLIANCE

An inspector may extend the compliance period if reasonable progress is being made toward correcting the violation, or if a plan is established for completion and life and property are not being compromised. Extensions should only be granted when the inspector believes there is a high probability of obtaining complete compliance. The inspector may request the responsible person submit a statement in writing, detailing the reason for the extension and the new compliance date.

#### 403.3.4 FINAL NOTICES

A final notice may be used as the last warning notice issued prior to civil or criminal action. A final notice is not required prior to initiating legal action.

A final notice of violation should be provided to the violator by certified mail return receipt requested and should:

- Set a date by which the violator must correct the violation.
- Notify the violator of the date of the final re-inspection to verify code compliance prior to initiating legal action.

#### 403.3.5 ADMINISTRATIVE CITATION

If compliance is not achieved by the time of the final re-inspection, an administrative citation may be issued. An administrative citation informs a business that repeated attempts to gain compliance for outstanding violations were unsuccessful. The administrative citation may be delivered to the business owner in person or mailed via certified mail return receipt requested.

Administrative citations may continue to be issued until compliance is achieved or the matter is referred to legal counsel for legal action. Copies of all administrative citations should be sent to the department's legal counsel as soon as practicable.

# Alternatives, Equivalencies and Modifications Requests

## 404.1 PURPOSE AND SCOPE

The purpose of this policy is to establish a procedure for receiving and processing requests for the use of alternatives, equivalencies and modifications in accordance with the Massachusetts Comprehensive Fire Safety Code (Fire Code) (527 CMR § 1.04; 527 CMR § 1.05).

### 404.1.1 DEFINITIONS

Definitions related to this policy include (527 CMR § 1.05):

**Alternatives** - Alternative methods from those provisions required by the Fire Code that are permitted by the authority having jurisdiction (AHJ) upon application in writing. In the judgment of the AHJ, alternatives secure fire safety equivalent to that provided by compliance with the provisions contained in the Fire Code. In no case shall alternatives afford less fire safety than compliance with the Fire Code.

**Equivalencies** - The use of systems, methods or devices of equivalent or superior quality, strength, fire resistance, effectiveness, durability and safety to those prescribed by the Fire Code, provided technical documentation is submitted to the AHJ in writing to demonstrate equivalency and the system, method or device is approved for the intended purpose.

**Modifications** - Modifications allowed of any of the provisions of the Fire Code upon application in writing by the owner, a lessee or a duly authorized representative where there are practical difficulties in the way of carrying out the provisions of the Fire Code, provided that the intent of the Fire Code is complied with and public safety is secured.

## 404.2 POLICY

It is the policy of the Truro Fire Department that alternatives, equivalencies and modifications requests shall be evaluated by the Fire Chief or the authorized designee for compliance with the Fire Code.

## 404.3 PROCEDURE

The following procedures have been established to assist department members in determining whether a proposed alternative, equivalency or modification is at least equivalent to that prescribed by the Fire Code in quality, strength, effectiveness, fire resistance, durability and safety (Fire Code § 1.4; Fire Code § 1.4.4; Fire Code § 1.4.6).

### 404.3.1 PROJECT INFORMATION

For commercial, multi-family residential and residential tract projects, the applicant shall provide the following written information in addition to the plans necessary to evaluate the project (Fire Code § 1.4.5):

- (a) Relevant project information, including:

# Truro Fire Department

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### *Alternatives, Equivalencies and Modifications Requests*

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1. The project name, address, contact person and telephone number.
  2. The owner's name, address and telephone number.
  3. Other specific information identifying the project as required (e.g., development permit type, tract, lot number).
  4. Evidence, letters, statements, results of tests or other supporting information as required to justify the request.
- (b) The Fire Code section or a reference to the specific requirement for which the alternative, equivalency or modification is requested.
- (c) The alternative fire protection measures that will be taken as part of the alternative, equivalency or modification proposal and how they establish equivalency to those prescribed in the code.
- (d) Any additional information identified by the Truro Fire Department.

#### 404.3.2 SUBMITTAL PROCESS

- (a) One copy of the alternative, equivalency or modification proposal and other supporting information is required to be submitted to the Truro Fire Department. Applicable fees due, in the amount indicated by the fee schedule currently in effect, should be paid upon submittal of the alternative, equivalency or modification proposal.
- (b) Alternative, equivalency or modification requests will be evaluated by the Fire Chief or the authorized designee. All such requests are evaluated on a case-by-case basis. Approval of an alternative, equivalency or modification request is based upon several factors, including, but not limited to, the level of equivalency achieved; the effect of the alternative, equivalency or modification on fire and emergency response; and site conditions. All evaluations will be performed in the context of the specific project being reviewed.
- (c) If the alternative, equivalency or modification proposal provides an equivalent level of protection, considering all related conditions pertaining to the project, the Fire Chief or the authorized designee will issue a written response granting approval. Such approval may be conditional upon implementation of additional requirements listed in the alternative, equivalency or modification approval that were not part of the original proposal. Approval is granted only for the specific project under review and the conditions for approval shall not be construed as applicable to any other project (Fire Code § 1.4.6).
- (d) In the event the alternative, equivalency or modification proposal does not provide an equivalent level of protection, the request will be denied, a written denial will be issued and approval for permanent work shall be refused (Fire Code § 1.4.6).

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### *Alternatives, Equivalencies and Modifications Requests*

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1. Should the applicant submit a different alternative, equivalency or modification request for the same project or choose to revise and resubmit the previously denied request, additional fees will apply.
  2. To facilitate the evaluation process, the applicant should include any previously denied alternative, equivalency or modification proposals when submitting a revised alternative, equivalency or modification request.
- (e) Upon completion of the evaluation, the written alternative, equivalency or modification approval or denial and a copy of the applicant's alternative, equivalency or modification proposal should be made available for pick up at the location specified by the Truro Fire Department. Should evaluation of the alternative, equivalency or modification proposal require time and resources beyond the standard time allotted for this activity, additional time and materials fees may be assessed. Any additional fees assessed must be paid when the applicant picks up the alternative, equivalency or modification approval or denial.
- (f) The approved alternative, equivalency or modification proposal and written responses should be copied on the plans prior to plan approval. A copy of the alternative, equivalency or modification proposal and response should be kept at the project site at all times. This documentation may be required for review by the Fire Chief or the authorized designee.

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# Community Fire Station Visitation Program

## 405.1 PURPOSE AND SCOPE

The purpose of this policy is to establish the methods the Department uses to interact with the community, share information about the workings of a fire station and demonstrate the capabilities of various apparatus and equipment through educational activities conducted by the Emergency Response Section.

## 405.2 POLICY

The Truro Fire Department will aggressively promote fire safety and public awareness through a variety of public information and education activities, including a fire station visit program operated by the Emergency Response Section.

## 405.3 PROCEDURE

- (a) The fire station visit program is an educational activity intended to allow school groups, service clubs, youth organizations, church groups and other civic-minded organizations to schedule and participate in a tour of a working fire station. The types of groups and organizations appropriate for inclusion in the fire station visit program include, but are not limited to, the following:
  - 1. Pre-school classes or groups (public or private).
  - 2. Kindergarten classes or groups (public or private).
  - 3. Primary and secondary school groups (public, church-based or private).
  - 4. Chaperoned, organized youth groups that generally include persons 17 years of age and under and are sponsored and accompanied by adult representatives of a formal organization (e.g., Girl Scouts, Boy Scouts, Cub Scouts, Indian Scouts, Brownies).
  - 5. Service clubs and organizations that are generally voluntary nonprofit organizations, where members meet regularly to perform charitable work either by direct hands-on efforts or by raising money for other organizations (e.g., Kiwanis, Rotary, Masons).
- (b) The fire station visit program is not intended, nor should it be used, as an entertainment opportunity or for a commercial or for-profit purpose. The following types of groups, entities and activities are not appropriate for inclusion in the fire station visit program:
  - 1. Birthday party groups
  - 2. Social networking groups
  - 3. Business networking groups
  - 4. For-profit tour groups, including profit-based foreign student groups

## *Community Fire Station Visitation Program*

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5. Any group, entity or activity that is part of a for-profit enterprise

Neither of the lists above is intended to be all-inclusive; rather, they are general representations of the types of groups that are either appropriate or inappropriate for inclusion in the fire station visit program.

Groups or organizations can request a fire station visit by completing and submitting an application to the Chief Assigned Section. Applications must be submitted at least 45 days prior to the date requested for the fire station visit. Chief Assigned Section personnel will evaluate each application in accordance with this policy. Each evaluation will be considered uniformly and without discrimination as part of the application process. Approved applications will be forwarded to the appropriate Emergency Response Chief Assigned for station and crew assignment.

### 405.3.1 SCHEDULING FIRE STATION VISITS

To limit the impact of fire station visits on other essential activities, each Emergency Response Section crew should be limited to conducting one station visit per calendar month. The Emergency Response Chief Assigned may elect to further limit the number of station visits assigned to individual crews based on the operational or training activities of that crew. The Chief Assigned should notify the Chief Assigned Section personnel of the station and crew assigned to conduct each scheduled visit. The Chief Assigned Section personnel should confirm the appointment for the station visit with the applicant and act as the point of contact for the applicant regarding any questions, issues or changes in the scheduled visit.

### 405.3.2 ADDITIONAL CONSIDERATIONS

The fire station visit program will operate within the following parameters:

- (a) Participating group size will generally be limited to 30 persons, including chaperones and drivers. Larger groups may apply but approval of the application will depend on the availability of a Chief Assigned Section representative to assist with managing the tour on the day of the visit.
- (b) Station visits should be scheduled for a maximum of two hours and generally during regular business hours.
- (c) The crew assigned to manage a station visit should remain in-service and available for emergency calls during the visit. Visiting groups should be notified in advance that the crew may be called away from the station at any time and the visit may then be canceled.
- (d) Station visit participants should not be allowed to enter the private crew sleeping or dressing areas of the station.
- (e) The fire crews managing each station visit should ensure that no confidential information or information protected by the Health Insurance Portability and Accountability Act (HIPAA) is visible or accessible to the station visit participants.

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### *Community Fire Station Visitation Program*

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Specific areas of the station may be closed to the visiting groups as needed to protect confidential and/or protected materials.

#### **405.4 RECORD KEEPING**

The Chief Assigned Section should maintain a record of all applications for the station visit program. The records should include:

- (a) The name and contact information for the group or organization applying for a fire station visit.
- (b) The name of the group leader or person submitting the application.
- (c) Information regarding the approval or denial of the application. For denied applications, the reason for the denial should be listed (e.g., non-conforming group, scheduling conflict, no crew availability).
- (d) The scheduled date and time of each approved visit.
- (e) The Chief Assigned, station and crew assigned to manage the visit.
- (f) Confirmation that the group or organization completed the station visit or the reason it was not completed.

These records should be retained in accordance with the department's established records retention schedules.



## Fireworks Displays

### 406.1 PURPOSE AND SCOPE

The purpose of this policy is to establish general guidelines for the use of pyrotechnic devices in public fireworks displays to ensure that minimum life-safety procedures and practices are followed. The policy also outlines the Truro Fire Department standards for the storage and disposal of illegal fireworks as mandated by Massachusetts law and the Massachusetts Comprehensive Fire Safety Code (Fire Code) (G.L. c. 148, § 9; 527 CMR § 1.04; 527 CMR § 1.05).

### 406.2 POLICY

Fireworks are energetic materials that are inherently dangerous and should always be handled with caution. Heat, shock and friction may ignite them, and in all cases safety should be the primary concern.

It is the policy of the Truro Fire Department to observe the Massachusetts fireworks laws and follow the Fire Code regulations governing the use of fireworks in public displays when enforcing permitting requirements, plan review and inspections. The Department shall observe the federal regulations governing the storage and disposal of explosives (27 CFR 555.201 et seq.).

### 406.3 PERMITTING PROCESS

Applications for permits for public fireworks displays shall be made in writing at least 20 days prior to the proposed display. Applications shall be submitted to the Truro Fire Department in a timely manner in order to ensure the appropriate allocation of resources, to allow adequate time to address any changes that may be required and to provide for the required notice to the Office of the State Fire Marshal (Fire Code § 1.12.8.39.2 et seq.).

When applying for a public fireworks display permit, an applicant shall submit information and evidence to the Truro Fire Department that includes (Fire Code § 65.1. et seq.):

- (a) The name of the organization sponsoring the display, and the names and pyrotechnic operator license numbers of persons actually in charge of the display.
- (b) The date and time the display is to be held.
- (c) The exact location planned for the display.
- (d) The size and number of all fireworks to be discharged including the number of set pieces, shells and other items. Shells shall be designated by diameter specifying single, multiple break or salute.
- (e) The manner and place of storage of all fireworks prior to, during and after the display.
- (f) A diagram of the grounds on which the display is to be held showing:
  1. The point at which the fireworks are to be discharged.
  2. The location of all buildings, roads and other lines of communication.

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### Fireworks Displays

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3. The lines, means or natural barriers behind which the audience will be restrained (Fire Code § 65.2.5.1).
- (g) The location of all nearby trees, telegraph or telephone lines, or any other overhead obstruction.
- (h) Proof that satisfactory workers' compensation insurance is carried for all employees.
- (i) Documentary proof of public liability insurance.
- (j) That a Massachusetts license in a general, special or limited category has been obtained from the Department of Fire Services for all operators or shooters.
- (k) The name and resale license number of the wholesaler who supplied all of the items used in the display.

The permittee shall be responsible for compliance with the provisions under which a public fireworks display permit has been granted. A letter is required from the sponsor or pyrotechnic company acknowledging that any additional fees will be billed directly to the sponsor or company. Public displays fired on private property must also include a letter from the current property owner approving the event and holding the Truro Fire Department, its officers and the Town harmless for any damages or liability.

#### 406.3.1 PLANS

A fully dimensioned plot plan shall be included with the application that shows:

- (a) The location of the display set-up and the location, including the distance of the firing box from the display.
- (b) All access roads, including road width, hydrant locations and ingress and egress points.
- (c) All structures located in or near the firing area and a fallout area based upon 100 feet per inch of shell size.

#### 406.3.2 INSPECTIONS

- (a) All department personnel involved in the inspection of any public fireworks display set-up and firing should inspect for compliance with the following requirements of the Fire Code and applicable standards of the National Fire Protection Association (NFPA):
  1. All displays of fireworks shall be electrically fired using equipment that includes a current decal by the State Fire Marshal (Fire Code § 65.2.11; Fire Code 65.2.12).
  2. A portable anemometer for measuring wind velocity shall be available on the site (Fire Code § 65.2.5.2).
  3. A minimum of two currently serviced 2.5-gallon pressurized water extinguishers shall be available on the site.
  4. A water container for duds or misfired shells shall be available on the site.

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### *Fireworks Displays*

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5. Barricades or barriers shall be used to keep unauthorized personnel out of the firing and fallout areas.
  6. Mortars are to be in good condition, with base plugs in place, no splits or bulges in the tubes or bent or frayed muzzles. Aluminum mortars are prohibited (Fire Code § 65.2.10).
  7. Operators and assistants located within the fallout area are required to have proper safety gear and protective clothing on during the firing of the display and immediately after the display.
  8. If mortar racks are used, they shall be stable and secure.
  9. Mortars up to 5 inches in diameter and buried in earth or placed in troughs or drums shall be spaced 3 feet apart from the sides of the drum or trough.
  10. Mortars 6 inches or larger in diameter and buried in earth or placed in drums and troughs shall be spaced a minimum of 5 feet apart or from the sides of the drum or trough. When a mortar requiring 5 feet of space is placed adjacent to a mortar requiring only 3 feet of spacing, the larger shall apply.
  11. All mortars buried in earth or placed in drums and troughs shall be nominally spaced 2 feet apart from the sides of the drum or trough.
  12. No smoking is permitted in firing or display areas.
  13. During the electrical firing, no one is allowed to enter the firing area of the display.
  14. All technicians shall be positioned a minimum of 100 feet from any mortar and positioned so as to be protected from the direct line of fire.
  15. A continuity test shall be conducted prior to the test fire.
- (b) The inspection will include, but is not limited to:
1. Verification of proper pyrotechnics operator licensing of operator and pyrotechnics technician licensed assistants.
  2. Verification of identification and age of all unlicensed assistants.
  3. Inspection and inventory of fireworks shells to be discharged.
  4. Inspection of racks to determine proper spacing and bracing.
  5. Inspection of mortars used to fire aerial shells.
  6. Inspection of ready boxes.
  7. A test fire utilizing the largest non-salute type shell permitted in the display shall be conducted one hour prior to the display and shall be witnessed by an Truro Fire Department inspector.

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### Fireworks Displays

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8. Inspection of any other components of the display as deemed appropriate by the inspector.

#### **406.4 STORAGE AND DISPOSAL OF ILLEGAL FIREWORKS**

Any fireworks seized pursuant to state law shall be stored in a manner approved by the Truro Fire Department Fire Chief until relinquished to the Massachusetts State Police Bomb Squad for destruction.

The Truro Fire Department Fire Chief or the authorized designee shall notify the local, state or regional law enforcement authorities of the confiscation of illegal fireworks and shall state the reason for the necessary seizure and the quantity, type and location of the fireworks. Seized fireworks shall be held in trust until pickup by the State Police Bomb Squad can be arranged.

- (a) Routine seizures (quantities that are temporarily manageable):
  1. Inventory, randomly sample and photograph the seized fireworks.
  2. Complete any forms required by the appropriate authority and forward as the form instructs.
  3. If the fireworks are in the original U.S. Department of Transportation (DOT) shipping cartons, do not remove.
  4. Loose fireworks must be placed in good quality cardboard boxes, such as banker boxes, the boxes that photocopy paper comes in or similarly sized moving boxes. The boxes must have functional lids.
  5. The boxes must be labeled with the following information: type of fireworks, seizing agency's name, person responsible for the sorting and the date.
  6. The following items should not be included:
    - (a) Improvised Explosive Devices (IED) and explosives (a bomb squad should handle these immediately)
    - (b) Trash (including expended fireworks, lighters and matches)
    - (c) Any evidence or contraband that is not related to fireworks (e.g., weapons, drugs, paraphernalia)
    - (d) Friction-initiated fireworks (e.g., Snap Caps) should be packaged separately from any other items
- (b) Seizures that require immediate assistance (quantities that exceed the capability of the Truro Fire Department to manage):
  1. Immediately contact the appropriate State Police Bomb Squad, which will assist with arranging for temporary storage or expedited pickup.
  2. Inventory, randomly sample and photograph the seized fireworks.

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### *Fireworks Displays*

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3. Complete the necessary report and forward it to the appropriate authority.
4. If the fireworks are in the original U.S. DOT shipping cartons, do not remove them.

The seizing law enforcement agency will remain as the lead agency responsible for prosecuting any case involving illegal fireworks.

#### 406.4.1 FEES

If the Department collects fees pursuant to a local ordinance that provides for administrative fines or penalties associated with the seizure of dangerous fireworks, the Department shall forward the required amount of the collected monies to the appropriate local agency for deposit in compliance with local ordinance or state law.

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## Hazardous Materials Disclosures

### 407.1 PURPOSE AND SCOPE

The purpose of this policy is to establish the requirements for the receipt of dangerous or hazardous material submittals in compliance with local, state and federal requirements and for the inspection of the facilities that handle hazardous materials (G.L. c. 148, § 4; G.L. c. 21I, § 1 et seq.).

### 407.2 POLICY

The Truro Fire Department will work in coordination with the Massachusetts State Emergency Response Commission (SERC) and Regional Emergency Planning Committee (REPC) or Local Emergency Planning Committee (LEPC) regarding the receipt of dangerous or hazardous material submittals and necessary inspections.

### 407.3 SUBMITTALS

Facilities treating, storing or disposing of dangerous or extremely hazardous substances in quantities regulated by state law are required to submit notification forms and annual reports to the Department (G.L. 21I, § 1 et seq.).

Facilities required to prepare or have available a Safety Data Sheet (SDS) for a hazardous chemical under the Occupational Safety and Health Act of 1970 (29 USC § 651 et seq.) and regulations promulgated under that Act are also required to submit an SDS and hazardous chemical inventory forms (42 USC § 11021; 42 USC § 11022).

### 407.4 INSPECTIONS

The Department shall conduct field inspections of facilities that are subject to the requirements of this policy as required by the Massachusetts Comprehensive Fire Safety Code (Fire Code) (527 CMR § 1.04; 527 CMR § 1.05). Any deficiencies noted during field inspections should be documented and the facility advised to make the necessary corrections. Any deficiencies noted should be reported to the REPC or LEPC.

Where appropriate, the Department will enforce any applicable laws and suggest preventive measures designed to minimize the risk of the release of hazardous material into the workplace or environment.

### 407.5 PUBLIC RECORDS

Generally, submissions received by the Department are considered public records. Some information is subject to trade secret protection pursuant to state or federal law (40 CFR 350.5).

Requests to inspect submissions shall be processed in accordance with the Release of Records Policy.

## Maximum Occupancy - Overcrowding

### 408.1 PURPOSE AND SCOPE

The purpose of this policy is to establish standards for abating overcrowded conditions in places of assembly. This policy shall apply to all assembly occupancies and other occupancies which may be subject to overcrowding pursuant to the Massachusetts Comprehensive Fire Safety Code (Fire Code) (G.L. c. 148, § 26G 1/2; 527 CMR § 1.04; 527 CMR § 1.05).

### 408.2 POLICY

It is the policy of the Truro Fire Department to protect the safety of the public through enforcement of the Fire Code regarding occupancy overcrowding.

### 408.3 ENFORCEMENT

Any member of the Department, upon finding overcrowded conditions beyond the approved capacity of a building or portion thereof, or obstructions in aisles, passageways or other means of egress, or upon finding any condition which constitutes a life-safety hazard, is authorized by the Fire Chief to order the dangerous condition removed or remedied (G.L. c. 148, § 26G 1/2; Fire Code § 10.5.2.1). The investigating officer shall immediately notify the Fire Chief or other designated individual any time the decision is made to vacate an occupancy. Whenever practicable, the investigating officer should consult the Fire Chief or other designated individual prior to requiring that an occupancy be vacated.

#### 408.3.1 COMPLAINTS RECEIVED DURING NORMAL BUSINESS HOURS

All routine complaints of overcrowded conditions shall be forwarded to the Chief Assigned Section for investigation and follow-up. The complaint shall be entered into the complaint management system as soon as practicable and shall be assigned to an available inspector. The inspector should promptly investigate the complaint and notify the appropriate supervisor of the findings. All findings shall be documented in the complaint management system. All overcrowding hazards should be mitigated as necessary, in accordance with this policy.

#### 408.3.2 COMPLAINTS RECEIVED AFTER HOURS

All complaints of overcrowding received by Dispatch after hours shall be routed to the appropriate on-duty Chief Assigned. Depending upon the urgency of the complaint, the Chief Assigned may choose to take any of the following actions, as deemed necessary to investigate the complaint:

- Investigate the complaint and abate the hazard as necessary, in accordance with this policy.
- Dispatch an engine company to investigate the complaint and abate the hazard as necessary, in accordance with this policy.
- Call for assistance from the Fire Chief or other designated individual, who should investigate the complaint and abate the hazard as necessary, in accordance with this policy.

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### *Maximum Occupancy - Overcrowding*

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- Call for local law enforcement support.

#### 408.3.3 FIRST DOCUMENTED OVERCROWDING OFFENSE

Routine overcrowding complaints that do not pose an immediate life-safety hazard should be investigated and abated as necessary, in accordance with established procedures. A warning letter should be issued to the business owner advising that any future overcrowding cases may result in a criminal citation being issued.

#### 408.3.3 SECOND DOCUMENTED OVERCROWDING OFFENSE

The second and all subsequent documented cases of overcrowding should result in a criminal citation being issued, in accordance with Truro Fire Department procedures.



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## Juvenile Firesetter Referrals

### 409.1 PURPOSE AND SCOPE

The purpose of this policy is to provide department personnel with resources for helping juvenile firesetters and their families receive the help they need through education, diversion, assessment and psychological services, in cooperation with local nonprofit organizations.

### 409.2 POLICY

It is the policy of the Truro Fire Department to participate in a coordinated effort with local or regional nonprofit organizations or other resources to provide appropriate referral or treatment services to juveniles from this jurisdiction.

A listing of regional resources for Massachusetts Youth and Juvenile Firesetting Intervention Programs is available at the website of the Department of Fire Services (DFS).

### 409.3 PROCEDURE

Entry into a juvenile firesetter program may be recommended by department personnel following a request from parents, guardians or caregivers, or as a result of a fire incident. There are multiple types of referrals:

#### 409.3.1 CAREGIVER REFERRALS

Parents or guardians who call the Truro Fire Department for assistance will be directed to a member trained in juvenile firesetter intervention. When possible, telephone contact should be made with the parents within 48 hours of the Department being contacted. Parents should be provided with information about the program options and should be encouraged to make an appointment with the department's Chief Assigned personnel. A pre-interview form should be completed during the telephone contact.

#### 409.3.2 WALK-IN REFERRALS

If someone comes to a fire station with a child who may be involved with firesetting, that person should be referred to Chief Assigned. If no Chief Assigned personnel are available, a pre-interview referral form should be completed during the walk-in contact and forwarded to the Chief Assigned Section. When appropriate, a Chief Assigned member should be contacted to advise of the walk-in contact and asked to return to the station, if possible.

#### 409.3.3 FIRE DEPARTMENT REFERRALS

If a juvenile firesetter is identified at a fire scene, the Incident Commander (IC) should complete a juvenile firesetter referral form. The form should be forwarded to the Chief Assigned Section. The IC should be contacted by the Chief Assigned Section confirming the receipt of the referral form and advising what action is being taken with the juvenile and his/her family.

If evidence at a fire scene indicates a juvenile started the fire, the IC must contact law enforcement and report this involvement in a fire incident report. The report should indicate that:

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### *Juvenile Firesetter Referrals*

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- The person involved in the ignition of the fire was a child or a person under the age of 18.
- The fire was a result of a child experimenting with fire or arson.
- The information known about the juvenile (e.g., name, age, sex, address).
- The parent or guardian information, if known.

A copy of the report should be sent to the Chief Assigned Section.

The IC should call a fire investigator any time there is evidence of arson, when there are witnesses with information that could identify the juvenile firesetter or when the suspect is still at the scene.

A juvenile who has been referred to the Department by the juvenile justice court will be assigned to a member of the Chief Assigned Section. If the juvenile fails to attend any mandated program sessions, the Chief Assigned member should notify the court or the juvenile's probation officer. If the juvenile successfully attends all required sessions and completes the program, the Chief Assigned member should send a program completion letter on department letterhead to the juvenile's probation officer.

#### **409.4 PROGRAM COMPONENTS**

The following components should be included in any juvenile firesetter program. Depending on the individual situation, some of the steps may not apply.

**Assessment** - The first step is generally a family interview including a Federal Emergency Management Agency (FEMA) assessment at a location designated by the Truro Fire Department. Assessments may be conducted at the child's home or living environment of the child and family members are encouraged to attend.

**Diversion** - Diversion is a process that allows the child to complete all or some of the program after which a citation can be dismissed or not processed. For admission into diversion, the juvenile will undergo a criminal background check. A parent or legal guardian and the child must attend a diversion hearing, where the child will be asked to describe behaviors and to answer questions to assess whether the child is at risk of repeating his/her offense. The child's parents or legal guardians and the child may be asked to sign a contract that requires specific actions to qualify the child for continued participation in the firesetter program. When the child successfully completes the program the Department will process a request to dismiss the citation.

**Educational intervention** - In this step families attend a fire safety academy. It is recommended that all family members attend. Academies may be conducted several times throughout the year and child/family placement is subject to availability. Academies should be broken into age-appropriate classes for the juveniles. Informational training seminars should be included for parents and guardians.

**Counseling** - The Department may recommend family counseling. If a child and family have been referred to counseling, it is strongly recommended that the counseling occur concurrently with academy attendance. A list of local organizations and resources should be provided to the family.

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### *Juvenile Firesetter Referrals*

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**Behavioral update** - After completing the academy and/or counseling, a representative from the firesetter program may follow up with adults in the child's home to discuss the child's behavior and review any progress.

The Chief Assigned Section should produce regular reports specific to juvenile firesetters and outcomes. Reports should be included in department training programs as part of awareness and disposition outcomes.

## Fire Watch Services

### 410.1 PURPOSE AND SCOPE

The purpose of this policy is to establish guidance for the Department regarding incidents or situations which may require a fire watch due to required automatic fire protection and/or detection services that are inoperable, construction/demolition activities, hot work or other high-risk activities or events which may have an adverse impact on public safety.

#### 410.1.1 DEFINITIONS

Definitions related to this policy include:

**Fire guard** - A person who is properly trained and whose sole duty is to patrol the premises and watch for fire. This person should be equipped with an approved means of contacting the Department in the event of a fire. Several fire guards might comprise a single fire watch.

**Fire watch** - A temporary measure intended to ensure continuous and systematic surveillance of a building or portion thereof by one or more qualified individuals for the purposes of identifying and controlling fire hazards, detecting early signs of unwanted fire, raising an alarm of fire and notifying the Truro Fire Department. Fire watch may be conducted by department personnel.

**High life-risk occupancy** - Hospitals, care facilities, schools, high-rise buildings and certain assembly occupancies.

**Hot work** - Operations including cutting, welding, Thermit welding, brazing, soldering, grinding, thermal spraying, thawing pipe, installation of torch-applied roof systems or any other similar activity.

### 410.2 POLICY

It is the policy of the Truro Fire Department that the Department will, where required, ensure appropriate measures are taken to protect building occupants, spectators or other attendees of certain events in accordance with the Fire Code.

### 410.3 RESPONSIBILITIES

Upon notification that hot work activities are being performed or that required automatic fire protection or detection systems are inoperable and the building or occupancy has not been evacuated, the Fire Chief or the authorized designee shall ensure that a fire watch is implemented.

During special events or other activities, the Fire Chief or the authorized designee should make a determination whether the location, premises, building or event has a high life-risk occupancy and, if so, require or implement a fire watch. If the location does not have a high life-risk occupancy, the Fire Chief or the authorized designee shall evaluate each set of unique circumstances and make a determination whether the property owner or event manager shall implement a fire watch.

The following responsibilities apply for a fire watch:

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### *Fire Watch Services*

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- (a) The owner or the authorized designee shall immediately notify the Truro Fire Department any time an automatic fire protection or detection system is not in operation (G.L. c. 148, § 27A).
- (b) Any repair or corrective action should be immediately initiated by the owner or the authorized designee. After repair or corrective action is completed and the system is back in service, the Truro Fire Department and occupants should again be notified by the owner or the authorized designee (G.L. c. 148, § 27A).
- (c) A fire watch should be provided when the system cannot be repaired in a timely manner (more than 24 hours) and/or the lack of protection creates a building or safety hazard as determined by the Fire Chief or the authorized designee. A fire watch shall be established immediately, however, when required fire protection, detection and alarm systems are not in operation in high life-risk occupancies, such as hospitals, care facilities, schools, high-rise buildings and certain assembly occupancies.
- (d) Personnel used to conduct the fire watch are subject to the approval of the Truro Fire Department. The person performing fire watch duties shall have at least one means of direct communication with the Truro Fire Department and his/her sole duty shall be to perform constant patrols and watch for the occurrence of fire.
- (e) Building occupants must be notified within 24 hours of a fire watch being established.
- (f) The minimum level of fire watch service shall be one fire guard per floor in multi-story buildings and one fire guard for each fire protection system zone in a single-story building. Additional fire guards may be needed, depending on the hazard and building design. The fire watch service will continue until the automatic fire protection or detection system is placed back in service.
- (g) During the fire watch patrols, the fire guards shall make a thorough inspection of all buildings or spaces including concealed areas, such as attics, unoccupied storage areas, etc.

## Chapter 5 - Emergency Medical Services

## Patient Care Reports

### 500.1 PURPOSE AND SCOPE

The purpose of this policy is to establish the requirements for documentation of patient responses, and the related document distribution, storage and disclosure (105 CMR § 170.345).

#### 500.1.1 DEFINITIONS

Definitions related to this policy include (105 CMR § 170.020):

**Patient** - A person who is sick or injured and requires Emergency Medical Service (EMS) and/or transportation in an ambulance, including a person who meets any one of the following criteria:

- Has a chief complaint
- Has obvious symptoms or signs of injury or illness
- Has been involved in an event that the average first responder would believe could cause an injury
- Appears to be disoriented or to have impaired psychiatric function
- Has evidence of suicidal intent
- Is deceased

**Patient Care Report (PCR)** - A report or other written record, such as a dispatch record, generated by all services to document every response to an EMS call, including each time an EMS vehicle is dispatched, whether or not a patient is encountered or ultimately transported by an ambulance service.

**Patient refusing medical care against medical advice (AMA)** - A competent patient who is determined by a Paramedic, Emergency Medical Technician (EMT), Emergency First Responder (EFR) or base hospital to have a medical problem that requires the immediate treatment and/or transportation capabilities of the EMS system, but who declines medical care despite being advised of his/her condition and the risks and possible complications of refusing medical care.

### 500.2 POLICY

It is the policy of the Truro Fire Department to follow the patient documentation and distribution guidelines developed by local, regional and Commonwealth EMS authorities.

### 500.3 PROCEDURE

A PCR shall be completed for every patient response (105 CMR § 170.345). This includes a patient who is released at the scene, meets the criteria for pronouncing death in the field, is an inter-facility transport or is involved in a multi-casualty incident.

A PCR and a patient release form must be completed for all patients who refuse evaluation, treatment and/or transport.

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### *Patient Care Reports*

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Contact with persons who do not meet the criteria required for the definition of a patient should be recorded in the department's incident reporting system to document that assistance was offered and declined. The department's reporting requirements concerning personal identification information, including a person's name, age, date of birth and sex, should be followed.

The PCR shall be accurate; be prepared contemporaneously with, or as soon as practicable after, the EMS call that it documents; and include all necessary data elements as required by the Massachusetts Department of Public Health (DPH). A brief written or electronic report must be given to the receiving hospital when or after the patient arrives.

All baseline printouts from equipment used in the care of the patient, and the parts of printouts that correspond to clinical interventions or clinically relevant changes in the patient's condition, shall be available as part of the PCR.

An EMS evaluation, performed minimally by a qualified department member, may or may not be required for non-medical requests for assistance, such as "service calls" or "back-to-bed" requests. A PCR shall be completed for any person meeting the patient criteria.

For continuous quality improvement, the local or regional EMS authority, department EMS supervisors and the designated hospital receiving center shall review their copies of the PCR and discuss any areas of concern.

#### **500.4 DISTRIBUTION OF PCR COPIES**

- (a) If a patient is transported to a paramedic receiving center, copies should be distributed as follows or submitted via the Massachusetts Ambulance Trip Record Information System (MATRIS) (105 CMR § 170.345):
  - 1. Copy retained by the Department
  - 2. Copy sent to the base hospital or alternative base station
  - 3. Copy left at the designated hospital receiving center with the patient
  - 4. Copy sent to the local or regional EMS authority and DPH
- (b) If a patient is not transported or refuses care and leaves AMA, copies should be distributed as follows:
  - 1. Copy retained by the Department
  - 2. Copy sent to the base hospital or alternative base station
  - 3. Copies sent to DPH and others per local or regional EMS authority policy
- (c) If a patient is declared dead and is not transported, copies should be distributed as follows:
  - 1. Copy retained by the Department
  - 2. Copy sent to the assigned base hospital or alternative base station



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### *Patient Care Reports*

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3. Copy left with the body for the coroner's office or name of paramedic provided to law enforcement for forwarding
4. Copy sent to the local or regional EMS authority
5. Copies sent to DPH and others per local or regional EMS authority policy

#### **500.5 PCR STORAGE**

PCRs shall be maintained and secured in a manner as prescribed by DPH rules and consistent with the Patient Medical Record Security and Privacy Policy (105 CMR § 170.345).

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## Medical Supplies

### 501.1 PURPOSE AND SCOPE

The purpose of this policy is to establish a Periodic Automatic Replenishment (PAR) level system for medical supply inventories for the safety and welfare of patients and employees. Adequate PAR levels for ordering medical supplies assist with budgeting and waste management.

Adherence to this policy is intended to prevent the depletion of protective supplies for employees and supplies for the treatment of patients, while reducing inventory overstock and the inability to obtain critical supplies and to ensure compliance with regulations of the Massachusetts Department of Public Health (DPH) and as specified in their administrative guidelines entitled *Medical Equipment and Supplies*, as developed for the different levels of Emergency Medical Services (EMS) vehicles (105 CMR § 170.400; 105 CMR § 170.410 et seq.).

For controlled medications see the Controlled Substance Accountability Policy.

### 501.2 POLICY

It is the policy of the Truro Fire Department to use a PAR level system for medical supply inventories.

### 501.3 PROCEDURES

The PAR level should be based on normal inventory usage for a two-week period at career stations and a four-week period at reserve stations. The PAR level should include all medical supplies maintained in fire stations and carried on apparatus.

A delivery schedule for supplies should be created and distributed to all stations one month in advance.

#### 501.3.1 MEDICATIONS

The following guidelines should be observed with regard to medication storage, security, distribution and disposal:

- (a) Only department members who have received medication distribution training may handle and distribute medications.
- (b) Medications shall be kept secure from unauthorized handling or use. No medications shall be sent via the department mail system.
- (c) All medications should be inventoried daily by the designated paramedic for each facility or station.
- (d) All medications should be kept in their original packaging.
- (e) All medications shall be protected from high temperatures by utilizing shaded areas for prolonged parking of vehicles.

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### *Medical Supplies*

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- (f) Medication packaging shall be protected to ensure the integrity of the medication and that the lot numbers and expiration dates are legible.
- (g) Medications with expiration dates indicating only a month and year shall be removed from the inventory on the last day of the month shown.
- (h) Out-of-date medications should be exchanged for current medications.
- (i) The EMS supervisor should provide direction to members regarding the disposition of medications that are subject to product alerts or recalls.

#### **501.4 SUPPLY OVERSTOCK**

Overstock should be returned to the supplier. Items should be properly packaged and labeled. A written list of items being returned should be attached to the box or container with the returned items. Do not return individual items that are normally supplied as units in a case, bottle or box.

#### **501.5 BACK-ORDERED SUPPLIES**

If the supplier is unable to fill an order, the supplier may indicate that the supply is back-ordered. Do not continue to order items that are on back-order. Any questions concerning back-ordered supplies should be directed to the supplier. If the needed items cannot be obtained in the normal manner, contact the EMS supervisor.

## Patient Refusal of Pre-Hospital Care

### 502.1 PURPOSE AND SCOPE

This policy establishes guidelines to be followed any time a patient refuses pre-hospital emergency medical evaluation, care and/or transport.

#### 502.1.1 DEFINITIONS

Definitions related to this policy include:

**Competent** - The patient has the capacity to understand the circumstances surrounding his/her illness or impairment and the risks associated with refusing treatment or transport. The patient is alert and his/her judgment is not significantly impaired by illness and/or injury. Mental illness, drugs, alcohol intoxication or physical/mental impairment may significantly affect a patient's competence. Patients who have attempted suicide or verbalized suicidal intent, or if other factors lead pre-hospital care personnel to suspect intent, should not be regarded as competent.

**Emancipated minor** - An individual under the age of 18 years who is married, widowed, divorced, the parent of a child, pregnant, on active duty in the military or emancipated by declaration of a court.

**Mental health hold (also known as a Section 12 or 72-hour hold)** - A patient who is held against his/her will for evaluation because the patient is a danger to him/herself, a danger to others, and/or is gravely disabled or unable to care for him/herself (G.L. c. 123, § 12).

**Patient** - A person who is sick or injured and requires Emergency Medical Services (EMS) and/or transportation in an ambulance, including a person who meets any one of the following criteria (105 CMR § 170.020):

- Has a chief complaint
- Has obvious symptoms or signs of injury or illness
- Has been involved in an event that the average first responder would reasonably believe could cause an injury
- Appears to be disoriented or to have impaired psychiatric function
- Has evidence of suicidal intent
- Is deceased

**Patient refusing medical care against medical advice (AMA)** - A competent patient who is determined by a Paramedic, Emergency Medical Technician (EMT), Emergency First Responder (EFR) or base hospital to have a medical problem that requires the immediate treatment and/or transportation capabilities of the EMS system, but who declines medical care despite being advised of his/her condition and the risks and possible complications of refusing medical care.

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### *Patient Refusal of Pre-Hospital Care*

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#### **502.2 POLICY**

It is the policy of the Truro Fire Department that a Patient Care Report (PCR) and an informed refusal form be completed any time a patient refuses emergency medical evaluation, care and/or transportation.

#### **502.3 PROCEDURE**

In the pre-hospital setting of the sick and injured patient, these guidelines may be interpreted and applied broadly. The Paramedic, EMT or EFR should err on the side of providing patient care, even if the patient is later found to have been competent to refuse care. Patients who likely have a serious medical problem should be evaluated more carefully for their decision-making capacity.

- (a) A competent adult or an emancipated minor has the right to determine the course of his/her own medical care and shall be allowed to make decisions affecting his/her medical care, including the refusal of care.
- (b) Spouses or relatives, unless they are a legal representative, cannot necessarily consent to the refusal of care for their spouse or relative. They may provide insight into what an incompetent relative would desire and may be used as surrogates for decision-making after an incompetent patient enters the hospital. Patients less than 18 years old must have a parent or legal representative present to refuse evaluation, medical care and/or transport unless they are an emancipated minor. The parent or legal representative must be competent to make this decision. If the parent or legal representative's decision seems to grossly endanger the minor or the parent or legal representative does not appear to be competent, the Paramedic, EMT or EFR should make contact with the base hospital for further guidance.
- (c) The Paramedic, EMT or EFR must evaluate and document the patient's ability to comprehend and whether his/her ability to do so is impaired by the medical condition. The Paramedic, EMT or EFR should assess the patient with particular attention to:
  1. The patient's complaint or the reason for the call.
  2. Any important circumstances surrounding the call for assistance.
  3. Significant patient medical history.
  4. Complete physical assessment, including vital signs and mental status.
  5. Signs of drug and/or alcohol use/intoxication and physical or mental conditions affecting judgment, such as injury, developmental disability or mental illness. Examples of conditions affecting the patient's decision-making capacity include, but are not limited to, a significantly altered level of consciousness or blood pressure, hypoxia or severe pain.
- (d) The Paramedic, EMT or EFR should establish to the best of his/her ability what treatment the patient requires and the potential risks/consequences if the patient

## *Patient Refusal of Pre-Hospital Care*

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refuses care, and should communicate to the patient the benefits and risks of the proposed medical care or transport.

- (e) If the patient refuses treatment or transport and the Paramedic, EMT or EFR believes the patient is competent, they should make reasonable efforts to ensure that the patient understands the risks and consequences of refusing medical attention and to understand why the patient is refusing care. They should present to the patient alternatives to obtaining care, transport or modification of services offered, and attempt to overcome the patient's objections, if reasonable. Any evaluation, including base hospital contact, should be thoroughly documented for conditions the Paramedic, EMT or EFR believes are potentially serious.
- (f) The base hospital should be contacted regarding any patient exhibiting symptoms meeting the base hospital criteria for treatment and transport. If the patient refuses treatment and/or transport and there is some question on the part of field personnel as to the capacity of the patient, base hospital consultation should be obtained prior to leaving the scene.
- (g) A patient who meets the criteria for release at the scene may be released by a Paramedic, EMT or EFR. However, the patient should be advised, if applicable, to seek alternate medical care. If the patient requires additional medical advice, the base hospital should be contacted.
- (h) When a patient exhibits signs of being a danger to him/herself or others, is gravely disabled or cannot care for him/herself and cannot be treated and/or transported, the Paramedic, EMT or EFR shall notify law enforcement so a Section 12 or 72-hour hold can be sought as prescribed by Massachusetts law (G.L. c. 123, § 12). The Paramedic, EMT or EFR should remain with the patient until the proper authorities have made a determination regarding the hold. Patients on a Section 12 or 72-hour hold cannot be released at the scene.
- (i) If the base hospital and/or the Paramedic, EMT or EFR determine that the patient is not competent to refuse evaluation or transport, the following alternatives exist:
  1. The patient should be transported to an appropriate facility under implied consent. In this case a Section 12 or 72-hour hold is not necessary.
  2. If the base hospital determines it is necessary to transport the patient against his/her will and the patient resists or the Paramedic, EMT or EFR believes the patient will resist, the Paramedic, EMT or EFR shall call for law enforcement assistance in transporting the patient. Law enforcement may consider the placement of a Section 12 or 72-hour hold on the patient.
  3. At no time are members to put themselves in danger by attempting to transport or treat a patient who refuses treatment. At all times, good judgment should be used and appropriate assistance obtained.

## *Patient Refusal of Pre-Hospital Care*

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### **502.4 DOCUMENTATION**

The Paramedic, EMT or EFR shall complete a PCR and an informed refusal form and should document the following for all patients who refuse medical care AMA (105 CMR § 170.345):

- (a) All relevant patient medical history and assessment
- (b) A description of the patient that clearly indicates his/her decision-making capacity
- (c) Reasons given why the patient refused care, treatment or transport
- (d) A statement that the patient was advised of the risks/consequences of refusing medical attention and that he/she acknowledged understanding those risks
- (e) Any alternatives that were presented to the patient
- (f) A description of base hospital contact, including information given and received

After advising the patient and any associated witnesses concerning the consequences of refusing medical care, the Paramedic, EMT or EFR should obtain the signature of the patient and one witness on the informed refusal form. Preferably the witness should be a member of the patient's family, if available at the scene.

If the patient is a minor, the parent or legal guardian should sign the informed refusal form.

If the patient refuses to sign the informed refusal form, that fact should be documented on the form. The release should include the department-specific incident number, the signature of the field personnel and that of any witnesses.

A PCR for a patient refusing care shall be reviewed by the EMS supervisor to ensure compliance with this policy. The patient release form and copy of the PCR should also be sent to the base hospital for review.

## Advance Health Care Directives

### 503.1 PURPOSE AND SCOPE

This policy identifies the circumstances and types of documents required for department Emergency Medical Services (EMS) members to withhold or withdraw resuscitative or life-sustaining measures based on protocols established by the Office of Emergency Medical Services (OEMS) of the Massachusetts Department of Public Health (DPH) (OEMS Circular Letter DHCQ 10-12-529 (February 2010); OEMS Circular Letter DHCQ 12-3-560 (March 2012)).

Nothing in this policy should be interpreted to limit EMS members from relieving an airway obstruction.

#### 503.1.1 DEFINITIONS

Definitions related to this policy include:

**Advance health care directive (or Advance Directive)** - A document executed and used to give health care instructions, including directions to withhold or withdraw life-sustaining measures and CPR. A valid Advance Directive must contain the date of its execution, signature of the patient or of another adult in the patient's name, the signature of an authorized health care provider and other information as noted in this policy.

**Comfort Care/Do Not Resuscitate (CC/DNR) order** - A document that directs a health care provider not to make resuscitative efforts, such as chest compressions, defibrillation, assisted ventilation, basic airway adjuncts, advanced airway adjuncts (e.g., endotracheal tube, Combitube®), cardiotoxic medications or other medications or means intended to initiate a heartbeat or to treat a non-perfusing rhythm. A CC/DNR order includes:

- The patient's name and all other patient identifiers requested on the DPH form.
- The date of issuance.
- The signature and telephone number of an attending physician, nurse practitioner or authorized physician assistant.
- The signature and printed name of the patient, guardian or health care agent signing the form.
- A date of expiration, if any, of the underlying CC/DNR order. If there is a date of expiration for the order and that date has passed, the CC/DNR order is not valid.

**Health care agent** - A person designated in a written power of attorney for health care to make health care decisions.

**Palliative care** - The total care of patients who are not responsive to curative treatment, designed to achieve the highest quality of life possible.

**Medical Orders for Life-Sustaining Treatment (MOLST) form** - A form available statewide that allows an individual to express his/her desires concerning decisions regarding CC/DNR and/or other life-sustaining treatments (LST), including CPR, intubation with ventilation and non-



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### *Advance Health Care Directives*

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invasive ventilation such as continuous positive airway pressure (CPAP) and various resuscitation modalities. The MOLST form is typically printed on bright pink paper, although other color copies are acceptable. The form must contain:

- The patient name and other identifiers as requested on the form.
- Completed information for boxes D and E on page one of the form in order to be considered valid.
- A date of expiration or revocation date that is current and remains valid.

#### **503.2 POLICY**

It is the policy of the Truro Fire Department that EMS members honor CC/DNR and MOLST orders to withhold or withdraw resuscitative measures.

#### **503.3 PROCEDURES**

The following guidelines should be used by members who are presented with a CC/DNR or MOLST order:

- (a) All EMS members shall honor CC/DNR and MOLST orders when it can be reasonably established that the patient is the subject of the CC/DNR or MOLST order and either:
  1. When EMS members have identified a CC/DNR or MOLST order form as defined in this policy.
  2. When EMS members have personally seen the CC/DNR or MOLST order in the patient's medical record in a health care facility and they reasonably believe it has not been revoked.
- (b) All CC/DNR or MOLST patients should receive non-resuscitation-related palliative care and other comfort measures, as would any other person unless the MOLST indicated otherwise.
- (c) A CC/DNR or MOLST order shall be disregarded if the patient requests resuscitative measures.
- (d) When EMS members honor a CC/DNR or MOLST order, they should note on the Patient Care Report (PCR) that a CC/DNR or MOLST order was presented and honored, and shall document the circumstances surrounding the order on the PCR.
- (e) Base hospital contact should be made, the base hospital physician consulted and resuscitation initiated:
  1. If there are any questions concerning the validity of the CC/DNR or MOLST order.
  2. If a CC/DNR or MOLST order is incomplete or not signed.
  3. When a document other than those noted in this policy is presented.

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### *Advance Health Care Directives*

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4. Any time EMS members have concerns or require assistance.
  - (f) All CC/DNR or MOLST patients who are in cardiopulmonary arrest should not be transported. EMS members shall contact local law enforcement and/or the coroner's office to report the death and should support family members on-scene, as appropriate.
  - (g) All CC/DNR or MOLST patients who decline transport to the hospital, including patients for whom transport is declined on their behalf, should not be transported. EMS members should make reasonable efforts to preserve the patient's privacy, dignity and comfort before leaving the scene.
  - (h) If a CC/DNR or MOLST patient is transported to a hospital, the following shall apply:
    1. A valid CC/DNR or MOLST order shall be honored during transport of the patient.
    2. The CC/DNR or MOLST order shall accompany the patient.
    3. The health care agent (if applicable) should accompany the patient to the hospital.

## Latex Sensitivity

### 504.1 PURPOSE AND SCOPE

The purpose of this policy is to establish procedures to ensure that all department members are aware of the potential for severe allergic reactions caused by contact with products containing latex and how to mitigate patient exposure.

#### 504.1.1 DEFINITIONS

Definitions related to this policy include:

**Latex sensitivity** - Allergic reactions after exposure to products containing latex/natural rubber (e.g., balloons, rubber gloves, other consumable medical products or medical devices).

### 504.2 POLICY

It is the policy of the Truro Fire Department that members shall take precautions to minimize latex exposure any time members are advised that a patient is known to have a latex sensitivity. When the use of a latex product is unavoidable, reasonable precautions shall be taken to prevent a latex sensitivity reaction in a patient.

### 504.3 PROCEDURE

If treating members are aware that a patient has a history of latex sensitivity, efforts to minimize exposure should be initiated. If a patient begins exhibiting signs of latex sensitivity or anaphylaxis, members should immediately initiate medical treatment and make reasonable efforts to minimize additional exposure to latex products.

If time permits before loading the patient into the ambulance, the interior surfaces should be wiped down with a wet towel to reduce the presence of powder that contains latex proteins. All members wearing latex gloves should cover them with a pair of non-latex gloves. Latex gloves should not be removed as this can put dust or powder in the ambient environment for up to five hours. Members should provide a barrier between equipment and the patient by covering all latex-containing medical devices with stockinet or plastic wrap.

All nonessential equipment should be stored in closed compartments. Care should be taken to remove or replace latex-containing caps from medication vials and to keep intravenous (IV) ports covered to prevent injections. Latex dressings and IV tourniquets should not be used.

Treating members should notify the designated hospital receiving center that a latex-sensitive patient is en route to the facility, and should document the patient's sensitivity and patient management (e.g., Nitrile gloves, plastic wrap on blood pressure cuff) on the Patient Care Report as appropriate. This information should also be communicated to the hospital staff immediately upon arrival.

Field units should strive to carry the following latex-free equipment:

- Nitrile exam gloves

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### *Latex Sensitivity*

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- Airway equipment (e.g., bag valve masks, oxygen masks, nasal cannulas, oral airways, suction catheters)
- Plastic or soft cloth tape
- Stockinet or plastic wrap to use as a barrier on medical equipment (e.g., blood pressure cuff, splints, stethoscopes)

Care should be taken to avoid storing uncovered latex gloves with other medical and/or airway equipment.

## Controlled Substance Accountability

### 505.1 PURPOSE AND SCOPE

The purpose of this policy is to establish the procedures for the supply, use and accountability of controlled substances administered by the Truro Fire Department (21 CFR 1300.01 et seq.; G.L. c. 94C, § 1 et seq.; 105 CMR § 700.001 et seq.).

#### 505.1.1 DEFINITIONS

Definitions related to this policy include:

**Authorized handler** - A Paramedic or Emergency Medical Technician (EMT) authorized to handle and administer various controlled substances based on their certification level and applicable Statewide Treatment Protocols.

**Controlled substance** - A drug, substance or immediate precursor listed in any schedule of the federal Controlled Substances Act, including any substance added or rescheduled by the Massachusetts Department of Public Health (DPH).

**Unit** - Any ambulance, transport unit or first response engine or truck company.

### 505.2 POLICY

It is the policy of the Truro Fire Department to ensure the availability of the proper medications for emergencies and to comply with all applicable local, state and federal regulations governing the supply, use and accountability of all controlled substances (21 CFR 1300.01 et seq.; Title 21 USC Controlled Substances Act; G.L. c. 94C, § 1 et seq.; 105 CMR § 700.001 et seq.).

### 505.3 CONTROLLED SUBSTANCE REGISTRATION

The Emergency Medical Services (EMS) supervisor shall ensure that all required applications for and maintenance of Massachusetts Controlled Substances Registration (MCSR) for all Truro Fire Department ambulances at each fire station or garaging location remain current and authorized (105 CMR § 170.303; 105 CMR § 170.265).

### 505.4 STORAGE AND INVENTORY

To prevent the unauthorized access of controlled substances during an incident, the controlled substances must either be in direct possession of an authorized handler or locked in a secured area.

The EMS supervisor will determine the locking mechanism to be utilized on vehicles that contain controlled substances. Controlled substances should be secured in the locked mechanism any time the unit is parked and unattended.

All personnel authorized to handle controlled substances shall follow this procedure unless prior written permission to deviate is obtained from the EMS supervisor or the authorized designee:

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### *Controlled Substance Accountability*

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- (a) All controlled substances are to be secured by department members in the designated locking mechanism provided by the Department.
- (b) At each shift change, an incoming and outgoing authorized handler shall, in each other's presence, inspect the quantities, the integrity of the containers and the expiration dates of the controlled substance inventories. Each authorized handler shall attest to the quantity available by printing and signing his/her full name on a controlled substance daily report. At no time shall an individual enter a name or signature on behalf of another person.
- (c) If the inventory of any controlled substance results in a discrepancy, the authorized handlers must immediately attempt to reconcile the amount missing. If the discrepancy cannot be reconciled, immediate notification shall be made to the Chief Assigned, the Chief Assigned and the EMS supervisor. The EMS supervisor shall be responsible for the completion and submission of the online DEA Form 106, Report of Theft or Loss of Controlled Substances (21 CFR 1301.76).
- (d) If the unit is dispatched to an incident before the daily inventory occurs, the inventory and reconciliation shall be done as soon as practicable upon returning to the station. If the outgoing authorized handlers have already left the station, one on-duty authorized handler and the Chief Assigned from the on-duty shift may conduct the inventory and reconciliation process.
- (e) In the event that an authorized handler works two consecutive shifts on the same unit, the inventory shall be performed by the authorized handler and witnessed and verified by another authorized handler assigned to the station, a Chief Assigned or an on-duty shift member.
- (f) A controlled substance daily report and a controlled substance disposition and restock record shall be maintained on board all units. These documents shall be available for random inspection and review by the EMS supervisor and local, state or federal regulatory representatives to ensure compliance.
- (g) When a controlled substance daily report is completed on the last day of the month, the Chief Assigneds from each shift shall review the report for completeness and sign the bottom of the record. After review, the Chief Assigned shall forward a copy of the report, along with a copy of the corresponding controlled substance disposition and restock record, to the EMS supervisor as soon as practicable.
- (h) A copy of the controlled substance daily report and controlled substance disposition and restock record should be maintained in the station files for a period of one year. After one year, the station copies shall be shredded.

#### 505.4.1 STANDARD CONTROLLED SUBSTANCE INVENTORY

- (a) The standard complement of controlled substances shall be established by the EMS supervisor or the authorized designee.

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- (b) Any modification to the standard complement of controlled substances shall be justified and approved by the EMS supervisor or the authorized designee.
- (c) The supply of controlled substances will be obtained from any of the department's automated storage and retrieval units, the department's controlled substances vault or other authorized source.
- (d) Only authorized handlers and EMS supervisors are authorized to remove controlled substances from the automated storage and retrieval unit and the controlled substances vault. A witness (authorized handler or other authorized member) is required in order to access the automated inventory control unit or controlled substances vault. When removing controlled substances from any automated storage and retrieval unit, personnel shall record the following information in the designated fields:
  - 1. The patient's first and last name, sex and date of birth (when known)
  - 2. Unit identification number and Patient Care Report (PCR) number
  - 3. The incident number
  - 4. Any additional pertinent information may be entered into comments field
- (e) When a controlled substance is received, the authorized handler receiving the drug must immediately secure the drug into the locked mechanism on the unit.

#### **505.5 CONTROLLED SUBSTANCE ADMINISTRATION AND DOCUMENTATION**

- (a) Only authorized handlers shall administer controlled substances and only for those substances consistent with and authorized for their level of certification by the DPH and consistent with the established Statewide Treatment Protocols. Each time a controlled substance is administered to a patient, the drug, dose and administration route shall be documented on the PCR in compliance with the Office of Emergency Medical Services guidelines. In addition, the following information shall be recorded on the controlled substance disposition and restock record:
  - 1. Date of administration
  - 2. Incident number associated with the event
  - 3. PCR number
  - 4. Patient's full first and last name (when known)
  - 5. Drug and dose administered
  - 6. Printed first and last name and signature of paramedic who administered the controlled substance
  - 7. Date and source of the medication resupply

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- (b) If the entire amount of a controlled substance is not administered by the transporting paramedic, a licensed staff member for the hospital that received the patient shall witness the proper disposal of the remaining amount. The hospital staff member's signature must be obtained on the controlled substance disposition and restock record. If waste of a controlled substance occurs at the incident, another paramedic or Chief Assigned must witness the waste and sign the record.
- (c) When a controlled substance is restocked, the following information shall be entered on the controlled substance disposition and restock record on the line immediately below the corresponding patient information:
  - 1. The date
  - 2. The restock source
  - 3. The printed full name and signature of the paramedic who restocked the controlled substance into the locked mechanism

#### **505.5.1 ADDITIONAL DOCUMENTATION FOR TRANSFERS**

If a controlled substance is administered and the care of the patient is transferred to a transporting authorized handler who resupplies the administering unit, the information listed above must appear on the controlled substance disposition and restock record of the administering and transporting unit that provided the drug for restock, in addition to the unit identification of both the units.

If an authorized handler transfers the care of a patient to a transporting authorized handler prior to the administration of the entire dosage of a controlled substance, any remaining controlled substance shall not be provided to the transporting authorized handler. If additional medication is needed after the patient care transfer, the controlled substance shall be used from the inventory of the transporting authorized handler.

#### **505.6 CONTROLLED SUBSTANCE SUPPLY AND RESUPPLY**

- (a) The EMS supervisor shall submit a completed DEA Form 222 to the designated department supplier to order controlled substances in order to maintain established levels.
- (b) Upon receipt of the controlled substance from the supplier, the EMS supervisor or the designated authorized handler shall inventory the controlled substance received to ensure that the type and quantities ordered match the type and quantities received and are reflected on the corresponding DEA Form 222 (21 CFR 1305.12; 21 CFR 1305.13).
- (c) The EMS supervisor or the designated authorized handler will immediately place the controlled substance in the controlled substance vault or automated storage and retrieval unit and ensure that inventory is reconciled with any electronic data files.
- (d) The EMS supervisor or the designated authorized handler will inventory the controlled substance vault and any automated storage and retrieval units weekly to ensure the



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existing inventory is reconciled with any electronic data files. The record of these inventories is to be printed and maintained as provided in the records retention schedule and for a minimum of two years (21 CFR 1304.04).

- (e) Any inventory or reconciliation discrepancies shall immediately be brought to the attention of the Chief Assigned and a DEA Form 106, Report of Theft or Loss of Controlled Substances, shall be completed and submitted, if required (21 CFR 1301.76; 105 CMR § 700.005).

### **505.6.1 UNIT RESUPPLY**

If a controlled substance is initially administered from the one unit, the transporting unit or another on-scene department unit may resupply the administering unit on-scene.

The transporting unit or other department unit on-scene shall then be responsible for obtaining the resupply from the department's automated storage and retrieval unit or other authorized supply source.

An administering authorized handler may opt to obtain the resupply of a controlled substance from the department's automated storage and retrieval unit or other authorized source any time it is operationally appropriate instead of resupplying from the transporting or other on-scene department unit.

Resupply from a non-department unit is not authorized. If the care of a patient is transferred to a non-department unit, the administering authorized handler will obtain the resupply from the department's automated storage and retrieval unit or other authorized source.

### **505.7 ACCOUNTING FOR EXPIRED OR DAMAGED CONTROLLED SUBSTANCES**

Controlled substances due to expire or that are damaged may be replaced as follows:

- Note the expiration date or damage, the date of replacement and the source of restock on the department's controlled substance disposition and restock record.
- Place the expired drug or damaged container in the supplied envelope and label with the type of drug, dosage, unit identifier and name of the paramedic who returned the drug and the date.
- Put the envelope in the locked return drug box to be returned to the designated supplier.

This process may also be used to replace controlled substances due to expire.

### **505.8 ACCOUNTABILITY**

The EMS supervisor should:

- (a) Review the controlled substance daily reports and the controlled substance disposition and restock records monthly for completeness, compliance with established

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procedure, consistency with the data entered, comparison to the signatures on file and any other issues that may require follow-up or investigation.

- (b) Create, complete, maintain and annually update the department's signature log.
- (c) Randomly inspect controlled substance daily reports and the controlled substance disposition and restock records on units for completeness, compliance with established procedure, consistency with the data entered, comparison to the signatures on file and any other issues that may require follow-up or investigation.
- (d) Ensure copies of controlled substance daily reports and the controlled substance disposition and restock records are maintained as provided in the records retention schedule and for a minimum period of two years (21 CFR 1304.04; 105 CMR § 700.006).
- (e) Notify the responsible Chief Assigned of any item that deviates from this policy.

## Withholding and Cessation of Resuscitation

### 506.1 PURPOSE AND SCOPE

1) To clarify for Truro Fire Department Emergency Medical Technicians/Paramedics when resuscitative measures may be withheld for patients in cardiac arrest and 2) to define when Truro Fire Department Emergency Paramedics can cease resuscitative measures already initiated.

### 506.2 ADMINISTRATIVE REQUIREMENT (A/R) 5-15

Emergency Medical Technicians must begin or continue resuscitative measures for all patients in cardiac arrest except as indicated in this Protocol. If in doubt, begin resuscitative efforts.

### 506.3 SECTION 1 EXCEPTIONS TO INITIATION OF RESUSCITATION

Other than in overriding circumstances such as a large mass-casualty incident or a hazardous scene, the following are the **only** exceptions to initiating and maintaining resuscitative measures in the field:

1. Current, valid DNR, verified per the Medical Orders for Life Sustaining Treatment (MOLST)/Comfort Care Protocol.
2. Trauma inconsistent with survival
  - a. Decapitation: severing of the vital structures of the head from the remainder of the patient's body
  - b. Transection of the torso: body is completely cut across below the shoulders and above the hips
  - c. Evident complete destruction of brain or heart
  - d. Incineration of the body
  - e. Cardiac arrest (i.e. pulselessness) documented at first EMS evaluation when such condition is the result of significant blunt or penetrating trauma and the arrest is obviously and unequivocally due to such trauma, EXCEPT in the specific case of arrest due to penetrating chest trauma and short transport time to definitive care (in which circumstance, resuscitate and transport)
3. Body condition clearly indicating biological death.
  - a. Complete decomposition or putrefaction: the skin surface (**not** only in isolated areas) is bloated or ruptured, with sloughing of soft tissue, and the odor of decaying flesh.
  - b. Dependent lividity and/or rigor: when the patient's body is appropriately examined, there is a clear demarcation of pooled blood within the body, and/or major joints (jaw, shoulders, elbows, hips, or knees) are immovable.

**Procedure for lividity and/or rigor:** All of the criteria below must be established and documented in addition to lividity and/or rigor in order to withhold resuscitation:

- i. Respirations are absent for at least 30 seconds; and

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- ii. Carotid pulse is absent for at least 30 seconds; and
- iii. Lung sounds auscultated by stethoscope bilaterally are absent for at least 30 seconds; and
- iv. Both pupils, if assessable, are non-reactive to light.

### **506.4 SECTION II CESSATION OF RESUSCITATION**

Emergency Medical Technicians must continue resuscitative measures for all patients in cardiac arrest unless contraindicated by one of the exceptions below.

1. EMTs at all levels of certification may cease resuscitative efforts at any time when any “Exception to Initiation of Resuscitation” as defined in I., above, is determined to be present.

2. EMTs certified at the **Paramedic level only** may cease resuscitative efforts in an adult patient 18 years of age or older, regardless of who initiated the resuscitative efforts, without finding “obvious death” criteria **only** by the following procedure, and **only** if the EMS system’s Affiliate Hospital Medical Director has approved of use of this procedure, as follows:

- a. There is no evidence of or suspicion of hypothermia; **AND**
- b. Indicated standard Advanced Life Support measures have been successfully undertaken (including for example effective airway support, intravenous access, medications, transcutaneous pacing, and rhythm monitoring); **AND**
- c. The patient is in asystole or pulseless electrical activity (PEA), and **REMAINS SO** persistently, unresponsive to resuscitative efforts, for at least twenty (20) minutes while resuscitative efforts continue; **AND**
- d. No reversible cause of arrest is evident; **AND**
- e. The patient is not visibly pregnant; **AND**
- f. An on-line medical control physician gives an order to terminate resuscitative efforts.

#### **Special Considerations and Procedures:**

- 1. a. If during transport, EMTs cease resuscitation of a patient in accordance with the requirements above, they shall continue to the closest appropriate hospital for pronouncement of death. This is always a special circumstance that is in the interest of public health and safety, and thus meets the requirements of 105 CMR 170.365.
- b. During transports when resuscitative efforts have appropriately been ceased in accordance with the requirements above, EMTs must cover the person with a sheet, transport without the use of emergency vehicle audible and visual warning devices, and notify the receiving hospital in advance.
- 2. In all cases where EMTs have withheld or ceased resuscitative efforts in accordance with the requirements above, and left the person in the field, procedures must include notification of appropriate medical or medico-legal authorities, such as police.
- 3. EMS trip record documentation must reflect the criteria used to determine obvious death or

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allow cessation of resuscitative efforts.

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#### **506.5 CURRENT STATUS OF PROTOCOL 7.7 IN THE TRURO FIRE DEPARTMENT**

The Authority Having Medical Jurisdiction (AHMD) must accept Section 1 of protocol 7.7. **They have discretionary authority to accept Part II, section 2 of Protocol 7.7**, currently the Authority Having Medical Jurisdiction (AHMD) **has not approved its use by the Truro Fire Department's Paramedic staff** and as such Truro Fire Department Personnel **may not** request to cease resuscitative efforts under this section (OEMS Protocol 7.7 Part II, section 2). Furthermore In order to not initiate resuscitative efforts as noted in Protocol 7.7 section 1 the above noted criteria are to be **documented in all cases** where resuscitative efforts were not begun.

## Chapter 6 - Training

## Fire Apparatus Driver/Operator Training

### 600.1 PURPOSE AND SCOPE

The purpose of this policy is to enhance the safety of members and the public by ensuring that all Truro Fire Department members, including tiller operators, who operate firefighting apparatus as part of their duties, receive appropriate training.

#### 600.1.1 DEFINITIONS

Definitions related to this policy include:

**Tiller operator** - The driver of the rear free-axle portion of a ladder truck.

### 600.2 POLICY

It is the policy of the Truro Fire Department that all members who operate firefighting apparatus, including tiller operators, shall successfully complete driver training that meets or exceeds the requirements of National Fire Protection Association (NFPA) 1002, 2009 edition or the training developed and provided by the Massachusetts Firefighting Academy (MFA).

Training should include written, oral and practical evaluations to demonstrate proficiency. The Fire Chief shall annually audit and update driver/operator training materials to ensure compliance with local, state and federal requirements.

### 600.3 PROCEDURES

All members who operate firefighting apparatus, including tiller operators, shall have certification and training validating competent operational and driving skills consistent with NFPA 1002, 2009 edition or the training developed and provided by the MFA.

### 600.4 FIRE CHIEF RESPONSIBILITIES

It shall be the responsibility of the Fire Chief to ensure that any member required to drive fire apparatus as a part of his/her normal duties has received all training required for competent, safe operation of the apparatus. The Fire Chief shall coordinate with the department member appointed to monitor driver's license status to ensure members have valid driver's licenses, in accordance with the Driver's License Requirements Policy.

# CPR and Automated External Defibrillator Training

## 601.1 PURPOSE AND SCOPE

The purpose of this policy is to establish the training requirements for members to maintain the current and valid certificate that is required to perform CPR and to utilize an Automated External Defibrillator (AED) pursuant to requirements of Massachusetts law and regulations of the Massachusetts Department of Public Health (DPH) (G.L. c. 111, § 201; 105 CMR § 170.000 et seq.; 105 CMR § 171.000 et seq.).

### 601.1.1 DEFINITIONS

Definitions related to this policy include:

**Automated External Defibrillator (AED)** - An external defibrillator capable of cardiac rhythm analysis and that will charge, with or without further operator action, and deliver a shock after electronically detecting and assessing ventricular fibrillation or rapid ventricular tachycardia.

**Qualified instructor** - An individual who is qualified by DPH or other recognized certifying authority to teach AED/CPR (G.L. c. 111, § 201).

## 601.2 POLICY

It is the policy of the Truro Fire Department that all members whose duties include the use of an AED or the performance of CPR shall receive initial and recertification training to maintain the current and valid certificate that is required to utilize such equipment and/or skills. Initial training and recertification will consist of DPH or other recognized and approved courses and will be provided by qualified instructors at the health care provider level (G.L. c. 111, § 201).

## 601.3 REQUIREMENTS

CPR and AED training should include (G.L. c. 111, § 201):

- Proper use, maintenance and periodic inspection of the AED.
- The importance of CPR, defibrillation, Advanced Life Support (ALS), adequate airway care and internal emergency response system, if applicable.
- Assessment of an unconscious patient to include evaluation of the airway, breathing and circulation to determine cardiac arrest.
- The administration of CPR, obstructed airway and other health care provider CPR curriculum skills.
- Information relating to AED safety precautions to enable the administration of a shock without jeopardizing the safety of the patient, rescuers or other nearby persons.
- Recognition that an electrical shock has been delivered to the patient and that the defibrillator is no longer charged.



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- Rapid, accurate assessment of the patient's post-shock status.
- The appropriate continuation of care following a successful defibrillation.

In order to be authorized to perform CPR and utilize the defibrillator, an individual shall pass a written and skills examination with a pre-established standard. The skills test measures the ability to evaluate and manage the conditions listed above.

All CPR and AED training provided by the Department shall be approved and monitored by the regional EMS authority, which shall also approve any written and skills examinations required for course completion. The DPH shall approve AED instructors and designate public safety AED service providers.

#### **601.4 TRAINING RECORDS**

The Fire Chief shall be responsible for maintaining records of all CPR and AED training provided to members, in accordance with DPH regulations and under regional EMS supervision. Records should include, but are not limited to:

- (a) The dates of the training sessions.
- (b) A list of the topics or a summary of the content of the training sessions.
- (c) The names or other identifiers and job titles of the members who received the training.
- (d) The names, certificate numbers and qualifications of the persons conducting the training.

The Fire Chief should maintain the training records in accordance with established records retention schedules.

#### **601.5 MANDATORY REPORTING**

The EMS supervisor shall be responsible for collecting and recording AED use data from Patient Care Reports (PCRs). Those PCRs shall be maintained for a minimum of five years and shall be available for inspection by DPH. It will be necessary to establish procedures for the collection, maintenance and evaluation of patient medical records in order to report annually to the regional EMS authority on the total number of patients defibrillated and appropriate patient follow-up data.

# Communicable Disease Training Program

## 602.1 PURPOSE AND SCOPE

The purpose of this policy is to establish a training program to ensure members have the skills and knowledge to protect themselves against communicable diseases.

## 602.2 POLICY

It is the policy of the Truro Fire Department to make members' health and safety a priority by providing initial and recurring communicable disease training pursuant to Massachusetts law (29 CFR 1910.1030; G.L. c. 149, § 6 1/2).

## 602.3 TRAINING REQUIREMENTS

The Health and Safety Officer, working with the Fire Chief, shall be responsible for:

- (a) Developing and implementing a training program on the Communicable Diseases Policy and an exposure control plan.
- (b) Remaining current on all legal requirements concerning communicable disease training mandates and reasonable training goals.
- (c) Maintaining an up-to-date list of personnel requiring training.
- (d) Maintaining class rosters and quizzes and periodically reviewing and updating the training program.
- (e) Ensuring that the training mandates set forth in 29 CFR 1910.1030 are included in the training program and are met by all members (G.L. c. 149, § 6 1/2).

## 602.4 MEMBER TRAINING

Any member whose duties place him/her at risk for exposure to communicable disease shall receive department-provided, no-cost training during working hours (29 CFR 1910.1030; G.L. c. 149, § 6 1/2).

## 602.5 TRAINING RECORDS

The Fire Chief shall be responsible for maintaining records of all communicable disease training provided to members. Records should include, but are not limited to:

- (a) The dates of the training sessions.
- (b) A list of the topics or a summary of the content of the training sessions.
- (c) The names or other identifiers and job titles of the members who received the training.
- (d) The names, certificate numbers, and qualifications of persons conducting the training.

The Fire Chief should maintain the training records in accordance with established records retention schedules. Records for training related to bloodborne pathogens shall be retained for a minimum of three years (29 CFR 1910.1030; G.L. c. 149, § 6 1/2).

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# Emergency Action Plan and Fire Prevention Plan Training

## 603.1 PURPOSE AND SCOPE

The purpose of this policy is to establish training in support of the Truro Fire Department Emergency Action Plan (EAP) and Fire Prevention Plan (FPP) in a manner consistent with policy of the Massachusetts Department of Labor Standards (DLS).

## 603.2 POLICY

It is the policy of the Truro Fire Department to provide training to all members regarding the EAP and FPP.

## 603.3 TRAINING GUIDELINES

The EAP and FPP training shall include, but is not limited to (29 CFR 1910.38; 29 CFR 1910.39; G.L. c. 149, § 6 1/2):

- (a) A review of the department's EAP and FPP including any information specific to each member's workplace or assignment.
- (b) Information on where written copies of the EAP and FPP are located and how members may review the plans.
- (c) The Department shall designate and train a sufficient number of people to assist in the safe and orderly emergency evacuation of members and visitors in the event of an emergency.
- (d) The Department shall advise each member of his/her responsibility under the plans at the following times:
  1. Initially when the plans are developed
  2. Whenever the member's responsibilities or designated actions under the plans change
  3. Whenever the plans are changed
- (e) The Department shall review with each member upon initial assignment those parts of the EAP and FPP that the member must know to protect the member in the event of an emergency.

## 603.4 FIRE CHIEF RESPONSIBILITIES

The Fire Chief shall be responsible for developing and scheduling the department's EAP and FPP training. The Fire Chief shall maintain records of all EAP and FPP training provided to members. Records should include, but are not limited to (G.L. c. 149, § 6 1/2):

- (a) The dates of the training sessions.
- (b) A list of the topics or a summary of the content of the training sessions.

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- (c) The names or other identifiers and job titles of the members who received the training.
- (d) The names, certificate numbers and qualifications of persons conducting the training.

The Fire Chief should maintain the training records in accordance with established records retention schedules.

## Hazard Communication Program Training

### 604.1 PURPOSE AND SCOPE

The purpose of this policy is to establish the required training regarding the department's hazard communication program. This policy identifies who must receive training, training content requirements, when additional or supplemental training is required and what record keeping is necessary to comply with state law.

#### 604.1.1 DEFINITIONS

Definitions related to this policy include (29 CFR 1910.1200; G.L. c. 149, § 6 1/2):

**Hazardous chemical** - Any chemical that is classified as a physical hazard, health hazard, simple asphyxiant, combustible dust, pyrophoric gas or hazard not otherwise classified.

**Health hazard** - A chemical that is classified as posing one of the following hazardous effects: acute toxicity (any route of exposure), skin corrosion or irritation, serious eye damage or eye irritation, respiratory or skin sensitization, germ cell mutagenicity, carcinogenicity, reproductive toxicity, specific target organ toxicity (single or repeated exposure), or aspiration hazard.

### 604.2 POLICY

It is the policy of the Truro Fire Department, in accordance with the Hazard Communication Policy, to provide members with effective information and training on hazardous chemicals in their work area at the time of their initial assignment and whenever a new hazard is introduced.

### 604.3 TRAINING REQUIREMENTS

The initial hazard communication program training shall include, but is not limited to, the following topics (29 CFR 1910.1200; G.L. c. 149, § 6 1/2):

- (a) Members shall be informed of any operations in their work area where hazardous chemicals are present.
- (b) Members shall be informed of the location and availability of information regarding any hazardous chemicals and Safety Data Sheets (SDS), as required by the state.
- (c) Members shall be trained in the methods and observations that may be used to detect the presence or release of a hazardous chemical in the work area.
- (d) Members shall be trained in the physical and health hazards of the chemicals in the work area and the measures they can take to protect themselves, including specific procedures the Department has implemented to protect them from exposure to hazardous chemicals. These include appropriate work practices, emergency procedures and personal protective equipment (PPE).
- (e) Members shall be provided with an explanation of the labeling system and the SDS, and how they can obtain and use the appropriate hazard information.

## *Hazard Communication Program Training*

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### **604.4 TRAINING RECORDS**

The Fire Chief shall be responsible for maintaining records of all hazard communications program training provided to members. Records should include, but are not limited to:

- (a) The dates of the training sessions.
- (b) A list of the topics or a summary of the content of the training sessions.
- (c) The names or other identifiers and job titles of the members who received the training.
- (d) The names, certificate numbers and qualifications of persons conducting the training.

The Fire Chief should maintain the training records in accordance with established records retention schedules.

## Hazardous Materials (HAZMAT) Training

### 605.1 PURPOSE AND SCOPE

The purpose of this policy is to establish training that will meet state requirements regarding the Truro Fire Department Hazardous Materials (HAZMAT) response program. This policy identifies the level of training members must receive, when additional or supplemental training is required and the training records required to meet the policy of the Massachusetts Department of Labor Standards (DLS).

### 605.2 POLICY

It is the policy of the Truro Fire Department that any member whose duties include a role in the HAZMAT response program shall receive training to the level at which they are expected to operate in a HAZMAT environment or at an incident involving hazardous materials.

### 605.3 TRAINING REQUIREMENTS

HAZMAT training shall be based on the duties and functions to be performed by each member. This includes training specific to the Incident Commander (IC), awareness or operations level, and HAZMAT technician or specialist (29 CFR 1910.120(q)(6); G.L. c. 149, § 6 1/2).

Competencies required for all new members shall be conveyed to them through training before participating on an incident. Any member who participates or is expected to participate in an emergency response involving HAZMAT shall objectively demonstrate competency in the following areas.

#### 605.3.1 FIRST RESPONDER AWARENESS

First responder awareness level training should be provided to all individuals who are likely to witness or discover a hazardous substance release and who have been trained to initiate an emergency response sequence by notifying the proper authorities of the release. A member with this level of training should demonstrate competency in the understanding and recognition of a hazardous substance release (29 CFR 1910.120(q)(6); G.L. c. 149, § 6 1/2).

#### 605.3.2 HAZMAT FIRST RESPONDER OPERATIONS (FRO)

First responder operations (FRO) level training should be provided for individuals who respond to releases or potential releases of hazardous substances as part of the initial response to the site for the purpose of protecting nearby persons, property, or the environment from the effects of the release. A member with this level of training is trained to respond in a defensive fashion without actually trying to stop the release. This member's function is to contain the release from a safe distance, keep it from spreading, and prevent exposures (29 CFR 1910.120(q)(6); G.L. c. 149, § 6 1/2).

#### 605.3.3 HAZMAT TECHNICIAN

HAZMAT technician level training should be provided to all individuals who respond to releases or potential releases of hazardous substances for the purpose of stopping the release. A member

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### *Hazardous Materials (HAZMAT) Training*

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with this level of training would assume a more aggressive role by approaching the point of release in order to plug, patch or otherwise stop the release of a hazardous substance (29 CFR 1910.120; G.L. c. 149, § 6 1/2).

#### 605.3.4 HAZMAT SPECIALIST

HAZMAT specialist level training should be provided to all individuals who respond with, and provide support to, HAZMAT technicians. A member with this level of training has a more direct or specific knowledge of the various hazardous substances requiring containment. A HAZMAT specialist may also act as a site liaison to government authorities regarding site activities (29 CFR 1910.120; G.L. c. 149, § 6 1/2).

#### 605.3.5 HAZMAT INCIDENT COMMANDER

HAZMAT IC level training should be provided to all individuals who could be responsible for all decisions relating to the management of a HAZMAT incident (29 CFR 1910.120; G.L. c. 149, § 6 1/2).

#### 605.3.6 HAZMAT EMERGENCY RESPONSE PLAN

An emergency response plan shall be developed and implemented to address pre-emergency planning and coordination with additional responders prior to the commencement of emergency response operations. The plan will identify members' roles, lines of authority and communications for all members. The plan shall be in writing and available for inspection and copying by employees, their representatives and DLS personnel.

#### 605.3.7 HAZMAT ANNUAL REFRESHER TRAINING

Members who receive an initial level of training in accordance with this policy shall receive annual refresher training of sufficient and necessary content and duration to maintain their competencies, or shall demonstrate competency in those areas at least yearly (29 CFR 1910.120; G.L. c. 149, § 6 1/2).

### **605.4 BASELINE PHYSICAL FOR HAZMAT TEAM MEMBERS**

Members of an organized, designated HAZMAT team and HAZMAT specialists shall receive a baseline physical examination. The DLS requires that medical examinations and consultations be made available to members of HAZMAT teams within prescribed time periods. All members of a designated HAZMAT team shall receive medical examinations and consultations on the following schedules (29 CFR 1910.120; G.L. c. 149, § 6 1/2):

- (a) Prior to assignment
- (b) At least once every 12 months
- (c) At termination of employment or reassignment to duties not covered by this policy
- (d) As soon as possible upon notification that the employee has developed signs or symptoms indicating possible overexposure to hazardous substances or health hazards



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### *Hazardous Materials (HAZMAT) Training*

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- (e) As soon as possible upon notification that the employee has been injured or exposed above the permissible exposure limits or published exposure levels in an emergency situation

The frequency of a member's examinations may be increased if the examining physician determines that it is medically necessary. Medical examinations should include medical and work history. Emphasis should be placed on any symptoms related to the handling of, or exposure to, hazardous substances or health hazards. Medical examinations should address fitness for duty, especially as it pertains to wearing personal protective equipment under conditions that may be encountered on-duty. The content of medical examinations should be made available to the member as determined by the attending physician.

#### 605.4.1 HAZMAT MEDICAL SURVEILLANCE

Members of an organized and designated HAZMAT team and HAZMAT specialists shall receive a baseline physical examination and be provided with medical surveillance (29 CFR 1910.120; G.L. c. 149, § 6 1/2).

Any emergency response member who exhibits signs or symptoms which may have resulted from exposure to hazardous substances during the course of an emergency incident, either immediately or subsequently, shall be provided with medical consultation.

Accurate records of the medical surveillance required by this policy shall be retained for the duration of the member's employment plus 30 years. This record shall contain at a minimum the following information:

- (a) The name and Social Security number of the member.
- (b) The physician's written opinions, recommended limitations and results of examinations and tests.
- (c) Any member medical complaints related to exposure to hazardous substances.
- (d) A copy of the information provided to the physician by the Department, with the exception of department policies and OSHA standards.

#### 605.5 TRAINING RECORDS

The Fire Chief shall be responsible for maintaining records of all HAZMAT training provided to members. Records should include, but are not limited to:

- (a) Dates of the training sessions.
- (b) A list of the topics or a summary of the content of the training sessions.
  1. Specific content required by regulation covered
  2. Manufacturer's recommendations (as applicable)
  3. Manufacturer's operations/service/maintenance manuals (as applicable)
- (c) The names or other identifiers and job titles of all members who received the training.
- (d) The names, certificate numbers and qualifications of persons conducting the training.

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- (e) Demonstration that learning took place (e.g., evaluation, quiz, test).

The Fire Chief should maintain the training records in accordance with established records retention schedules.

# Hearing Conservation and Noise Control Training

## 606.1 PURPOSE AND SCOPE

The purpose of this policy is to establish and maintain hearing conservation and noise control training for members exposed to noise above levels predetermined as applicable policy by the Massachusetts Department of Labor Standards (DLS).

## 606.2 POLICY

It is the policy of the Truro Fire Department to promote member health and safety by establishing hearing conservation and noise control training and requiring member participation. The hearing conservation program shall include parameters for permissible noise exposure limits, monitoring guidelines, audiometric testing procedures, hearing protection equipment and training, and documentation of the department's efforts.

## 606.3 RESPONSIBILITIES

The following procedures shall comprise the hearing conservation and noise control training for the Truro Fire Department. The Fire Chief shall be responsible for ensuring that the appropriate members are enrolled in the training. Chief Assigneds shall be responsible for ensuring that members attend scheduled testing and training (29 CFR 1910.95; G.L. c. 149, § 6 1/2).

### 606.3.1 NOISE EXPOSURE LIMITS

The Truro Fire Department shall ensure that each member is provided with protection against the effects of noise exposure any time the sound levels exceed those shown in 29 CFR 1910.95 (G.L. c. 149, § 6 1/2).

### 606.3.2 HEARING PROTECTORS

If control measures fail to reduce sound levels to an acceptable level for the amount of exposure, the Department shall provide personal protective equipment to all members subject to the noise exposure and require that it be used. Employees shall have the opportunity to select hearing protectors from a variety provided by the Department (29 CFR 1910.95; G.L. c. 149, § 6 1/2).

The Department shall ensure proper initial fit and correct use of hearing protectors and shall provide training in the use and care of the equipment.

### 606.3.3 HEARING PROTECTOR ATTENUATION

The Truro Fire Department shall evaluate hearing protector attenuation for the specific noise environments in which the protector will be used. Evaluation methods shall be consistent with those described in 29 CFR 1910.95. The Department will provide more effective hearing protectors where necessary (29 CFR 1910.95; G.L. c. 149, § 6 1/2).

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#### 606.3.4 MONITORING

The Truro Fire Department shall monitor noise levels in the workplace by either area monitoring or personal monitoring that is representative of a member's exposure, to enable the proper selection of hearing protectors (29 CFR 1910.95; G.L. c. 149, § 6 1/2).

#### 606.3.5 AUDIOMETRIC TESTING PROGRAM

The Truro Fire Department shall provide audiometric testing and evaluation to all members who are exposed to noise levels in excess of those permissible pursuant to DLS policy. The Department shall provide baseline audiometric testing (preceded by at least 14 hours without exposure to workplace noise) within six months of the first noise exposure, and annually thereafter (29 CFR 1910.95; G.L. c. 149, § 6 1/2).

Each member's annual audiogram shall be compared to that member's baseline audiogram to determine if the audiogram is valid and if a standard threshold shift has occurred.

All audiometric testing shall be conducted by properly trained audiometric professionals in compliance with state testing requirements.

#### **606.4 TRAINING RECORDS**

The Fire Chief shall be responsible for maintaining records of all hearing conservation program training provided to members. Records should include, but are not limited to (29 CFR 1910.95; G.L. c. 149, § 6 1/2):

- (a) The dates of the training sessions.
- (b) A list of topics or a summary of the content of the training sessions.
- (c) The names or other identifiers and job titles of the members who received the training.
- (d) The names, certificate numbers and qualifications of persons conducting the training.
- (e) Copies of baseline and annual audiometric testing and evaluation documents.

The Fire Chief shall maintain the training records in accordance with established records retention schedules.

## Heat Illness Prevention Training

### 607.1 PURPOSE AND SCOPE

The purpose of this policy is to establish and maintain a training program that complies with best practice for the prevention of heat illness in members who are exposed to high-heat conditions. This policy identifies which members must receive training, the required curriculum, supervisory training and responsibilities, and training record documentation.

#### 607.1.1 DEFINITIONS

Definitions related to this policy include:

**Acclimatization** - The temporary adaptation of the body to work in the heat. Acclimatization peaks in most people within four to 14 days of working at least two hours per day in the heat.

**Heat-related illness** - A serious medical condition resulting from the body's inability to cope with a particular heat load and includes, but is not limited to, heat cramps, heat exhaustion, heat syncope (temporary loss of consciousness usually related to insufficient blood flow to the brain) and heat stroke.

### 607.2 POLICY

It is the policy of the Truro Fire Department to promote member health and safety by establishing a heat illness prevention training program and requiring member participation. In addition to the safety precautions described in the Heat Illness Prevention Program Policy, the Department shall ensure that effective training is provided to members before the member begins work that should reasonably be anticipated to result in heat illness.

### 607.3 TRAINING REQUIREMENTS

Training shall be provided to all members whose duties may include exposure to high-heat conditions and shall include:

- (a) The environmental and personal risk factors for heat illness.
- (b) The department's procedures for complying with the state requirements for the prevention of heat illness.
- (c) The importance of frequent consumption of small quantities of water and electrolyte replacement fluid, up to four cups per hour, when the work environment is hot and members are likely to be sweating more than usual in the performance of their duties.
- (d) The importance of acclimatization.
- (e) The different types of heat illness and the common signs and symptoms of heat illness.
- (f) The importance of members immediately reporting to a supervisor, directly or through others, symptoms or signs of heat illness in themselves or in coworkers.

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### *Heat Illness Prevention Training*

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- (g) The department's procedures for responding to symptoms of possible heat illness, including how Emergency Medical Services (EMS) will be provided if necessary.
- (h) The department's procedures for contacting EMS and, if necessary, for transporting members to a place where they can be reached by an EMS provider.
- (i) The department's procedures for ensuring that, in the event of an emergency, clear and precise directions to the work site can and will be provided to other emergency responders.

#### **607.4 SUPERVISOR TRAINING REQUIREMENTS AND RESPONSIBILITIES**

Supervisors shall be provided additional training on the following topics prior to supervising members who will be working in the heat:

- (a) The procedures to follow to implement the applicable provisions in this policy
- (b) The procedures to follow when a member exhibits symptoms consistent with possible heat illness, including emergency response procedures
- (c) The procedures for moving or transporting a member to a rendezvous location accessible to an EMS provider, if necessary

#### **607.5 TRAINING RECORDS**

The Fire Chief shall be responsible for maintaining records of all heat illness prevention training provided to members. Records should include, but are not limited to:

- (a) The dates of the training sessions.
- (b) A list of the topics or a summary of the content of the training sessions.
- (c) The names or other identifiers and job titles of all members who received the training.
- (d) The names, certificate numbers and qualifications of persons conducting the training.

The Fire Chief should maintain the training records in accordance with established records retention schedules.

# Health Insurance Portability and Accountability Act (HIPAA) Training

## 608.1 PURPOSE AND SCOPE

The purpose of this policy is to ensure all members receive proper training in recognizing and handling protected health information (PHI), as set forth in the Health Insurance Portability and Accountability Act (HIPAA) and its implementing regulations (42 USC § 201; 45 CFR 164.530).

### 608.1.1 DEFINITIONS

Definitions related to this policy include (45 CFR 160.103):

**Health information** - Information, whether oral or recorded in any form or medium, that is created or received by a health care provider, health plan or employer and relates to a person's past, present or future physical or mental health or condition, or past, present or future payment for the provision of health care.

**Individually identifiable health information** - Health information, including demographic information, created or received by a covered entity or employer that relates to an individual's past, present or future physical or mental health or condition, the provision of health care to an individual, or the past, present or future payment for the provision of health care to an individual, that can either identify the individual or provide a reasonable basis to believe the information can be used to identify the individual.

**Protected health information (PHI)** - Individually identifiable health information that is created or received by a covered entity or employer. Information is protected whether it is in writing, in an electronic medium or communicated orally.

## 608.2 POLICY

It is the policy of the Truro Fire Department to provide HIPAA privacy training to all members as necessary and appropriate for their duties, and to apply appropriate sanctions against members who violate the privacy policies and procedures (45 CFR 164.530(b); 45 CFR 164.530(e)).

It is also the policy of the Department that no member shall be retaliated or discriminated against for filing a complaint about violations of HIPAA regulations (45 CFR 164.530(g)).

## 608.3 TRAINING REQUIREMENTS

To ensure confidentiality and compliance with the HIPAA regulations, the Department shall provide training to all members likely to have access to PHI. The training shall be completed for all newly hired members prior to being allowed access to PHI. Training for all current members shall also occur any time material changes are made to the department's privacy policies and procedures.

The Fire Chief shall be responsible for establishing a periodic schedule for retraining and a method of ensuring that all members acknowledge receipt of all HIPAA training (45 CFR 164.530(b)).

Training should include a review of the:

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### *Health Insurance Portability and Accountability Act (HIPAA) Training*

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- (a) Department's statutory obligations imposed by HIPAA.
- (b) Patient Medical Record Security and Privacy Policy, including a thorough treatment of the security procedures the Department uses to protect written and electronic health information.
- (c) Methods and procedures to be used during the collection of PHI.
- (d) HIPAA-imposed statutory limitations on the dissemination of PHI to the family members of patients.
- (e) Proper procedures when responding to media requests for information regarding incidents at which the Department provided medical services.
- (f) Procedures for the secure destruction of written instruments containing PHI, including handwritten field notes, Patient Care Reports or other documents containing PHI.
- (g) Approved method for transferring PHI to receiving hospitals or other receiving medical facilities.
- (h) Photography and Electronic Imaging Policy as it pertains to PHI.
- (i) Department's procedures for protecting employee health information.

#### **608.4 TRAINING RECORDS**

The Training Section shall be responsible for maintaining the records of all HIPAA-related training for all members for six years (45 CFR 164.530(j)).



# National Incident Management System (NIMS) Training

## 609.1 PURPOSE AND SCOPE

The purpose of this policy is to establish the training requirements for members to successfully operate under the Incident Command System (ICS) and the National Incident Management System (NIMS) pursuant to Massachusetts law.

## 609.2 POLICY

It is the policy of the Truro Fire Department to utilize NIMS/ICS as prescribed by Massachusetts law in order to effectively manage personnel and resources when responding to a wide range of emergency incidents (Exec. Order 469 (2005); G.L. c. 40, § 4J). All Truro Fire Department members whose job duties may include a role in emergency management or incident response shall be appropriately trained to the NIMS standards to improve all-hazards capabilities nationwide.

## 609.3 PROCEDURE

All department personnel with job duties that include a direct role in emergency management or incident response must complete the Federal Emergency Management Agency (FEMA) NIMS IS-700 course.

Additional training is available on an as-needed basis, depending on the regional role of the Department or the role of a member within the Department as follows:

- (a) Entry Level:
  - 1. FEMA IS-700: NIMS, An Introduction
  - 2. ICS-100: Introduction to ICS or equivalent
- (b) First Line, Single Resource, Field Supervisors:
  - 1. IS-700.A, ICS-100 and ICS-200: Basic ICS or its equivalent
- (c) Middle Management: Strike Team Leaders, Section Supervisors, Emergency Operations Center Staff:
  - 1. IS-700.A, IS-800.B NRF, ICS-100, ICS-200 and ICS-300
- (d) Command and General Staff, Area Emergency and EOC Managers:
  - 1. IS-700.A, IS-800.B NRF, ICS-100, ICS-200, ICS-300 and ICS-400

Refresher training will be offered on a regular basis to ensure that NIMS/ICS knowledge and skills are maintained, especially for personnel who are not regularly involved in complex multijurisdictional incidents nationwide (i.e., incidents that require responders to hold credentials under the National Emergency Responder Credentialing System).

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### *National Incident Management System (NIMS) Training*

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#### **609.4 TRAINING RECORDS**

The Fire Chief shall be responsible for maintaining records of all NIMS training provided to members. Records should include, but are not limited to:

- (a) The dates of the training sessions.
- (b) A list of the topics or a summary of the content of the training sessions.
- (c) The names or other identifiers and job titles of the members who received the training.
- (d) The names, certificate numbers and qualifications of persons conducting the training.

The Fire Chief should maintain the training records in accordance with established records retention schedules.

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# Repetitive Motion Injuries and Ergonomics Training

## 610.1 PURPOSE AND SCOPE

The purpose of this policy is to minimize the occurrence of work-related repetitive motion injuries (RMIs) through work site evaluation, control of exposures and training of members whose assigned duties have a risk of RMIs.

## 610.2 POLICY

It is the policy of the Truro Fire Department that members shall be provided initial training any time their assigned duties have a risk of RMIs, as duties change and when members encounter new exposures to the risk of RMIs.

The Department shall correct any exposure that has caused an RMI in a timely manner. If the exposure cannot be corrected, the Department shall take steps to minimize member exposure to the degree feasible, considering engineering controls such as workstation redesign, adjustable fixtures or tool redesign and administrative controls such as job rotation, work pacing or work breaks.

## 610.3 TRAINING REQUIREMENTS

- (a) Members shall be provided training that includes, but is not limited to, an explanation of:
  - 1. The department's program to minimize RMIs.
  - 2. The exposures that have been associated with RMIs.
  - 3. The symptoms and consequences of injuries caused by repetitive motion.
  - 4. The importance of reporting symptoms and injuries to the Department.
  - 5. Methods used by the Department to minimize RMIs.
- (b) Refresher training should be provided on an annual basis.
- (c) Members shall receive RMI prevention training prior to performing duties that are known to be associated with the following circumstances:
  - 1. Work-related causation - RMIs have been predominantly caused (e.g., 50 percent or more) by a repetitive job, process or operation.
  - 2. Relationship between RMIs and the workplace - Members incurring RMIs were performing a job, process or operation of identical work activity. Identical work activity means that the members were performing the same repetitive motion task (e.g., word processing, assembly or loading).

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3. The RMIs were musculoskeletal injuries that a licensed physician objectively identified and diagnosed.
4. The RMIs were reported by members to the Department in the previous 12 months.

### **610.4 ADDITIONAL TRAINING AND INFORMATION**

Additional training and information should be provided to members:

- (a) When the work site evaluation is updated.
- (b) When exposure control measures are updated.
- (c) When the Department becomes aware of new work-related exposures associated with RMIs.

At a minimum, the Department should provide refresher training on an annual basis.

### **610.5 TRAINING RECORDS**

The Fire Chief shall be responsible for maintaining records of all RMI prevention training provided to members. Records should include, but are not limited to:

- (a) The dates of the training sessions.
- (b) A list of the topics or a summary of the content of the training sessions.
- (c) The names or other identifiers and job titles of the members who received the training.
- (d) The names, certificate numbers and qualifications of the persons conducting the training.

The Fire Chief should maintain the training records in accordance with established records retention schedules.

### **610.6 REPORTING**

The Department should publish an RMI report annually for the previous 12-month period.

# Respiratory Protection Training

## 611.1 PURPOSE AND SCOPE

The purpose of this policy is to protect the health of members through appropriate training on the use of respirators to avoid breathing air that is contaminated with harmful dusts, fogs, fumes, mists, gases, smokes, sprays and vapors.

This policy identifies which members must receive respiratory protection training, the minimum training curriculum and the requirements for recurrent training.

### 611.1.1 DEFINITIONS

Definitions related to this policy include:

**Respirator or respiratory protection** - Personal protective equipment (PPE) designed to protect the wearer from airborne contaminants, oxygen deficiency or both, including self-contained breathing apparatus (SCBA) and supplied air respirators (SAR).

## 611.2 POLICY

It is the policy of the Truro Fire Department to protect the health of members by providing respiratory protection training.

## 611.3 TRAINING REQUIREMENTS

### 611.3.1 IDENTIFICATION OF MEMBERS TO BE TRAINED

The Department shall provide effective respiratory protection training to all members who are required or expected to utilize respirators (29 CFR 1910.134; G.L. c. 149, § 6 1/2).

Members shall be trained, based on their duties, if they:

- (a) Use respirators.
- (b) Supervise respirator users.
- (c) Issue, repair or adjust respirators.

### 611.3.2 MANNER OF TRAINING

The Department will present effective training using qualified instructors. Training may be provided using audiovisuals, slide presentations, formal classroom discussion, informal discussions during safety meetings, training programs conducted by outside sources or a combination of these methods.

Instructors should be available to provide responses to questions, evaluate the participants' understanding of the material and provide other instructional interaction.

Respirators used in training shall be cleaned and disinfected after each use (29 CFR 1910.134; G.L. c. 149, § 6 1/2).

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#### 611.3.3 FREQUENCY OF TRAINING

The Department will provide respiratory protection training (29 CFR 1910.134; G.L. c. 149, § 6 1/2):

- (a) Initially, before work site respirator use begins.
- (b) Periodically but within 12 months of the previous training.
- (c) Additionally, when the following occurs:
  - (a) The member has not retained knowledge or skills.
  - (b) Changes in the work site or type of respirator make previous training incomplete or obsolete.

After completing initial training, each member shall practice, at least quarterly, for each type and manufacturer of respiratory equipment that is available for use, the step-by-step procedure for donning the respirator and checking it for proper function.

#### 611.3.4 CONTENTS OF TRAINING

Members shall receive training for each type and manufacturer of respiratory equipment that is available for their use, including the step-by-step procedure for donning the respirator and checking it for proper function. Required training shall include (29 CFR 1910.134; G.L. c. 149, § 6 1/2):

- (a) Recognizing hazards that may be encountered.
- (b) Understanding the components of the respirator.
- (c) Understanding the safety features and limitations of the respirator.
- (d) Donning and doffing the respirator.

Members shall be thoroughly trained in accordance with the manufacturer's instructions on emergency procedures, such as the use of the regulator bypass valve, corrective action to take for facepiece and breathing tube damage, and breathing directly from the regulator (where applicable).

#### 611.3.5 SUCCESSFUL COMPLETION

In order to successfully complete training, members must be able to demonstrate the following knowledge and skills, as required by their duties (29 CFR 1910.134; G.L. c. 149, § 6 1/2):

- (a) Why the respirator is necessary, including identifying respiratory hazards, such as hazardous chemicals, the extent of the members' exposure and potential health effects and symptoms.
- (b) The respirator's capabilities and limitations, including how the respirator provides protection and why air-purifying respirators cannot be used in oxygen-deficient conditions.
- (c) How improper fit, use or maintenance can compromise the respirator's effectiveness and reliability.
- (d) How to properly inspect, put on, seal check, use and remove the respirator.

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- (e) How to clean, disinfect, repair and store the respirator.
- (f) How to use the respirator effectively in emergency situations, including what to do when a respirator fails and where emergency respirators are stored.
- (g) Medical signs and symptoms that may limit or prevent the effective use of respirators.

### **611.4 TRAINING RECORDS**

The Fire Chief shall be responsible for maintaining records of all respiratory protection training that is provided to members. At a minimum, the Department should document:

- (a) The dates of the training sessions.
- (b) A list of the topics or a summary of the content of the training sessions.
- (c) The names or other identifiers and job titles of the members who received the training.
- (d) The names, certificate numbers and qualifications of persons conducting the training.
- (e) Documentation of each member's demonstrated performance in meeting the standards detailed in this policy.

The Fire Chief should maintain the training records in accordance with established records retention schedules.

## Wildland Fire Shelter Deployment Training

### 612.1 PURPOSE AND SCOPE

The purpose of this policy is to ensure members who may participate in wildland firefighting, who perform in-field investigations of wildland fires or who provide in-field support services to wildland firefighting operations have thorough and recurrent training on the quick and effective deployment of a wildland fire shelter.

### 612.2 POLICY

It is the policy of the Truro Fire Department to provide initial and recurrent wildland fire shelter deployment training to all department members who may be exposed to wildland fire conditions.

The highest priority for a firefighter in wildland fire conditions is to stay out of situations that can lead to entrapment. A fire shelter does not guarantee safety. It is a last resort in emergency conditions when there are no other options.

### 612.3 PROCEDURE

The Fire Chief shall be responsible for scheduling wildland fire shelter deployment training annually, prior to the anticipated beginning of the main wildland fire season. All new members shall receive wildland fire shelter deployment training prior to being assigned to field operations.

Annual fire shelter deployment training shall include, but is not limited to:

- (a) A review of the National Wildfire Coordinating Group (NWCG) pamphlet entitled National Fire Equipment System (NFES) #2710 “The New Generation Fire Shelter.”
- (b) Either instructor-based fire shelter orientation or viewing of the NWCG Fire Shelter Training video NFES #2711 or #2712.
- (c) Performance of practice fire shelter deployment using NWCG-recommended tasks and scenarios that include:
  1. Standard fire shelter deployment, including clearing a 4-foot by 8-foot site in preparation for deploying the shelter.
  2. Proper use of fire shelter shake handles. Members should practice locating and grasping the shake handles correctly to ensure that the shelter opens quickly, allowing the user to get inside the shelter quickly.
  3. Deployment of the shelter while lying on the ground, including practical exercises in deploying the shelter from the ground.
  4. Practical exercise of discarding extra gear and removing the shelter while escaping and utilizing the partially unfolded shelter as a heat shield while escaping.



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### *Wildland Fire Shelter Deployment Training*

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5. Practical exercise of deploying the fire shelter in a strong wind (utilizing natural or machine-created wind).
6. Practical exercise of lying inside the shelter for a prolonged time.

Fire shelter deployment training should not be conducted in a live fire situation.

#### **612.4 TRAINING RECORDS**

The Fire Chief shall be responsible for maintaining records of all wildland fire shelter deployment training that is provided to members. Training documentation should include:

- (a) The dates of the training sessions.
- (b) A list of topics or a summary of the content of the training sessions.
- (c) The names or other identifiers and job titles of the members who received the training.
- (d) The names, certificate numbers and qualifications of persons conducting the training.
- (e) Documentation of each member's demonstrated performance in meeting the standards detailed in this policy.

The Fire Chief should maintain training records in accordance with established records retention schedules.

## Training Records

### 613.1 PURPOSE AND SCOPE

The purpose of this policy is to establish procedures for accumulating and maintaining records of all training provided by the Department and all training received by individual department members. This policy shall apply to all training received but particularly training that is mandated by an external force such as a law, statute or regulation.

### 613.2 POLICY

It is the policy of the Truro Fire Department to maintain comprehensive records of all training provided by the Department and all training received by department members. The Fire Chief or the authorized designee shall be responsible for creating and maintaining training records. All members of the Department are responsible for assisting the Training Section in documenting training activities by signing course rosters, submitting certificates of completion from outside training or providing other means of training documentation.

Training records may be documented utilizing either hard copies stored in a traditional filing system or via electronic files. All electronic training records will be redundantly stored using department-approved secure electronic file storage systems.

### 613.3 MASTER TRAINING CALENDAR

The Training Section will create and maintain an annual master training calendar for the Department. This calendar will document all department-provided, regularly scheduled training opportunities. The master training calendar should be a living document, reflecting any changes made in the actual training schedule or actual training opportunities provided throughout the year. The training opportunities in the master training calendar should include, but are not limited to:

- (a) All federal or state mandated training. Examples include courses that address sexual harassment prevention, heat illness prevention, medical records privacy, personal protective equipment, bloodborne pathogens, CPR and hearing protection.
- (b) All federal or state mandated training drills, manipulative drills, skills or equipment testing, including annual audiograms and fit testing for Occupational Safety and Health Administration/National Institute for Occupational Safety and Health (OSHA/NIOSH)-approved masks and respirators.
- (c) All Department of Labor Standards (DLS) required training provided by the Department.
- (d) Specific training and certification for “all-hazards” positions, based on the Incident Command System (ICS), the National Incident Management System (NIMS) or other NIMS-compliant incident management system.
- (e) All NIMS, ICS and NIMS-compliant incident management system courses.

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- (f) All Emergency Medical Services (EMS) pre-hospital care, continuing education courses or programs provided by the Department.
- (g) Any training opportunity scheduled through the Training Section and intended to be provided division-wide to each of the Sections.
- (h) Any training opportunity utilizing instruction from outside the Department.
- (i) Any interagency cooperative training program or activity.
- (j) Any regularly scheduled skills, drills or job performance training and testing evolutions.

Copies of each year's master training calendar will be maintained and retained in the Training Section files based on department-established records retention schedules.

#### **613.4 SECTION TRAINING RECORDS**

The Fire Chief shall be responsible for maintaining records of all training provided by all Sections of the Department. All Sections are required to submit documentation for each training session offered. The information in each record shall include, but is not limited to:

- (a) The course title.
- (b) An outline of the subject matter and specific details of any information mandated by federal or state code, DLS regulation or other requirement.
- (c) The dates the course was provided to members.
- (d) The instructor names, qualifications and/or certifications.
- (e) Copies of course curriculum, course duration, information sheets or other course content provided to students.
- (f) Copies of course evaluations submitted by students.
- (g) Attendance records for each course session, including each member's name or other identifier.

#### **613.5 INDIVIDUAL TRAINING RECORDS**

The Training Section will create and maintain an individual training file for each member of the Department. The training files will be kept separate from the department's personnel files. The member training files should be used to document a member's training courses and training-related programs and activities.

The training files shall not be used to store any work-performance records, member conduct records, member disciplinary records or any other documentation that is not specifically training-related. Information entered into the member training files will be a permanent part of that record. No training information or entries will be removed from the file unless the record is found to be factually incorrect or erroneously entered into that member's training file. Each member's training file will be part of that member's permanent record of activity while employed by the Department.

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When a member ends employment with the Department, that member's training file will be archived and maintained for a minimum of seven full calendar years following the member's separation from service or in accordance with the department's established records retention schedule.

Members of the Department shall be provided access to their individual training file upon request. A member may request to review his/her training file either verbally or in writing. The Training Section should facilitate those requests as soon as practicable but in all cases within five days of the member's request to review his/her file. Members may not remove any document or information from the training file without the express approval of the Fire Chief. Members may not add any documents or entries to their training file without the approval of the Fire Chief or other approved member of the Training Section staff. Members shall be allowed to photocopy or otherwise reproduce images of any entries in their individual training file.

Member training files should be organized to readily allow for the retrieval of specific training subject documentation, particularly in regard to documentation of any mandated training subject compliance.

Member training files should contain documentation of all work- or job-related licensing and certification that the member earns, achieves or is awarded. Information regarding member progress toward or application for licensing and certification should also be stored in the member training files. Examples include National Wildfire Coordinating Group (NWCG) coursework, NWCG position task books and certifications, NIMS certifications, ICS certifications, Massachusetts Fire Training Council certifications, Massachusetts Firefighting Academy course completions and Massachusetts Department of Public Health pre-hospital care provider continuing education coursework, licensing and certification records (paramedic and Emergency Medical Technician).

#### **613.6 TRAINING RECORDS FROM PREVIOUS EMPLOYERS**

Members of the Department may submit training records from previous employers to the Training Section for inclusion in their individual training file. The Training Section staff will evaluate any submitted training records obtained during previous employment and will add any pertinent information to the member's training file as appropriate. New members should submit to the Training Section copies of any licenses, certifications and coursework that are pertinent to their position with the Truro Fire Department.

The Training Section staff may request that new members obtain and submit copies of any previous employer training files for inclusion in their Truro Fire Department training file.

#### **613.7 RELEASE OF FORMER MEMBER TRAINING RECORDS**

Upon written request, the individual training file of any former Truro Fire Department member may be copied and released to either the former member or to a third party upon receipt of a signed written request from the former member of the Department. The written request should include the past member's full name, approximate dates of employment with the Department and

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date of separation from employment with the Department. In the event that the former member is requesting that copies of his/her file be sent directly to a third party, the written request should include a statement authorizing the Truro Fire Department to release copies to the named third party.

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## Firefighter Health, Safety and Survival Training

### 614.1 PURPOSE AND SCOPE

The purpose of this policy is to encourage a culture of safety first in an effort to increase firefighter health, safety and survival, and reduce the number of preventable injuries and deaths.

### 614.2 POLICY

The Truro Fire Department is committed to providing leadership, accountability and training regarding firefighter health, safety and survival.

### 614.3 MEMBER RESPONSIBILITIES

Members are responsible for participating in health, safety and survival training required by the Department. Members are also responsible for their own actions and are expected to follow Truro Fire Department safety standards, practices and training.

Any member who observes another member engaging in unsafe behavior should report the behavior to his/her supervisor as soon as reasonably practicable.

### 614.4 SUPERVISOR RESPONSIBILITIES

Chief Assigneds are responsible for ensuring members attend required health, safety and survival training.

All supervisors are expected to model safe behaviors and take appropriate action when unsafe behaviors are observed or reported.

### 614.5 FIRE CHIEF RESPONSIBILITIES

The Fire Chief is responsible for identifying health, safety and survival training required by the Department.

Required training may include safety-related courses of the National Fallen Firefighters Foundation (NFFF), National Fire Academy, International Association of Fire Chiefs, International Association of Firefighters or other nationally recognized fire service organizations.

Required training should include the Courage to Be Safe® course of the NFFF for all members and should include the Leadership So Everyone Goes Home® course of the NFFF for all supervisors.

### 614.6 TRAINING RECORDS

The Fire Chief is responsible for maintaining records of health, safety and survival training received by members. Records should include, but are not limited to:

- (a) The dates of the training sessions.
- (b) A list of the topics or a summary of the content of the training sessions.

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- (c) The names or other identifiers and job titles of the members who received the training.
- (d) The names, certificate numbers and qualifications of persons conducting the training.

The Fire Chief should maintain the training records in accordance with established records retention schedules.

## Chapter 7 - Equipment and Technology



# Use of Department-Owned and Personal Property

## 700.1 PURPOSE AND SCOPE

The purpose of this policy is to provide guidelines for the care and maintenance of department property entrusted to department members and the return of department property upon separation from employment or affiliation with the Department. This policy also provides guidelines for members to claim damage to or loss of personal property used in an occupational capacity.

## 700.2 POLICY

It is the policy of the Truro Fire Department to issue equipment to members for the purpose of performing their assigned duties. Members shall be responsible for the safekeeping, serviceable condition, proper care, use and request for replacement of all department property issued or entrusted to their care. A member's intentional or negligent abuse or misuse of department property may lead to discipline, including, but not limited to, the cost of repair or replacement of the property, and up to and including termination.

## 700.3 PROCEDURE

The following procedures shall be in effect regarding department property issued to members:

- (a) Members shall promptly report via the chain of command any loss, damage or unserviceable condition of department-issued property or equipment assigned for member use.
- (b) The use of damaged or unserviceable department property should be discontinued as soon as practicable and a supervisor notified so that the item may be replaced.
- (c) No member should attempt to repair damaged or unserviceable department property without supervisory approval.
- (d) Use of department property should be limited to official purposes in the capacity for which it was designed. Except when otherwise directed and/or required by circumstances, department property shall only be used by the member to whom it was assigned.
- (e) Department property should not be discarded, sold, traded, donated, destroyed or otherwise disposed of without supervisory approval.

### 700.3.1 SURRENDERING DEPARTMENT PROPERTY UPON SEPARATION

Members who separate from the Department shall return all department property, regardless of its condition. The following guidelines should apply:

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### *Use of Department-Owned and Personal Property*

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- (a) All department property, including keys, identification cards, electronic devices and system access cards, shall be returned to the Department no later than the member's departure date or as directed by the Fire Chief or the authorized designee.
- (b) Badge surrender shall be consistent with the Badges Policy.
- (c) A member who fails to return all department property in his/her possession may be required to reimburse the Department for the value of the property or may be subject to legal action brought by the Department.

#### **700.4 FILING CLAIMS FOR PERSONAL PROPERTY**

Members are responsible for exercising reasonable care and caution to avoid damage to or loss of personal property while on-duty. However, consistent with collective bargaining agreements and Town and department rules, personal property that is lost or damaged during the proper performance of a member's job duties may be replaced or the cost reimbursed by the Town or Department when such loss or damage is not the result of intentional or negligent abuse or misuse by the member.

Any claim for the replacement or cost reimbursement for damage to or loss of a member's personal property must be submitted on the proper claim form to the member's immediate supervisor.

The supervisor is responsible for reviewing the claim to assess whether the lost or damaged property was reasonably required for the proper performance of the member's job duties. The supervisor will make a determination as to whether reasonable care was taken to prevent loss or damage and whether proper procedures were followed just prior to the occurrence of the loss or damage. A supervisor may direct a member to submit additional details in a separate written report, if needed.

If approved, the supervisor will forward the claim and related reports to the Chief Assigned, who will determine the appropriate reimbursement value of the property and will forward the claim for payment to the proper entity.

##### **700.4.1 COVERED PERSONAL PROPERTY**

Property that is necessary in the performance of the member's job duties or has been specifically stipulated by a collective bargaining agreement should be considered a covered item. The age and condition of the damaged or lost property should be considered when determining replacement or reimbursement value. The member must demonstrate that the damaged or lost property is directly related to the proper performance of the member's duties.

##### **700.4.2 EXCLUDED PERSONAL PROPERTY ITEMS**

Members are discouraged from wearing expensive jewelry or watches or bringing personal property items to the workplace that may be damaged, lost or stolen. Personal property that is not eligible for replacement or reimbursement includes:

- (a) Any personal property that is lost or damaged directly or indirectly due to negligence of the member.

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- (b) Personal computers, communication devices, cell phones, MP3 players, GPS devices or any other electronic devices that the member voluntarily brings to the workplace and that are not required by the Department for the performance of the member's duties.
- (c) Any personal property used in place of department-issued property, unless required by the Department.
- (d) Any jewelry, with the exception of watches, which should not exceed a \$100 reimbursement.

#### 700.4.3 PERSONAL VEHICLES

The Department will not provide vehicle insurance coverage for members who use their personal vehicles for department business. All members must rely on their personal vehicle insurance carrier for replacement or cost reimbursement of damage to or loss of a personal vehicle. Members using a personal vehicle for department business shall have the minimum evidence of financial responsibility required for that vehicle (G. L. c. 90, § 1A).

#### 700.4.4 LOSS OR DAMAGE OF PROPERTY OF ANOTHER

Members intentionally or unintentionally may cause damage to the real or personal property of another while performing their duties. Any member who damages or causes to be damaged any real or personal property of another while performing any department function, regardless of jurisdiction, shall report it as provided below:

- (a) A verbal report should be made to the member's immediate supervisor as soon as practicable.
- (b) A written report should be submitted before the member goes off-duty or within the time frame directed by the supervisor to whom the verbal report was made.

#### 700.4.5 DAMAGE BY PERSON OF ANOTHER AGENCY

If members of another jurisdiction cause damage to real or personal property belonging to the Town, it shall be the responsibility of the member present or the member responsible for the property to make a verbal report to his/her immediate supervisor as soon as practicable. The member shall submit a written report before going off-duty or as otherwise directed by the supervisor.

All reports should be completed immediately after the incident or as soon as practicable if extenuating circumstances delay the member's ability to complete the report.

All reports, including the supervisor's written report, shall promptly be forwarded to the appropriate Chief Assigned.

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## Personal Communication Devices

### 701.1 PURPOSE AND SCOPE

The purpose of this policy is to establish guidelines for the use of mobile telephones and communication devices, whether issued or funded by the Department or personally owned, while on-duty or when used for authorized work-related purposes.

This policy generically refers to all such devices as Personal Communication Devices (PCDs) but is intended to include all mobile telephones, personal digital assistants (PDAs) and similar wireless two-way communications and/or portable Internet access devices. PCD use includes, but is not limited to, placing and receiving calls, text messaging, blogging and microblogging, emailing, using video or camera features, playing games and accessing sites or services on the Internet.

### 701.2 POLICY

The Truro Fire Department allows members to utilize department-issued or funded PCDs and to possess personally owned PCDs in the workplace, subject to certain limitations. Any PCD used while on-duty, or used off-duty in any manner reasonably related to the business of the Department, will be subject to monitoring and inspection consistent with the standards set forth in this policy.

The inappropriate use of a PCD while on-duty may impair member safety. Additionally, members are advised and cautioned that the use of a personally owned PCD either on-duty or off-duty for business-related purposes may subject the member and the member's PCD records to civil or criminal discovery or disclosure under applicable Massachusetts public records laws (G.L. c. 66, § 10; 950 CMR § 32.05).

Members who have questions regarding the application of this policy or the guidelines contained herein are encouraged to seek clarification from supervisory staff.

### 701.3 PRIVACY EXPECTATION

Members forfeit any expectation of privacy with regard to emails, texts or anything published, shared, transmitted or maintained through file-sharing software or any Internet site that is accessed, transmitted, received or reviewed on any PCD issued by the Department and shall have no expectation of privacy in their location should the device be equipped with location detection capabilities.

The Department reserves the right to access, audit and disclose, for whatever reason, any message, including attachments, and any information accessed, transmitted, received or reviewed over any technology that is issued or maintained by the Department, including any department-issued PCD or personally owned PCD that has been used to conduct department-related business. This includes records of all keystrokes or Web-browsing history made on the PCD. The fact that access to a database, service or website requires a username or password will not create an expectation of privacy if it is accessed through department PCDs or networks.

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### **701.4 DEPARTMENT-ISSUED PCD**

Depending on a member's assignment and the needs of the position, the Department may, at its discretion, issue or fund a PCD for the member's use to facilitate on-duty performance. Department-issued or funded PCDs may not be used for personal business either on- or off-duty unless authorized by the Fire Chief or the authorized designee. Such devices and the associated telephone number, if any, shall remain the sole property of the Department and shall be subject to inspection or monitoring (including all related records and content) at any time without notice and without cause.

Unless a member is expressly authorized by the Fire Chief or the authorized designee for off-duty use of the PCD, the PCD will either be secured in the workplace at the completion of duty or will be turned off when leaving the workplace.

### **701.5 PERSONALLY OWNED PCD**

Members may carry a personally owned PCD while on-duty, subject to the following conditions and limitations:

- (a) Permission to carry a personally owned PCD may be revoked if it is used contrary to provisions of this policy.
- (b) The Department accepts no responsibility for loss of or damage to a personally owned PCD.
- (c) The PCD and any associated services shall be purchased, used and maintained solely at the member's expense.
- (d) The device should not be used for work-related purposes except in exigent circumstances (e.g., unavailability of radio communications). Members will have a reduced expectation of privacy when using a personally owned PCD in the workplace and have no expectation of privacy with regard to any department business-related communication.
  - 1. Members may use personally owned PCDs on-duty for routine administrative work as authorized by the Fire Chief.
- (e) The device shall not be utilized to record or disclose any department business-related information, including photographs, video or the recording or transmittal of any information or material obtained or made accessible as a result of employment or appointment with the Department, without the express authorization of the Fire Chief or the authorized designee.
- (f) Use of a personally owned PCD while at work or for work-related business constitutes consent for the Department to access the PCD to inspect and copy data to meet the needs of the Department, which may include litigation, Massachusetts public records retention and release obligations and internal investigations. If the PCD is carried on-duty, members will provide the Department with the telephone number of the device.

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- (g) All work-related documents, emails, photographs, recordings or other public records created or received on a member's personally owned PCD should be transferred to the Truro Fire Department no later than the end of the member's shift and deleted from the member's PCD as soon as reasonably practicable.

Except with prior express authorization from their supervisors, members are not obligated or required to carry, access, monitor or respond to electronic communications using a personally owned PCD while off-duty. If a member is in an authorized status that allows for appropriate compensation consistent with policy or existing collective bargaining agreements, or if the member has prior express authorization from his/her supervisor, the member may engage in department business-related communications. Should members engage in such approved off-duty communications or work, members entitled to compensation shall promptly document the time worked and communicate the information to their supervisors to ensure appropriate compensation. Members who independently document off-duty department-related business activities in any manner shall promptly provide the Department with a copy of such records to ensure accurate record keeping.

#### **701.6 USE OF PCD**

The following protocols shall apply to all PCDs that are carried while on-duty or used to conduct department business:

- (a) A PCD shall not be carried in a manner that allows it to be visible while in uniform, unless it is in an approved carrier.
- (b) All PCDs in the workplace shall be set to silent or vibrate mode.
- (c) A PCD may not be used to conduct personal business while on-duty, except for brief personal communications (e.g., informing family of extended hours). Members shall endeavor to limit their use of PCDs to authorized break times, unless an emergency exists.
- (d) Members may use a PCD to communicate with other personnel in situations where the use of radio communications is either impracticable or not feasible. PCDs should not be used as a substitute for, as a way to avoid or in lieu of regular radio communications.
- (e) Members are prohibited from taking pictures, audio or video recordings or making copies of any such picture or recording media unless it is directly related to official department business. Disclosure of any such information to any third party through any means, without the express authorization of the Fire Chief or the authorized designee, may result in discipline.
- (f) Members will not access social networking sites for any purpose that is not official department business.
- (g) Using PCDs to harass, threaten, coerce or otherwise engage in inappropriate conduct with any third party is prohibited. Any member having knowledge of such conduct shall promptly notify a supervisor.

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### **701.7 SUPERVISOR RESPONSIBILITIES**

The responsibilities of supervisors include, but are not limited to:

- (a) Ensuring that members under their command are provided appropriate training on the use of PCDs consistent with this policy.
- (b) Monitoring, to the extent practicable, PCD use in the workplace and taking prompt corrective action if a member is observed or reported to be improperly using a PCD.
  - 1. An investigation into improper conduct should be promptly initiated when circumstances warrant.
  - 2. Before conducting any administrative search of a member's personally owned device, supervisors should consult with the Fire Chief or the authorized designee.

### **701.8 OFFICIAL USE**

Members are reminded that PCDs are not secure devices and conversations may be intercepted or overheard. Caution should be exercised while utilizing PCDs to ensure that sensitive information is not inadvertently transmitted. As soon as reasonably possible, members shall conduct sensitive or private communications on a land-based or other department communications network.

### **701.9 USE WHILE DRIVING**

The use of a PCD while driving can adversely affect safety, cause unnecessary distractions and present a negative image to the public. Firefighters operating emergency vehicles should restrict the use of these devices to matters of an urgent nature and should, where practicable, stop the vehicle at an appropriate location to use the PCD.

A PCD may only be used in one of the following circumstances (G.L. c. 90, § 13; G.L. c. 90, § 13B):

- (a) By members operating an emergency vehicle and engaged in the performance of their duties provided one hand remains on the steering wheel at all times.
- (b) While operating a motor vehicle provided the vehicle is stationary and located on the non-traveled part of a public way.

# Vehicle and Apparatus Inspections, Testing, Repair and Maintenance

## 702.1 PURPOSE AND SCOPE

The purpose of this policy is to establish the testing, inspection, repair and maintenance responsibilities of members with regard to department vehicles, ambulances and apparatus. Vehicles, ambulances and apparatus shall comply with all regulations specified in Massachusetts law and regulations of the Registry of Motor Vehicles (RMV) (G.L. c. 90, § 7A; 105 CMR § 170.415) and the National Fire Protection Association (NFPA) 1002, 2009 edition. Inspections also ensure that vehicles and apparatus are properly equipped, maintained and refueled and present a professional appearance.

### 702.1.1 DEFINITIONS

Definitions related to this policy include:

**Ambulance** - A motor vehicle equipped and used for the transportation of sick, injured or wounded persons (G.L. c. 90, § 1 ).

**In-reserve** - Any vehicle or apparatus that, while not currently staffed, is ready for service or deployment as needed, regardless of whether it is fully equipped with tools and equipment.

**In-service** - Any vehicle or apparatus that is either staffed or cross-staffed by members of the Emergency Response Section or that is pre-positioned to be readily available to on-duty Emergency Response personnel for calls for service (e.g., airport rescue, firefighting apparatus).

## 702.2 POLICY

It is the policy of the Truro Fire Department that all vehicles and apparatus comply with the applicable federal and state vehicle inspection, operating and safety criteria. All vehicles and apparatus should be inspected both annually as required by Massachusetts laws and regulations (G.L. c. 90, § 7A; 105 CMR § 170.415) and daily, including in-service and in-reserve apparatus. Vehicles and apparatus that are out of service for testing, maintenance or repair need not be inspected until they are returned to service or released to in-reserve status.

## 702.3 PROCEDURE

### 702.3.1 APPARATUS DAILY INSPECTIONS

Operators should be responsible for conducting a daily inspection of all apparatus that has been established by the Department and includes all of the items and provisions identified to ensure safe operational status. An inspection list is detailed in the applicable sections of NFPA 1002, 2009 edition. The department daily inspection list shall be approved by the Fire Chief.

When an apparatus becomes inoperative or in need of a repair that affects safe operation, the Chief Assigned shall be immediately notified. Based on the determination of the Chief



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### *Vehicle and Apparatus Inspections, Testing, Repair and Maintenance*

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Assigned, if the apparatus cannot be used in a safe manner, it shall be immediately removed from service.

An apparatus shall be considered unsafe and placed out of service if deficiencies are detected in one or more of the following areas:

- Brake system
- Cab and/or body mounting
- Steering
- Door latches
- Suspension
- Seat belts
- Wheels or tires
- Windshield, windshield wipers or defroster
- Throttle
- Transmission or driveline

Other deficiencies may or may not require an apparatus to be placed out of service. Any safety-related deficiency that does not require the apparatus to be taken out of service shall be repaired as quickly as possible.

#### 702.3.2 STAFF VEHICLE DAILY INSPECTIONS

Members who are assigned staff vehicles should be responsible for the inspection and daily maintenance of their assigned vehicles. Daily maintenance should include checking and maintaining engine and transmission fluids, checking and maintaining tire inflation pressure, monitoring tire wear and any other inspection needed to ensure the safe operation of the vehicle.

Any vehicle issues discovered during inspection should be promptly addressed. When a vehicle becomes inoperative or in need of a repair that affects the safe operation of the vehicle, it should be immediately removed from service for repair.

#### 702.3.3 MONTHLY INSPECTIONS

Members also are responsible for completing a monthly inspection and equipment inventory for each assigned apparatus and vehicle and documenting it on the appropriate inspection form. When completed, the form should be forwarded to the Chief Assigned in the member's chain of command.

#### 702.3.4 TESTING AND REPAIR

Fire pumps on apparatus shall be tested as specified in NFPA 1911. Aerial devices shall be inspected and service tested by a competent person as specified in NFPA 1914.

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All repairs and preventive maintenance to apparatus shall be made by personnel deemed qualified by the registered owner of the apparatus.

#### **702.4 RECORDS**

The Department shall maintain a written record of inspections, testing, repairs and maintenance for each vehicle or apparatus using the appropriate forms for the vehicle type. Completed forms should be forwarded to the Emergency Response Chief Assigned and retained by the Department based on established records retention schedules.

## Use of Department Vehicles

### 703.1 PURPOSE AND SCOPE

The purpose of this policy is to establish the procedures for the off-duty use of department take-home vehicles. The use of take-home vehicles is an essential component of the department's recall program, which ensures resources are available in the event of an emergency or critical incident. To facilitate faster response to recalls or for other legitimate department needs, members may be allowed to take department vehicles home. These vehicles provide the means to respond directly to an incident without first diverting to a fire station to retrieve a vehicle and/or needed equipment.

#### 703.1.1 DEFINITIONS

Definitions related to this policy include:

**Emergency recall** - A member's assignment requires immediate response during off-duty hours to other than the member's normal work location to handle an emergency action.

**Investigative recall** - A member's assignment requires timely response during off-duty hours to other than the member's normal work location to handle a fire investigation.

**Take-home vehicle** - A vehicle owned by the Department that is authorized for commuting between work and home and/or off-duty use. Department vehicles secured at a location other than the member's assigned work location for the purpose of shortening a member's commute shall also be considered take-home vehicles.

### 703.2 POLICY

The Department provides vehicles for official business use and may assign take-home vehicles based on its determination of operational efficiency, economic impact to the Department, emergency and investigative recall, and other considerations.

### 703.3 PROCEDURE

Department members authorized to use take-home vehicles must adhere to the following guidelines:

- (a) Vehicles shall only be used for official business and, when approved, for commuting to allow members to respond to department-related business and recall to duty outside their regular work hours.
- (b) Members authorized to use take-home vehicles are to monitor the radio whenever they are operating the vehicle. They are to make appropriate notification or take appropriate action on any fire-related matter that may come to their attention via the radio or through personal observation.

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- (c) Department members are prohibited from driving department vehicles any time their driving ability may be impaired by prescription or non-prescription drugs or alcoholic beverages.
- (d) Members operating department-owned vehicles shall not permit persons other than department members or persons required to be conveyed in the performance of duty, or as otherwise authorized, to ride as a passenger in their vehicle.
- (e) Department take-home vehicles are to be left at a fire facility during vacations or other periods of leave in excess of seven days unless approved by the Fire Chief or the authorized designee.
- (f) Department members shall not relinquish control of, nor allow any person to operate, department vehicles if that person is not a member of the Department, except in the case of an emergency where the member is unable to drive him/herself.

#### 703.3.1 ASSIGNED VEHICLE AGREEMENT

Members who have been assigned a take-home vehicle may use the vehicle to commute to their workplace and for department-related business. The member must be approved for an assigned vehicle by the Fire Chief and shall sign an agreement that includes the following criteria:

- (a) The member must live within a 30-minute commute of his/her regularly assigned work location (based on average traffic flow). A longer response time may be allowed based on special assignment of the member.
- (b) Except as may be provided by a collective bargaining agreement, time spent during normal commuting is not compensable.
- (c) Department-owned vehicles shall not be used for personal errands or other personal business unless approved by a supervisor for exceptional circumstances.
- (d) The Department should provide necessary care and maintenance supplies.
- (e) Off-street parking shall be available at the member's residence.
- (f) Vehicles shall be locked when not attended.
- (g) All department identification, portable radios and equipment should be secured.

Members are cautioned that under Internal Revenue Service (IRS) rules, personal use of a department-owned vehicle may create an income tax liability to the member. Questions regarding IRS rules should be directed to the member's tax adviser.

The assignment of vehicles is at the discretion of the Fire Chief. Assigned vehicles may be changed at any time. Permission to take home a vehicle may be withdrawn at any time.

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### *Use of Department Vehicles*

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#### 703.3.2 VEHICLES SUBJECT TO INSPECTION

All department-owned vehicles are subject to inspection and/or search at any time by a supervisor. No member assigned to or operating such a vehicle shall be entitled to any expectation of privacy with respect to the vehicle or its contents.

#### 703.3.3 ACCESSORIES AND/OR MODIFICATIONS

No modifications, additions or deletions of any equipment or accessories shall be made to department vehicles without written permission from the designated vehicle manager.

#### 703.3.4 TOLL ROAD USAGE

Members responding to an emergency or incident on toll roads, while on-duty, are exempt from paying the toll. All members passing through a toll facility during a response to an emergency shall draft a memo to the Fire Chief or the authorized designee as soon as practicable explaining the circumstances.

Commuting or returning to the station after an emergency may not qualify for this exemption. Members operating department-owned vehicles are responsible for the toll charge. All members operating a take-home vehicle off-duty on a toll road shall pay all appropriate toll charges.

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## Information Technology Use

### 704.1 PURPOSE AND SCOPE

The purpose of this policy is to provide guidelines for the proper use of department information technology resources, including computers, electronic devices, hardware, software and systems.

#### 704.1.1 DEFINITIONS

Definitions related to this policy include:

**Computer system** - All computers (on-site and portable), electronic devices, hardware, software, and resources owned, leased, rented or licensed by the Truro Fire Department that are provided for official use by its members. This includes all access to, and use of, Internet Service Providers (ISP) or other service providers provided by or through the Department or department funding.

**Hardware** - Includes, but is not limited to, computers, computer terminals, network equipment, electronic devices, telephones (including cellular and satellite), pagers, modems or any other tangible computer device generally understood to comprise hardware.

**Software** - Includes, but is not limited to, all computer programs, systems and applications, including shareware. This does not include files created by the individual user.

**Temporary file, permanent file or file** - Any electronic document, information or data residing or located, in whole or in part, on the system, including, but not limited to, spreadsheets, calendar entries, appointments, tasks, notes, letters, reports, messages, photographs or videos.

### 704.2 POLICY

Truro Fire Department members shall use information technology resources, including computers, software and systems, that are issued or maintained by the Department in a professional manner and in accordance with this policy.

### 704.3 PRIVACY EXPECTATION

Members forfeit any expectation of privacy with regard to emails, texts or anything published, shared, transmitted or maintained through file-sharing software or any Internet site that is accessed, transmitted, received or reviewed on any department technology system.

The Department reserves the right to access, audit and disclose, for whatever reason, any message, including attachments, and any information accessed, transmitted, received or reviewed over any technology that is issued or maintained by the Department, including the department email system, computer network or any information placed into storage on any department system or device. This includes records of all keystrokes or Web-browsing history made at any department computer or over any department network. The fact that access to a database, service or website requires a username or password will not create an expectation of privacy if it is accessed through department computers, electronic devices or networks.

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### **704.4 RESTRICTED USE**

Members shall not access computers, devices, software or systems for which they have not received prior authorization or the required training. Members shall immediately report unauthorized access or use of computers, devices, software or systems by another member to their supervisor or Fire Chief.

Members shall not use another person's access passwords, logon information and other individual security data, protocols and procedures unless directed to do so by a supervisor.

#### **704.4.1 SOFTWARE**

Members shall not copy or duplicate any copyrighted or licensed software except for a single copy for backup purposes, in accordance with the software company's copyright and license agreement.

To reduce the risk of a computer virus or malicious software, members shall not install any unlicensed or unauthorized software on any department computer. Members shall not install personal copies of any software on any department computer.

No member shall knowingly make, acquire or use unauthorized copies of computer software that is not licensed to the Department while on department premises, computer systems or electronic devices. Such unauthorized use of software exposes the Department and involved members to severe civil and criminal penalties.

Introduction of software by members should only occur as a part of the automated maintenance or update process of department- or Town-approved or installed programs by the original manufacturer, producer or developer of the software. Any other introduction of software requires prior authorization from IT staff.

#### **704.4.2 HARDWARE**

Access to technology resources provided by or through the Department shall be strictly limited to department-related activities. Data stored on or available through department computer systems shall only be accessed by authorized members who are engaged in an approved department-related project or program or who otherwise have a legitimate department-related purpose to access such data. Any exceptions to this policy must be approved by a supervisor.

#### **704.4.3 INTERNET USE**

Internet access provided by or through the Department shall be strictly limited to department-related activities. Internet sites containing information that is not appropriate or applicable to department use and which shall not be intentionally accessed include, but are not limited to, adult forums, pornography, gambling, chat rooms, and similar or related Internet sites. Certain exceptions may be permitted with the express approval of a supervisor as a function of a member's assignment.

Downloaded information from the Internet shall be limited to messages, mail and data files.

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### *Information Technology Use*

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#### 704.4.4 OFF-DUTY USE

Members shall only use technological resources related to their job while on-duty or in conjunction with specific on-call assignments unless specifically authorized by a supervisor. This includes the use of telephones, cell phones, texting, email or any other off-the-clock work-related activities. This also applies to personally owned devices that are used to access department resources.

Refer to the Personal Communication Devices Policy for guidelines regarding off-duty use of personally owned technology.

#### **704.5 PROTECTION OF SYSTEMS AND FILES**

All members have a duty to protect the computer system and related systems and devices from physical and environmental damage and are responsible for the correct use, operation, care and maintenance of the computer system.

Members shall ensure department computers and access terminals are not viewable by persons who are not authorized users. Computers and terminals should be secured, users logged off and password protections enabled whenever the user is not present. Access passwords, logon information and other individual security data, protocols and procedures are confidential information and are not to be shared. Password length, format, structure and content shall meet the prescribed standards required by the computer system or as directed by a supervisor and shall be changed at intervals as directed by IT staff or a supervisor.

It is prohibited for a member to allow an unauthorized user to access the computer system at any time or for any reason. Members shall promptly report any unauthorized access to the computer system or suspected intrusion from outside sources (including the Internet) to a supervisor.

#### **704.6 INSPECTION AND REVIEW**

A supervisor or the authorized designee has the express authority to inspect or review the computer system, all temporary or permanent files, related electronic systems or devices, and any contents thereof, whether such inspection or review is in the ordinary course of his/her supervisory duties or based on cause.

Reasons for inspection or review may include, but are not limited to, computer system malfunctions, problems or general computer system failure, a lawsuit against the Department involving one of its members or a member's duties, an alleged or suspected violation of any department policy, a request for disclosure of data, or a need to perform or provide a service.

The IT staff may extract, download or otherwise obtain any and all temporary or permanent files residing or located in or on the department computer system when requested by a supervisor or during the course of regular duties that require such information.



## Mobile Data Terminal Use

### 705.1 PURPOSE AND SCOPE

The purpose of this policy is to establish the guidelines for use of the Mobile Data Terminal (MDT) in the apparatus to access incident and resource information and log unit status. Members using the MDT shall comply with appropriate federal and state rules and regulations.

### 705.2 POLICY

The MDT shall be used for official department business only. Messages that are of a sexual, racist or offensive nature or are otherwise critical of any member of the Department are strictly forbidden. Messages may be reviewed by supervisors at any time without prior notification. Members generating or transmitting messages not in compliance with this policy are subject to discipline. All calls dispatched to fire companies should be communicated by voice and MDT unless otherwise authorized by the Chief Assigned.

#### 705.2.1 USE WHILE DRIVING

Use of the MDT by the apparatus operator should be limited to times when the apparatus is stopped. Sending or reading MDT messages while an apparatus is in motion is a potentially dangerous practice. Reading messages while in motion should be done by the Chief Assigned or other crew member who is not driving and has access to the MDT.

#### 705.2.2 DOCUMENTATION OF ACTIVITY

MDTs and voice transmissions are used to record the member's daily activity. To ensure the most accurate recording of these activities, the following are required:

- (a) All contacts or activity shall be documented at the time of the contact.
- (b) Whenever the activity or contact is initiated by voice, it shall be entered into the computer-aided dispatch system by a dispatcher.
- (c) Whenever the activity or contact is not initiated by voice, a member of the fire company who is not operating the apparatus shall record it on the MDT.

#### 705.2.3 STATUS CHANGES

All changes in status (e.g., arrival at scene, meal periods, in service) will be transmitted either verbally over the radio or through the MDT system. Members responding to multi-company emergency incidents shall advise changes in status verbally over the radio to assist other companies responding to the same incident. Other changes in status may be entered by depressing the appropriate keys on the MDT. Under normal operating conditions, a status change shall not be sent to a dispatcher via a message format.

#### 705.2.4 EMERGENCY ACTIVATION OF THE MDT

If the emergency signal is activated on the MDT, the dispatcher will call the company on the radio to confirm the safety of the members. If there is no emergency, the company should answer that

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### *Mobile Data Terminal Use*

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the members are safe. If there is no response from the company or the company answers in a way other than indicating their safety, the dispatcher shall proceed as follows:

- (a) If the unit is not on an incident, notify local law enforcement to assist in locating the unit that is transmitting the emergency using the last known location and time, known destination and departure points or the automatic vehicle location information.
- (b) Notify the Chief Assigned of the incident without delay. Companies not involved in the emergency shall refrain from transmitting on the radio until the safety of each member is confirmed, unless they are also handling an emergency.

### **705.3 MDT CONSIDERATIONS**

#### **705.3.1 NON-FUNCTIONING MDT**

If possible, members will not use apparatus with malfunctioning MDTs. If members must operate an apparatus in which the MDT is not working, members shall notify Dispatch. It shall be the responsibility of Dispatch to record all information that will then be transmitted verbally over the fire radio.

#### **705.3.2 EXPLOSIVE DEVICE RESPONSES**

When assisting on a report of a possible explosive device, members will turn off the MDT. Operating an MDT may cause some devices to detonate.

## Knox-Box® and Other Access Box Systems

### 706.1 PURPOSE AND SCOPE

The purpose of this policy is to provide information about the Knox-Box® Rapid Entry System or other access box systems and the roles and responsibilities of department members with regard to access-key security, storage and accountability. This policy shall apply to all buildings or sites within the Truro Fire Department jurisdiction where it has been determined that an access-keyed device is needed or has been provided for accessibility for emergency responders (Fire Code § 18.2.2.1).

#### 706.1.1 DEFINITIONS

Definitions related to this policy include:

**Access box master key** - A key carried on all fire apparatus that enables department members to unlock any keyed access box within the jurisdiction.

**Access box tones** - Electronic tones sent by a dispatcher over the radio to release the access box master key from the fire apparatus.

**Access cabinet** - A locked data cabinet used for storing information pertinent to the operation of a building, such as hazardous materials (HAZMAT) data and plant shut-down procedures. Keys to the facility can also be located within the cabinet.

**Access tag** - Attached to each key in an access box to identify its function.

**Computer-Aided Dispatch (CAD) premise information file** - A file entered in a CAD system to automatically notify responding units of certain information, including the presence of an access box, about a facility to which they have been dispatched.

**Emergency Access Systems (EAS)** - The manufacturer/vendor of EAS access boxes, cabinets, key switches, padlocks, and related accessories.

**Knox Company** - The manufacturer/vendor of Knox-Box, cabinets, key switches, padlocks, and related accessories.

**Knox-Box, Emergency Access Systems box, or other access box** - A locked box used for securely storing the keys to a gate, a building, or rooms within a building.

### 706.2 POLICY

It is the policy of the Truro Fire Department to be registered with the Knox Company, EAS or other access box system manufacturer to participate in a rapid entry system, providing safe and secure nondestructive emergency access to commercial and residential properties. Participation minimizes potential budget impacts caused by forcible entry during an emergency and allows a building to be re-secured quickly and easily by members.

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### *Knox-Box® and Other Access Box Systems*

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The Fire Chief or the authorized designee shall appoint an access box program coordinator, who shall be responsible for ensuring that all aspects of the program are administered in accordance with state fire code, local ordinance and manufacturer requirements.

#### **706.3 ACCESS BOX KEY ACCOUNTABILITY**

No individual member shall be issued an access box master key. Appropriate fire apparatus shall be equipped with locking units that are accessed by an individual pin code or by tones issued via two-way radio by Dispatch. Once the master key is released, it should be used to access the keyed device at the location of the emergency and be immediately returned to the secured unit.

Each secured unit shall have an audit trail showing all access. Each incident requiring Dispatch to send tones shall have that activity noted in the incident record.

The Fire Chief is ultimately accountable for access box master keys issued to the Department. Any missing master key shall be immediately reported verbally to a supervisor and followed up with a written explanation to the Fire Chief or the authorized designee by the end of the applicable/assigned shift.

Maintenance and security of the access box master keys is essential to the credibility of the program. Any loss of a master key shall be thoroughly investigated and appropriate action initiated. If the key cannot be recovered, all access box master keys in the jurisdiction may have to be replaced at department expense.

#### **706.4 SITE INSTALLATION AND TESTING**

It is a property owner's responsibility to order access-keyed devices and ensure that they are installed securely in a manner and location approved by the Department, in accordance with local building codes and ordinances. The reflective alert decal included with each access box should be mounted on the door or door frame adjacent to the box. It is intended to alert fire companies to the presence of an access box.

Access boxes should be installed near the main entrance to the building at a height not to exceed six feet. This height has proven ideal as it enables members to access the box quickly without deploying a ladder, yet is high enough to discourage tampering.

Access box key switches should be installed by a certified electrician familiar with these devices.

#### **706.5 KEYS IN ACCESS BOXES**

Every access key placed in an access box shall be identified with a sturdy key tag. Each set of keys shall be grouped together on a key ring. Tags and key rings may typically be purchased from the manufacturer at the time the access box is ordered. The keys being installed will be at the discretion of the property owner but should be selected based on the access needs of emergency responders. Keys typically installed in an access box include:

- Main entrance

## *Knox-Box® and Other Access Box Systems*

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- Grand master
- Elevator control
- Mechanical room
- Fire alarm panel
- Electrical room
- Roof access
- Other secured areas deemed appropriate by the owner and/or the Department

### **706.6 LOCK-UP OF KEYS IN ACCESS BOXES**

Access boxes are shipped to the property owner in the open position. After the box has been installed, the property owner must contact the Truro Fire Department to request a lock-up of the box. Fire prevention staff will assist the property owner in arranging for a lock-up. All keys should be tagged and ready for placement in the access box upon the arrival of the prevention staff.

Members receiving requests for lock-up should refer the owner to the appropriate prevention staff member or get the owner's contact information. All requests shall be forwarded to the appropriate prevention staff member.

### **706.7 TESTING KEY SWITCHES**

After a key switch has been installed, the property owner must contact the Department. The first-in engine company will test the key switch at its earliest convenience to ensure that it works properly. The property owner does not need to be present for the test. If the key switch fails to operate, the property owner will be contacted by the engine company to have the necessary repairs made.

Once it has been determined that the access box operates properly, the access box coordinator and Dispatch supervisor shall be notified so that the CAD premise information file can be updated to include the presence of an access box.

### **706.8 NUMBER OF KEY SETS REQUIRED**

More than one set of keys is often required to be placed in the access box, especially in larger buildings. The extra sets of keys are needed for additional fire companies or second alarms arriving later at the same incident. The following guidelines have been established for the number of key sets required:

- Security gate only, or one- to two-story building: one set of keys
- Three to four stories: two sets of keys
- Five to eight stories: three sets of keys
- Nine stories and above: four sets of keys

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#### **706.9 ANNUAL ACCESS BOX TESTING**

The Fire Chief or the authorized designee shall ensure that an annual check is performed on each access box in the jurisdiction by fire prevention staff or an engine company. This should consist of checking the operation of the box and the keys.

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# Communications Operations

## 707.1 PURPOSE AND SCOPE

The purpose of this policy is to establish standards for two-way radio communications during routine, local emergency, regional emergency and mutual aid events. The basic function of the communications system is to satisfy the immediate information needs of the Department in the course of its activities. Standards of performance are necessary if the system is to remain functional during emergencies.

### 707.1.1 FEDERAL COMMUNICATIONS COMMISSION (FCC) COMPLIANCE

All Truro Fire Department radio operations shall be conducted in accordance with FCC procedures and guidelines.

## 707.2 POLICY

The Truro Fire Department will provide access to a two-way radio communication system to facilitate a more efficient response to emergency situations. The communication system is intended for official job-related communications between fire apparatus and Dispatch. Fire apparatus and members shall be equipped with the appropriate types of two-way radios, personal communication devices and/or satellite paging system for the jurisdiction, type of work anticipated, and for local and regional interagency/multi-agency incidents.

## 707.3 COMMUNICATIONS LOG

It shall be the responsibility of the dispatchers in Dispatch to record all relevant information on an incident. Dispatchers shall attempt to elicit as much information as possible to enhance the safety of the personnel who are responding and assist in anticipating conditions that may be encountered at the scene. Desirable information includes, but is not limited to, the following:

- (a) Location of incident reported
- (b) Type of incident reported
- (c) Date and time the report was received
- (d) Name and address of the reporting party, if possible
- (e) Incident number
- (f) Time of dispatch
- (g) Apparatus dispatched to the incident, including member identification numbers
- (h) Time of apparatus arrival
- (i) Requests from members during the incident
- (j) Time the apparatus returned to service
- (k) Disposition or status of the reported incident

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- (l) The time of any Incident Commander (IC) requested or automatic timed Personnel Accountability Report (PAR) or building collapse clocks

#### **707.4 RADIO COMMUNICATIONS**

Operations are more efficient and member safety is enhanced when dispatchers, supervisors and members know the status of other companies, divisions or groups, including their locations and the nature of the tasks or objectives to which they are assigned. Most critical incident communication should occur verbally, over the radio, for this reason.

##### **707.4.1 APPARATUS IDENTIFICATION**

Apparatus radio identification systems shall be based on the type of apparatus and the station responsibility/jurisdiction. Members should use the entire call sign when initiating communication with Dispatch. The use of a call sign allows for a brief pause so that the dispatcher can acknowledge the appropriate company. Members initiating communication with other agencies shall use their entire call sign. This requirement does not apply to continuing conversation between the mobile unit and Dispatch once the mobile unit has been properly identified.

##### **707.4.2 RADIO TESTING**

Members assigned to an apparatus for a shift should check for radio functionality at the beginning of each shift to ensure that the mobile and portable radios are working as designed.

Radios that are inoperable or malfunctioning shall be placed out-of-service, an appropriate repair tag completed and the radio or apparatus placed in the area specified by the maintenance section or contractor.



## Public Alerts

### 708.1 PURPOSE AND SCOPE

The purpose of this policy is to provide guidelines for notifying the public of vital fire safety information and/or emergency evacuation instructions.

### 708.2 POLICY

It is the policy of the Truro Fire Department to use Public Alerts to notify the public of critical fire prevention campaigns, fire hazard warnings and emergency evacuation instructions. A Public Alert shall require the authorization of a Chief Assigned or higher rank.

### 708.3 PROCEDURE

Public Alerts are intended to inform the public about incidents and recruit public assistance through proactive activities via a widespread media alert. In addition to any local radio, television and press affiliates, the public will be notified of the circumstances of an emergency affecting the health and safety of people in a geographic area, and what the public can do to assist emergency responders during the incident.

The Chief Assigned should be involved in any communiqué released via a Public Alert, if time permits, but certainly in the case of fire prevention campaigns, fire hazard warnings, weather alerts or notification of health information (e.g., pandemics, heat events).

In the event of a widespread emergency, such as a hazardous material (HAZMAT) release, biological threat or a major fire, Dispatch will likely be operating at or beyond capacity. Any Public Alert should include a telephone number outside Dispatch for the public to call for additional information and explicit instructions not to call Dispatch for additional information.

A Public Alert should include, but is not limited to:

- (a) The Truro Fire Department has generated the alert.
- (b) The nature of the alert.
- (c) The location and scope of the incident/prevention campaign/fire hazard.
- (d) What the listener should do to assist in the effort.
- (e) Established routes and/or destinations, if applicable.
- (f) Where the listener can call to get additional information, if applicable.
- (g) Instructions regarding what the listener should not do, if applicable.

### 708.4 SYSTEM ADMINISTRATION

The Fire Chief or the authorized designee shall appoint an administrator for the Public Alert system. The administrator shall be responsible for all liaison contact with the Public Alert system

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### *Public Alerts*

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vendor and all maintenance and upgrades of the system and will ensure the address/telephone number database is updated periodically in accordance with the vendor contract.

The administrator shall also conduct periodic audits of the system to ensure peak performance in terms of volume of calls reaching the desired number of recipients in a reasonable time. Based on audit results, adjustments may need to be made on the number of outgoing telephone lines or the system capacity.

The Fire Chief and the administrator shall coordinate training in the use of the Public Alert system and ensure that the appropriate members receive training.

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## Photography and Electronic Imaging

### 709.1 PURPOSE AND SCOPE

The purpose of this policy is to authorize department members to utilize photography and electronic imaging to document non-incidents and incidents while also protecting the privacy of citizens and ensuring department compliance with the mandates of the Health Insurance Portability and Accountability Act (HIPAA). Records management and HIPAA restrictions are covered in detail under separate sections in this Policy Manual.

This policy establishes legal ownership of all photographs and electronic images collected by department members; establishes the parameters for the types of incidents, subjects and activities that may be photographed or electronically imaged; and establishes restrictions on the use of such photographs and electronic images.

### 709.2 POLICY

It is the policy of the Truro Fire Department to authorize members to utilize photography and electronic imaging to document incidents and department activities that are subject to compliance with specific regulations, conditions, restrictions and guidelines.

The use of photography or electronic imaging of medical patients, injured victims or other people who are medically evaluated or treated by department members must also comply with the requirements of HIPAA.

The Truro Fire Department shall respect the privacy rights established in the state and federal constitutions.

### 709.3 OWNERSHIP AND COMMERCIAL USE OF PHOTOGRAPHS AND ELECTRONIC IMAGES

All photographs and electronic images taken by department members while on-duty or acting in an official capacity are the sole property of the Department and may not be sold, transferred for commercial use, bartered or otherwise distributed for profit by any member of the Department without the express prior approval of the Fire Chief (17 USC § 201).

### 709.4 AUTHORIZED USE OF PHOTOGRAPHY AND ELECTRONIC IMAGING

#### 709.4.1 NON-INCIDENT EVENTS

Photography and electronic imaging may be utilized by department members for non-incident events, including:

- (a) Documentation of department training events, exercises, lectures, classes or activities, and all fire academy-related activities.

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### *Photography and Electronic Imaging*

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- (b) Documentation of internal department events and activities, such as promotional ceremonies, member recognition or award presentations, meetings, seminars, workshops and other activities involving department members.
- (c) Documentation of public events, such as safety seminars, fire station open house events, Chief Assigned education events and activities, school safety presentations and club or service organization events.
- (d) Documentation of all department vehicles, apparatus, tools and equipment, facilities and other department-owned property.
- (e) Creation and maintenance of a photo/image bank depicting all department members.
- (f) Documentation of all buildings, structures, facilities, infrastructure components, landmarks and recreational areas within the department's jurisdiction for later use in disaster mitigation, recovery and cost-recovery efforts.
- (g) Documentation of any condition, activity or event related to the department's code enforcement responsibilities.
- (h) Documentation of inspections, code compliance activities or any other activity of Chief Assigned.
- (i) Unless prohibited elsewhere in this policy, documentation of any department activity for future use in training.
- (j) For any other purpose authorized by the Fire Chief, Chief Assigned or any Chief Assigned.

#### 709.4.2 INCIDENT-RELATED EVENTS

Photography and electronic imaging may be utilized by department members at incident scenes, including:

- (a) Documentation of the conditions on arrival and during suppression activities at any fire incident.
- (b) Documentation of fire, smoke, water, structural collapse or any other damage or conditions resulting from any fire or fire-related event.
- (c) Documentation of people at the scene of a fire or a fire-related incident for the purpose of future investigation.
- (d) Documentation of anything of evidentiary value found at a fire or incident scene where any type of investigation may be initiated.
- (e) Documentation of the location, position, trauma, injuries or any other factor of investigative interest related to deceased victims at a fire or fire-related incident or other incidents.

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- (f) Documentation of the condition of vehicles, apparatus, bicycles or other items involved in collisions, accidents, entrapments or other rescue or medical events.
- (g) Documentation of the extrication of trapped individuals in any rescue situation.
- (h) Documentation of the cause, location, extent, severity and nature of traumatic injuries of patients at the scene. These images may be transferred to the receiving physician, nurse or other authorized representative who assumes medical care for the patient.
- (i) Documentation of all aspects of any incident involving hazardous materials.
- (j) Documentation of severe weather events, including any damage, injuries or fatalities caused by such events.
- (k) Documentation of any other event, situation or activity as deemed appropriate and necessary by the Incident Commander of any event.

#### **709.5 PROHIBITED USE OF PHOTOGRAPHY OR ELECTRONIC IMAGING**

Department members are prohibited from using photography or electronic imaging except as permitted in this policy.

Prohibited use of photography or electronic imaging shall include, but is not limited to:

- (a) Photographs and/or electronic images may not be taken, transmitted or used in violation of any HIPAA regulation.
- (b) Photographs and/or electronic images may not be taken, transmitted or used for personal purposes.
- (c) Unless requested by the receiving hospital or controlling medical authority or deemed necessary for the future treatment of the patient, no photographs or electronic images should be taken inside a private residence during a non-traumatic medical aid incident.
- (d) Unless requested by the receiving hospital or controlling medical authority or deemed necessary for the treatment of the patient, no photographs or electronic images should be taken of a patient under 18 years of age during a medical aid response.
- (e) Unless requested by the receiving hospital or controlling medical authority or deemed necessary for the future treatment of the patient, no photographs or electronic images depicting patient genitalia or the exposed breasts of female patients should be taken by department members.
- (f) Unless requested by the receiving hospital or controlling medical authority or deemed necessary for the future treatment of the patient, no photograph or electronic image should be taken of a patient being treated by department members if the person expresses or indicates that he/she does not wish to be photographed. In the event that the need arises to take a photograph or electronic image of a medical patient against the patient's wishes, the medical need for taking the image will be explained to the patient with a witness present. Details regarding the need for the photograph

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### *Photography and Electronic Imaging*

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or electronic image, the explanation provided to the patient and the identity of the witness present shall be included in a patient care report and/or incident report for the response.

## Non-Official Use of Department Property

### 710.1 PURPOSE AND SCOPE

The purpose of this policy is to provide guidance on the non-official use of department property. Department property includes, but is not limited to, all portable pumps, chain saws, rescue saws, generators, fire hoses, hose adapters, suction hoses, ladders, rescue equipment, small tools or any power driven tools.

### 710.2 POLICY

The personal use of department property is not authorized. No equipment shall be loaned or used by a member for any purpose other than official department business without the express prior approval of a Chief Assigned.

Requests from water companies or other agencies for hose adapters or other equipment should be forwarded to the appropriate Chief Assigned for consideration.

## Chapter 8 - Records Management



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## Records Management

### 800.1 PURPOSE AND SCOPE

This policy provides guidelines for the management of all department documents, including those in fire stations, to ensure that department records are maintained and available as needed. This policy also provides guidance on the retention, disposition and security of records.

### 800.2 POLICY

It is the policy of the Truro Fire Department to promote the efficient and cost-effective conduct of department business by reducing the number of records in active file areas, eliminating unnecessary retention of duplicate or obsolete documents and providing for timely transfer of inactive files in compliance with legal requirements.

### 800.3 KEEPER OF RECORDS

The Fire Chief shall appoint a Keeper of Records, who will oversee the records management program, including the records retention schedule. The Keeper of Records or the authorized designee should:

- (a) Remain familiar with the Massachusetts Public Records Law.
- (b) Identify what records the Department has, where the records are kept, the volume and how the records are used.
- (c) Maintain and update the department's records retention schedule, including:
  1. Identifying the minimum length of time the Department must keep records in a series.
  2. Identifying the department section or division responsible for the original record.
- (d) Coordinate the placement of inactive records in storage, including:
  1. Maintaining a storage inventory.
  2. Providing an annual reminder to Chief Assigneds and section managers to review files to determine if any records should be transferred to storage.
- (e) Manage the destruction of department records, including:
  1. Annually reviewing the records retention schedule and storage inventory list to determine which records are eligible for destruction.
  2. Providing a list to Chief Assigneds and section managers of records eligible to be destroyed.
  3. Obtaining any required approvals for the destruction of eligible records.
  4. Maintaining a list of records that have been destroyed.

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### *Records Management*

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- (f) Ensure that confidential and other sensitive records are stored or maintained to protect the sensitive nature of the records.
- (g) Process subpoenas and requests for records as provided in the Subpoenas and Court Appearances, the Release of Records and the Patient Medical Record Security and Privacy policies.
- (h) Manage a document imaging or other process for bulky or rarely accessed records with long retention periods.
- (i) Establish rules regarding the inspection and copying of department records as reasonably necessary for the protection of such records, including:
  - 1. Identifying records or portions of records that are confidential under state or federal law and not open for inspection or copying.
  - 2. Maintaining a schedule of fees for public records as allowed by law (G.L. c. 66, § 10; 950 CMR § 32.06).
- (j) Serve as the records access officer and fulfil those duties as set forth in G.L. c. 66, § 6A et seq. to include maintaining information on a searchable website and maintaining guidelines for members of the public seeking public records (see Release of Records Policy).
- (k) Maintain electronic records appropriately (G.L. c. 66, § 19).

#### **800.4 MEMBERS' RESPONSIBILITY**

All members are expected to handle department records in a responsible manner and as provided in this policy.

Members are responsible for ensuring that records in their control are maintained as provided in the records retention schedule.

#### **800.5 CHIEF ASSIGNEDS' RESPONSIBILITY**

Chief Assigneds at fire stations are responsible for the management of records at the fire station level. The Chief Assigneds should ensure that all records at the fire stations are retained in accordance with this policy.

#### **800.6 TRAINING**

The Keeper of Records should coordinate with the Fire Chief to provide training regarding the records management program to the appropriate department members.

## Release of Records

### 801.1 PURPOSE AND SCOPE

This policy establishes guidelines for the public to inspect and obtain copies of public records.

Inspection and release of records with protected health information is covered in the Patient Medical Record Security and Privacy Policy.

### 801.2 POLICY

The Truro Fire Department is committed to providing public access to records consistent with the Massachusetts Public Records Law (G.L. c. 66, § 10).

### 801.3 PROCESSING REQUESTS FOR PUBLIC RECORDS

Any member who receives a request for records shall route the request to the Keeper of Records or the authorized designee.

#### 801.3.1 REQUESTS FOR RECORDS

The processing of requests for records is subject to the following:

- (a) The Department is not required to create records which do not exist.
- (b) When a record contains material with release restrictions and material that is not subject to release restrictions, the restricted material shall be redacted and the unrestricted material released.
  - 1. A copy of the redacted release should be maintained as evidence of what was actually released and should document the reasons for the redactions.
- (c) A request for inspection or copy of a public record shall be complied without unreasonable delay, and generally within 10 days unless the request was either too burdensome to be completed within that time or there is reason for a denial (G.L. c. 66, § 10).
- (d) Records shall be produced by electronic means if available or, to the extent feasible, in the means preferred by the requestor (G.L. c. 66, § 6A).

#### 801.3.2 DENIALS

When the Keeper of Records denies a record request, a written response shall be provided to the requestor within 10 days and include the information required by G.L. c. 66, § 10 and implementing regulations, including available remedies under G.L. c. 66, § 10A.

In any court proceeding regarding the denial of a record request, the burden shall be upon the Keeper of Records to provide with specificity the applicable exemption (G.L. c. 66, § 10A).

### 801.4 RELEASE RESTRICTIONS

Examples of records with release restrictions include:

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### Release of Records

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- (a) Patient Care Reports (PCRs) (45 CFR 164.502; 105 CMR § 170.345) (see the Patient Medical Record Security and Privacy Policy).
- (b) Records related solely to internal personnel rules and practices of the Department provided that such records shall be withheld only to the extent that proper performance of necessary governmental functions requires such withholding (G.L. c. 4, § 7 (26)(b)).
- (c) Names, address, and telephone number of a member of the Department (G.L. c. 4, § 7(26)(o)).
- (d) Names, address, and telephone number of a family member of department personnel (G.L. c. 4, § 7(26)(p); G.L. c. 66, § 10B).
- (e) Notebooks and other materials prepared by a member on work-related activities which are personal to that member and not maintained as part of the files of the Department (G.L. c. 4, § 7(26)(e)).
- (f) Personnel and medical files or information or any other materials or data relating to a specifically named individual, the disclosure of which may constitute an unwarranted invasion of personal privacy (G.L. c. 4, § 7(26)(c)).
- (g) Records pertaining to pending litigation.
- (h) Legal opinions.
- (i) Questions and answers, scoring keys and sheets, and other materials used to develop, administer, or score a test, examination, or assessment instrument, provided that such materials are intended to be used for another test, examination, or assessment instrument (G.L. c. 4, § 7(26)(l)).
- (j) Inter-agency or intra-agency memoranda or letters relating to policy positions being developed by the Department, limited to recommendations on legal and policy matters found within an ongoing deliberative process. This exemption does not apply to reasonably completed factual studies or reports on which the development of such policy positions has been or may be based (G.L. c. 4, § 7 (26)(d)).
- (k) Ongoing investigation material compiled out of public view by law enforcement or other investigatory officials where the disclosure would most likely prejudice the investigative efforts of law enforcement and such disclosure would not be in the public interest (G.L. c. 4, § 7 (26)(f)).
- (l) Contents of real estate appraisals made for or by the Truro Fire Department relative to the acquisition of property or to prospective public supply and construction contracts, until a final agreement is entered into, any litigation relative to such appraisal has been terminated, or the time within which to commence such litigation has expired (G.L. c. 4, § 7 (26)(h)).
- (m) Records that relate to archeological site information (G.L. c. 9, § 26A).
- (n) Communications between collective bargaining units and members (G.L. c. 150E, § 5A).
- (o) Any other information that may be appropriately denied by G.L. c. 4, § 7 (26) and G.L. c. 66, § 10.

# Truro Fire Department

## Policy Manual

### *Release of Records*

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#### **801.5 RELEASED RECORDS TO BE MARKED**

Each page of any record released pursuant to this policy should be stamped in a colored ink or otherwise electronically marked to indicate the department name and to whom the record was released.

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## Subpoenas and Court Appearances

### 802.1 PURPOSE AND SCOPE

The purpose of this policy is to establish procedures for receiving, processing and responding to subpoenas to appear or to produce records or evidence. It will allow the Department to cover any related work absences and keep the Department informed about relevant legal matters.

### 802.2 POLICY

Department members will respond appropriately to all subpoenas and any other court-ordered appearances.

### 802.3 RECEIPT OF SUBPOENAS

Only department members authorized to receive a subpoena on behalf of the Department or any of its members may do so.

Subpoenas for records should be directed to the Keeper of Records or the authorized designee for processing.

#### 802.3.1 SUBPOENAS OF RECORDS

The Keeper of Records and any authorized designees should receive training in proper intake and processing of subpoenas. Members not designated by the Keeper of Records and properly trained are not authorized to accept subpoenas for department records.

Subpoenas for records shall be date-stamped and logged.

The Keeper of Records will consult with the department privacy officer regarding any request for medical records. The Keeper of Records or the authorized designee will only produce the requested records as provided in this policy and the Patient Medical Record Security and Privacy Policy.

If the Keeper of Records determines that a subpoena involves a request for a confidential record or relates to pending litigation against the Department or Town, the request should be promptly brought to the attention of the Fire Chief and legal counsel for the Department.

The Department may be entitled to recoup reasonable costs incurred in production of business records in response to a subpoena. The Keeper of Records should provide a statement reflecting the assessment of these reasonable costs and require payment at the time subpoenaed records are delivered.

#### 802.3.2 CIVIL SUBPOENAS INCLUDING DEPOSITIONS OR NOTICES TO APPEAR

Upon receipt of a civil subpoena, the Keeper of Records or other person authorized to receive a subpoena shall date-stamp and log the subpoena.

# Truro Fire Department

## Policy Manual

### *Subpoenas and Court Appearances*

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The Keeper of Records or other person authorized to receive a subpoena shall ensure timely delivery of the subpoena to the identified member, noting on the log the date and time it was accepted. The receiving member should acknowledge receipt by signing and dating the log.

No subpoena for a member of this department as a witness in a civil action should be accepted unless it is accompanied by the required fee for each day the member's appearance is required pursuant to the subpoena (Rules Civ. Proc., Rule 45(c)).

Members shall notify their Chief Assigned of receipt of a subpoena. Members should contact the attorney issuing the subpoena to confirm the date and time of appearance or to confirm an on-call status. The member shall comply with all instructions on the subpoena and monitor the status of all required appearances to ensure compliance with judicial process. In the event a member will be unavailable to respond to a subpoena, the member shall promptly notify the attorney issuing the subpoena and the member's Chief Assigned.

Members who are deposed should request a copy of the transcript.

#### 802.3.3 ON-CALL SUBPOENAS

Upon receipt of a subpoena and after contacting the issuing attorney, a member may make arrangements with the issuing attorney to be placed in an on-call status.

The subpoenaed member shall promptly notify his/her supervisor of the subpoena and any on-call status and make arrangements regarding any potential scheduling conflicts, potential overtime compensation or other follow-up required to coordinate on-call appearance status.

#### 802.3.4 CRIMINAL SUBPOENAS

Upon receipt of a criminal subpoena related to department business, the member shall promptly notify the Chief Assigned of his/her appearance and contact legal counsel if he/she has any questions.

#### 802.3.5 CIVIL SUBPOENAS UNRELATED TO OFFICIAL DEPARTMENT BUSINESS

Members properly served with valid subpoenas for civil matters unrelated to their department duties shall comply with the requirements of the subpoena. Members are not entitled to compensation from the Department for any such appearance or deposition and arrangements for time off should be coordinated with their supervisor.

Employees subpoenaed to testify about non work-related matters shall be permitted to take time off to testify but are not entitled to receive wages. Employees may use vacation, personal leave or compensatory time off for the time they will be away from work.

### **802.4 RESPONSIBILITIES**

#### 802.4.1 MEMBERS

Members subpoenaed to appear for any department-related reason or who are subpoenaed to produce records or evidence shall:

- (a) Document the date, time and manner of receipt.

# Truro Fire Department

## Policy Manual

### *Subpoenas and Court Appearances*

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- (b) Promptly contact the Keeper of Records and provide him/her with a copy of the subpoena.
- (c) Make arrangements through the Keeper of Records to obtain any related reports or information.
- (d) Notify their supervisor of the subpoena.

Employees who are subpoenaed to testify about department-related matters shall receive their normal wages. Any witness fees provided to an on-duty employee shall be promptly transmitted to the Department. Members shall coordinate any scheduled appearances with their Chief Assigned to ensure the efficient use of staffing to minimize the payment of overtime.

Members appearing in court or appearing for court-related functions such as depositions shall appear in uniform or business attire.

Any questions regarding this policy or its requirements shall be promptly directed to a supervisor or department legal counsel.

#### **802.4.2 SUPERVISORS**

Supervisors should monitor the schedules of members who have been served subpoenas requiring their appearance to ensure appropriate shift coverage and compensation for the subpoenaed member.

Supervisors shall not intentionally adjust a member's duty schedule for the purpose of creating overtime.

#### **802.5 TESTIFYING AGAINST THE INTEREST OF THE TOWN**

Any member who has been subpoenaed to testify, has agreed to testify or who anticipates testifying or providing information on behalf of, or at the request of, any party other than the state; any city, county or any of their officers; or agents or employees in which any of those entities or persons are parties to the litigation, will promptly notify his/her supervisor. The supervisor shall notify the Fire Chief, prosecuting attorney in a criminal case and the department's legal counsel, as may be indicated by the case.

This requirement includes:

- (a) Providing testimony or information for the defense in any criminal trial or proceeding.
- (b) Providing testimony or information for the plaintiff in a civil proceeding against any city, county or its officers, agents or employees.
- (c) Providing testimony or information on behalf of, or at the request of, any party other than any Town official in any administrative proceeding, including, but not limited to, personnel and/or disciplinary matters.
- (d) No member will be retaliated against for testifying in any matter.



# Truro Fire Department

## Policy Manual

### *Subpoenas and Court Appearances*

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#### **802.6 RECEIPT AND PROCESSING OF A SUMMONS**

Upon receipt of a summons and complaint in a matter related to department business, the member shall document the date, time and manner of receipt and promptly notify his/her supervisor and contact legal counsel for the Department.

## Patient Medical Record Security and Privacy

### 803.1 PURPOSE AND SCOPE

The purpose of this policy is to establish appropriate administrative, technical and physical safeguards for patient medical records and to provide reasonable safeguards against prohibited uses and disclosures of protected health information (PHI) in accordance with federal and state law, to include the following:

- Health Insurance Portability and Accountability Act (HIPAA) (42 USC § 201 et seq.)
- 105 CMR § 170.345(D)

#### 803.1.1 DEFINITIONS

Definitions related to this policy include:

**Health information** - Any information, whether oral or recorded in any form or medium, that is created or received by the Department and relates to a person's past, present or future physical or mental health or condition, or past, present or future payment for the provision of health care to a person (45 CFR 160.103).

**Individually identifiable health information** - Health information, including demographic information, created or received by the Department that relates to an individual's past, present or future physical or mental health or condition, the provision of health care to the individual, or the past, present or future payment for the provision of health care to an individual, that can either identify the individual or provide a reasonable basis to believe the information can be used to identify the individual (45 CFR 160.103).

**Limited data set** - PHI that excludes the following direct identifiers of an individual or of relatives, employers or household members of the individual (45 CFR 164.514(e)):

- Names
- Postal address information, other than town or city, state and zip code
- Telephone or fax numbers
- Email addresses
- Social Security numbers
- Medical record numbers
- Health plan beneficiary numbers
- Account numbers
- Certificate or license numbers
- Vehicle identifiers and serial numbers, including license plate numbers
- Device identifiers and serial numbers

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### *Patient Medical Record Security and Privacy*

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- Web Universal Resource Locators (URLs)
- Internet Protocol (IP) address numbers
- Biometric identifiers, including finger and voice prints
- Full-face photographic images and/or any comparable images

**Patient medical records** - Department records or data containing any information identifying a patient.

**Protected Health Information (PHI)** - Individually identifiable health information that is created or received by the Department. Information is protected whether it is in writing, in an electronic form or communicated orally (45 CFR 160.103).

**Protected Personal Information (PPI)** - Information that includes, but is not limited to, PHI, pictures or other forms of voice or image recording, patient address, telephone numbers, Social Security number, date of birth, age or any other information that could be reasonably used to uniquely identify the patient or that could result in identity theft if released for unauthorized purposes or to unauthorized personnel.

#### **803.2 POLICY**

It is the policy of the Department to reasonably safeguard PHI and comply with HIPAA and the implementing regulations through the use of policy and procedures, system access security and passwords and limited physical access to hard copy files (45 CFR 164.530(c)).

#### **803.3 RESPONSIBILITIES**

Members shall protect the security, confidentiality and privacy of all patient medical records in their custody at all times.

Possessing, releasing or distributing PPI, including for unauthorized purposes, is prohibited and may violate HIPAA and/or other applicable laws. Members who have not received department training on the proper handling of these records shall not access patient medical records.

Members with occupational access to patient medical records shall be trained in the proper handling of PHI in accordance with the Health Insurance Portability and Accountability Act (HIPAA) Training Policy and shall reasonably ensure that no unauthorized person shall have access to PHI without the valid authorization of the patient, except as provided by law (45 CFR 164.530(b); 45 CFR 164.512).

#### **803.4 PRIVACY OFFICER**

The Fire Chief shall designate a privacy officer who is responsible for all matters relating to the privacy of patient medical information, including PHI. The privacy officer shall (45 CFR 164.530):

- (a) Identify who may have access to PPI and PHI.
- (b) Resolve complaints under HIPAA.

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## Policy Manual

### *Patient Medical Record Security and Privacy*

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- (c) Mitigate, to the extent practicable, any harmful effects known to the Department regarding any use or disclosure of PHI in violation of this policy or the HIPAA regulations.
- (d) Ensure members are trained in the proper handling of PHI in accordance with the Health Insurance Portability and Accountability Act (HIPAA) Training Policy.
- (e) Ensure technical and physical safeguards are implemented to maintain security and confidentiality of PHI and to allow access to PHI only to those persons or software programs that have been granted access rights.

#### **803.5 PROCEDURE**

Records containing PHI or PPI, including Patient Care Reports (PCRs), shall be kept out of view unless the report is being completed during an incident, during input of information into the National Fire Incident Reporting System (NFIRS) or during processing or review at Truro Fire Department facilities by authorized personnel (45 CFR 164.530(c)).

#### **803.6 SECURITY**

All patient records containing PHI or PPI shall be kept secure at all times whether the record is in written, verbal, electronic or any other visual or audible format (45 CFR 164.306(a)).

Documents provided by a patient or caregiver will receive the same level of confidentiality and security as department records during the time department personnel retain possession of the documents.

No patient record, including documents and electronic images containing PHI, shall be visible to the public.

##### **803.6.1 ELECTRONIC PHI SECURITY**

All computer workstations and servers within the Department shall require appropriate security measures, such as user identification and login passwords, to access electronic documents, including electronic PHI (45 CFR 164.308(a)(5)).

Members with access to electronic data shall lock their workstations when left unattended and shall shut down their workstations when leaving for the day to prevent unauthorized access to electronic PHI (45 CFR 164.310; 45 CFR 164.312).

Remote access to department computer workstations requires that appropriate security measures be provided for access to PHI (45 CFR 164.312).

PHI may be transmitted electronically, provided the transmission occurs through a secure process that allows end-to-end authentication and the recipient is authorized to receive the information. Electronic transmission consists of email, file transfer protocol, Internet web posting and any configurable data stream. End-to-end authentication is accomplished when the electronic referral does not leave a secure network environment and the recipient is known, or when encryption and authentication measures are used between sender and recipient, thus verifying full receipt by the

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recipient. Any electronic PHI traveling outside a secure network environment, via the Internet, requires encryption and authentication measures (45 CFR 164.312(e)).

#### 803.6.2 HARD COPIES

Hard copies of PCRs shall be kept in a secured area when unattended by authorized personnel. An area of the Department is considered unattended when members are physically outside of the area and unable to maintain record security. This includes, but is not limited to, breaks, lunch or meetings outside the Department.

Hard copies of PCRs should be stored in a locked area whenever practicable for ease of record retention and retrieval.

Patient records shall not be removed from the Department without express authorization from the Keeper of Records.

#### **803.7 PHI RECORD REQUESTS**

The following procedures apply to PHI record requests:

- (a) Requests and subpoenas for copies of patient records shall be processed by the Keeper of Records.
- (b) The Keeper of Records or the authorized designee shall not release records containing PHI without a properly completed authorization to release medical records that is signed by the patient or legal representative of the patient.
  1. Verification that the person completing the authorization is the patient or the legal representative of the patient shall be made with government-issued identification and documentation (45 CFR 164.508(c)).
- (c) Unless the request for records is from the patient or the parent of a minor patient, PHI shall be redacted from the record. A photocopy of the record shall be distributed to the requestor.
- (d) Requests for records via a valid subpoena do not require that PHI be redacted.
- (e) Fulfilled records requests shall be placed in a sealed envelope for release to the requestor.
- (f) A full copy of the valid subpoena or authorization to release medical records form shall be maintained in the file with the PCR.

#### 803.7.1 PROHIBITED DISCLOSURES OF PHI AND PPI

The Department shall not use or disclose PHI or PPI without authorization. Prohibited disclosures include any form of communication, except as permitted in this policy, including, but not limited to (45 CFR 160.103):

- (a) PHI or PPI contained in email or other forms of written communication.
- (b) Sharing of PHI or PPI on any website, blog or other form of social or public media.

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- (c) Verbal discussions.
- (d) The use of any imaging device capable of capturing and storing still or moving images, such as digital or other cameras, video cameras, cellular telephones with picture-taking or video-recording capability, or any other device with picture-taking or video-recording capability while engaged in patient care, while at the scene of a medical emergency or hospital, or at any time when such use could reasonably be expected to result in the inappropriate capture of PHI or PPI.

#### 803.7.2 PERMITTED DISCLOSURES OF PHI AND PPI

The Keeper of Records may release records containing PHI or PPI without authorization from the patient under any of the following circumstances:

- (a) For the department's use to carry out treatment, payment or health care operations (45 CFR 164.506).
- (b) Where the PHI is requested pursuant to a valid subpoena or court order (45 CFR 164.512(e)).
- (c) Where the PHI is part of a limited data set (45 CFR 164.514(e)).
- (d) Where the PHI is used for public health activities authorized by law, including when the information is necessary to report child abuse or neglect (45 CFR 164.512(b)).
- (e) Where the PHI is disclosed to a government authority because the person is believed to be a victim of abuse, neglect or domestic violence (45 CFR 164.512(c)).
- (f) To law enforcement as provided in this policy (45 CFR 164.512(f)).
- (g) Where the Department believes that disclosure of the information is necessary to avert a serious threat to the health or safety of a person or the public (45 CFR 164.512(j)).
- (h) Where the PHI is required for workers' compensation purposes (45 CFR 164.512(l)).

#### 803.7.3 REQUIRED DISCLOSURES

The Department must disclose PHI when:

- (a) The PHI is requested by and provided to the individual to whom the PHI belongs (45 CFR 164.502(a)(2)).
- (b) The information is required by the U.S. Secretary of Health and Human Services to investigate compliance with HIPAA (45 CFR 164.502(a)(2)).

#### 803.7.4 SUBPOENAS

Records containing PHI or PPI will be disclosed only if one of the following is present (45 CFR 164.512(e)(1)):

- (a) A court order or subpoena signed (or stamped) by a judge that requires no additional assurances or notification to the individual whose records are requested

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### *Patient Medical Record Security and Privacy*

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- (b) A subpoena or discovery order signed by an attorney which requires additional proof of service that written notification has been given to the individual whose records are requested. In such a case, the subpoena or discovery order must be accompanied by a declaration by the requesting party showing that reasonable efforts have been made to ensure that notice has been provided to the individual whose records are being requested, or that there is a qualified protective order. No records relating to the person named in the notice will be produced until the time to respond to the notice has lapsed and no objections to the production of the materials requested have been made. If written notification to the individual is not provided, the declaration must establish all of the following:
1. The requesting party has made a good faith effort to provide written notice to the individual.
  2. The notice includes sufficient information about the litigation or proceeding for which the PHI is requested to allow the individual to raise an objection.
  3. The time for the individual to raise objections to the court or tribunal has elapsed.
  4. No objections were filed or all objections have been resolved.
  5. In lieu of a declaration, records may be released if there is a court order or a stipulation by the parties to the litigation that both:
    - (a) Prohibits the parties from using or disclosing the PHI for any purpose other than the litigation or proceeding for which such information was requested.
    - (b) Requires the return to the Department or destruction of the PHI (including all copies made) at the end of the litigation or proceeding.

#### 803.7.5 RELEASE OF PHI TO LAW ENFORCEMENT

The release of PHI to a law enforcement agency is permitted under the following circumstances:

- (a) In response to a law enforcement officer who completes the department's release of PHI to law enforcement form and requires the PHI (45 CFR 164.512(f)(1)):
  1. To report certain types of wounds or other physical injuries.
  2. In compliance with a court order or court-ordered warrant, subpoena or summons, a grand jury subpoena or an administrative request.
- (b) In response to a law enforcement officer who completes the department's release of PHI to law enforcement form for the purpose of identifying or locating a suspect, fugitive, material witness or missing person. In such a case, the Department may only disclose the following PHI (45 CFR 164.512(f)):
  1. Name and address
  2. Date and place of birth

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3. Social Security number
4. ABO blood type and Rh factor
5. The character and extent of injuries
6. Date and time of treatment
7. Date and time of death, if applicable
8. A description of distinguishing physical characteristics

#### **803.8 INDIVIDUAL RIGHTS**

The privacy officer is responsible for ensuring the Department complies with all of the following rights of patients:

- (a) The right to request restrictions on certain uses and disclosures of PHI (45 CFR 164.522(a))
- (b) The right to receive their PHI confidentially (45 CFR 164.522(b))
- (c) The right to inspect and copy their PHI (45 CFR 164.524)
- (d) The right to request amendments to their PHI (45 CFR 164.526)
- (e) The right to receive an account of disclosures of PHI (45 CFR 164.528)

##### **803.8.1 PHI AMENDMENT REQUESTS**

Patients have the right to review their PHI records and, if necessary, to request that amendments be made. A patient must make a request in writing to have his/her medical record amended. Included in the request must be the patient's account of the incident and what specific amendment is being requested (45 CFR 164.526(b)(1)).

The privacy officer has the authority to deny the request for amendment where the PHI (45 CFR 164.526(a)(2)):

- (a) Was not created by the Department.
- (b) Is not part of the designated record.
- (c) Is not available for inspection by the requestor pursuant to 45 CFR 164.524.
- (d) Is accurate and complete.

Within 60 days of receipt of the request for amendment, the privacy officer must provide the basis for denial in writing or, in the case that the request is approved, provide notice of approval (45 CFR 164.526(b)(2)).

The time for response may be extended for up to 30 days with a written statement to the requestor identifying the reasons for the delay and the date by which the action will be completed (45 CFR 164.526(b)(2)).



## Chapter 9 - Safety

## Illness and Injury Prevention Program

### 900.1 PURPOSE AND SCOPE

The purpose of this policy is to establish an ongoing and effective plan to reduce the incidence of injury and illness for members of the Truro Fire Department.

Although this policy provides the essential guidelines for a plan that reduces injury and illness, it may be supplemented by department procedures outside the Policy Manual.

This policy does not supersede but supplements any related Townwide safety efforts.

### 900.2 POLICY

The Truro Fire Department will adopt an Illness and Injury Prevention Program (IIPP) in order to increase the safety of its members.

### 900.3 ILLNESS AND INJURY PREVENTION PROGRAM PLAN

The Health and Safety Officer (HSO) is responsible for developing an IIPP that shall include:

- (a) Workplace safety and health training programs.
- (b) Safety inspections.
- (c) Informing members of IIPP guidelines.
- (d) Recognizing members who perform safe work practices.
- (e) Member evaluation processes, including member safety performance.
- (f) A system ensuring that all safety and health policies and procedures are clearly communicated and understood by all members.
- (g) A communication system facilitating the continuous flow of safety and health information between supervisors and members. This system shall include:
  1. New member orientation, including a discussion of safety and health policies and procedures.
  2. Regularly scheduled safety meetings.
  3. Regular member review of the IIPP.
- (h) Establishing Division Safety Coordinators and defining their responsibilities.
- (i) Posting or distributing safety information (454 CMR § 25.04).
- (j) A system for members to anonymously inform management about workplace hazards.
- (k) A system for reviewing whether safety mandates are being met that relate to:
  1. Communicable diseases (G.L. c. 111, § 111C; 105 CMR § 172.001 et seq.).
  2. Respiratory protection (29 CFR 1910.134; G.L. c. 149, § 6 1/2).
  3. Emergency action plan (29 CFR 1910.38; G.L. c. 149, § 6 1/2).
  4. Bloodborne pathogens (29 CFR 1910.1030; G.L. c. 149, § 6 1/2).

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### *Illness and Injury Prevention Program*

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5. Personal protective equipment (29 CFR 1910.132; G.L. c. 149, § 6 1/2).
  6. Record-keeping requirements (454 CMR § 25.06).
- (l) Availability of forms that address:
1. Identification, documentation and correction of hazards, any unsafe condition or work practice and actions taken to correct them.
  2. Investigations and corrective actions taken regarding individual incidents or accidents.
  3. Training records of each member, including the member's name or other identifier, training dates, type of training, and training providers.
- (m) Establishing a safety and health committee, which will:
1. Meet regularly.
  2. Prepare a written record of safety and health committee meetings.
  3. Review the results of periodic scheduled inspections.
  4. Review investigations of accidents and exposures.
  5. Make suggestions to command staff for the prevention of future incidents.
  6. Review investigations of alleged hazardous conditions.
  7. Submit recommendations to assist in the evaluation of member safety suggestions.
  8. Assess the effectiveness of efforts made by the Department to meet applicable standards.

The HSO must conduct and document a review of the IIPP at least annually.

#### **900.4 DIVISION SAFETY COORDINATORS**

Division Safety Coordinator responsibilities include but are not limited to:

- (a) Ensuring member compliance with injury and illness prevention guidelines and answering questions from members about this policy.
- (b) Training, counseling, instructing, or making informal verbal admonishments any time safety performance is deficient. Supervisors may also initiate discipline when it is reasonable and appropriate under the Conduct and Behavior Policy.
- (c) Establishing and maintaining communication with members on health and safety issues. This is essential for an injury-free, productive workplace.
- (d) Completing required forms and reports relating to injury and illness prevention; such forms and reports shall be submitted to the Chief Assigned Chief Assigned.
- (e) Notifying the HSO when:
  1. New substances, processes, procedures, or equipment that present potential new hazards are introduced into the work environment.

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### *Illness and Injury Prevention Program*

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2. New, previously unidentified hazards are recognized.
3. Occupational injuries and illnesses occur.
4. New and/or permanent or intermittent members are hired or reassigned to processes, operations, or tasks for which a hazard evaluation has not been previously conducted.
5. Workplace conditions warrant an inspection.

#### **900.5 HAZARDS**

All members should report and/or take reasonable steps to correct unsafe or unhealthy work conditions, practices, or procedures in a timely manner. Members should make their reports to a supervisor (as a general rule, their own supervisors).

Supervisors should make reasonable efforts to correct unsafe or unhealthy work conditions in a timely manner, based on the severity of the hazard. These hazards should be corrected when observed or discovered, when it is reasonable to do so. When a hazard exists that cannot be immediately abated without endangering members or property, supervisors should protect or remove all exposed members from the area or item, except those necessary to correct the existing condition.

Members who are necessary to correct the hazardous condition shall be provided with the necessary protection.

All significant actions taken and dates they are completed shall be documented on the appropriate form. This form should be forwarded to the Chief Assigned Chief Assigned via the chain of command.

The Chief Assigned Chief Assigned will take appropriate action to ensure the IIPP plan addresses potential hazards upon such notification.

#### **900.6 INSPECTIONS**

Safety inspections are crucial to a safe work environment. These inspections identify and evaluate workplace hazards and permit mitigation of those hazards. A hazard assessment checklist should be used for documentation and to ensure a thorough assessment of the work environment.

The Division Safety Coordinators shall ensure that the appropriate documentation is completed for each inspection.

#### **900.7 RECORDS**

Records relating to injury and illness prevention will be maintained in accordance with the established records retention schedule.

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## Department of Labor Standards Inspections

### 901.1 PURPOSE AND SCOPE

This policy establishes guidelines and responsibilities for Truro Fire Department members to follow in the event that a Massachusetts Department of Labor Standards (DLS) inspector requests access to department property or work operations (G.L. c. 149, § 17).

This policy does not address those inspections requested by the Truro Fire Department as part of a consultation service by DLS.

### 901.2 POLICY

It is the policy of the Truro Fire Department for the Fire Chief or the authorized designee to designate one or more department representatives who will be responsible for facilitating a DLS inspection. An adequate number of representatives shall be designated to accommodate the needs of the DLS inspector without excessive delays. Designated representatives shall make every reasonable effort to promptly meet with the DLS inspector once he/she has arrived (G.L. c. 149, § 17).

Department members should work cooperatively with any DLS inspector to provide access to all necessary areas, equipment and records to facilitate a cohesive inspection process. Failure on the part of the Department to begin the inspection in a timely manner could result in the DLS inspector obtaining an inspection warrant to enter department property. This could unnecessarily create an adversarial relationship and should be avoided if at all possible.

### 901.3 PROCEDURE

The DLS inspections may be unannounced. Typically inspections occur when there has been a serious accident, serious injury or occupational fatality; when a member has charged that a serious safety violation exists; or at a work site where an imminent danger has been identified (G.L. c. 149, § 17).

Upon entering the department work site, the inspector will present his/her identification and will ask to meet with the department representative. There will usually be an initial meeting during which the inspector will:

- Explain the nature and scope of the inspection.
- Request that a member/representative accompany the inspector.
- Ask to review appropriate safety records, plans and documentation.

The DLS inspectors are, by law, permitted to interview members in private, take photographs, conduct tests and collect environmental samples.

Department representatives should make reasonable accommodations to provide inspectors access to available members and materials required to complete the inspection. Any statements made to inspectors are admissible in judicial hearings. Questions of a sensitive nature or to which

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the member is unsure of how to respond may be referred to the person at the Department who is the subject matter expert on the topic.

At the conclusion of the inspection, the DLS inspector will hold a closing meeting with the department representative to discuss any alleged safety standard violations and any requirements for abatement.

Any time there is a DLS inspection, violation and/or citation, the Fire Chief shall ensure that notifications are made to the department's Health and Safety Officer, risk manager and legal counsel, and that the Department conducts an appropriate internal investigation and adequately addresses all DLS findings.

# Department of Labor Standards Notification of Injury, Death or Hospitalization

## 902.1 PURPOSE AND SCOPE

The purpose of this policy is to provide guidelines for the Department to notify the Massachusetts Department of Labor Standards (DLS) of employment-related injuries, deaths or inpatient hospitalization of any department members.

## 902.2 POLICY

The Department will comply with DLS reporting requirements in the event of a serious illness, injury, or death.

## 902.3 MANDATORY NOTIFICATION

The DLS shall be notified within eight hours after the death of any employee, and within 24 hours of an inpatient hospitalization of one or more employees, or an amputation or loss of an eye as a result of a work-related incident (29 CFR 1904.39; G.L. c. 149, § 6 1/2).department

## 902.4 REQUIRED INFORMATION

The DLS requires the following information, if available, to be submitted with the notification (29 CFR 1904.39; G.L. c. 149, § 6 1/2):

- (a) Name of agency
- (b) Location of incident
- (c) Time and date of incident
- (d) Number of injured or deceased members
- (e) Name, phone number and email address of the department contact person
- (f) Brief description of the incident

## Communicable Diseases

### 903.1 PURPOSE AND SCOPE

This policy provides general guidelines to assist in minimizing the risk of department members contracting and/or spreading communicable diseases.

#### 903.1.1 DEFINITIONS

Definitions related to this policy include:

**Communicable disease** - A human disease caused by microorganisms that are present in and transmissible through human blood, bodily fluid, tissue, or by breathing or coughing. These diseases commonly include, but are not limited to, hepatitis B virus (HBV), HIV and tuberculosis.

**Exposure** - When an eye, mouth, mucous membrane or non-intact skin comes into contact with blood or other potentially infectious materials, or when these substances are injected or infused under the skin; when an individual is exposed to a person who has a disease that can be passed through the air by talking, sneezing or coughing (e.g., tuberculosis), or the individual is in an area that was occupied by such a person. Exposure only includes those instances that occur due to a member's position at the Truro Fire Department (see the exposure control plan for further details to assist in identifying whether an exposure has occurred).

### 903.2 POLICY

The Truro Fire Department is committed to providing a safe work environment for its members. Members should be aware that they are ultimately responsible for their own health and safety.

### 903.3 INFECTION CONTROL OFFICER

The Health and Safety Officer shall serve as the department's designated Infection Control Officer (ICO) (105 CMR § 171.223). The ICO shall develop an exposure control plan that includes:

- (a) Exposure-prevention and decontamination procedures.
- (b) Procedures for when and how to obtain medical attention in the event of an exposure or suspected exposure.
- (c) The provision that department members will have no-cost access to the appropriate personal protective equipment (PPE) (e.g., gloves, face masks, eye protection, pocket masks) for each member's position and risk of exposure.
- (d) Compliance with all relevant laws or regulations related to communicable diseases, including:
  1. Responding to requests and notifications regarding exposures covered under the Ryan White law (42 USC § 300ff-133; 42 USC § 300ff-136).
  2. Notification requirements for unprotected exposures to infection diseases dangerous to public health (G.L. c. 111, § 111C; 105 CMR § 172.001 et seq.).
  3. Bloodborne pathogen precautions (29 CFR 1910.1030; G.L. c. 149, § 6 1/2).



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The ICO should also act as the liaison with the Department of Labor Standards and may request voluntary compliance inspections. The ICO should periodically, at a minimum annually, review and update the exposure control plan and review implementation of the plan.

#### **903.4 EXPOSURE PREVENTION AND MITIGATION**

##### **903.4.1 GENERAL PRECAUTIONS**

All members are expected to use good judgment and follow training and procedures related to mitigating the risks associated with communicable disease. This includes, but is not limited to (29 CFR 1910.1030; G.L. c. 149, § 6 1/2):

- (a) Stocking disposable gloves, antiseptic hand cleanser, CPR masks or other specialized equipment in the work area or department vehicle, as applicable.
- (b) Wearing department-approved disposable gloves when contact with blood, other potentially infectious materials, mucous membranes and non-intact skin can be reasonably anticipated.
- (c) Washing hands immediately or as soon as feasible after removal of gloves or other PPE.
- (d) Treating all human blood and bodily fluids/tissue as if it is known to be infectious for a communicable disease.
- (e) Using an appropriate barrier device when providing CPR.
- (f) Using a face mask or shield if it is reasonable to anticipate an exposure to an airborne transmissible disease.
- (g) Decontaminating non-disposable equipment (e.g., laryngoscope, firefighting gloves, clothing, portable radio) as soon as possible if the equipment is a potential source of exposure.
  - 1. Clothing that has been contaminated by blood or other potentially infectious materials shall be removed immediately or as soon as feasible and stored/decontaminated appropriately.
- (h) Handling all sharps and items that cut or puncture (e.g., needles, broken glass, razors, knives) cautiously and using puncture-resistant containers for their storage and/or transportation.
- (i) Avoiding eating, drinking, smoking, applying cosmetics or lip balm, or handling contact lenses where there is a reasonable likelihood of exposure.
- (j) Disposing of biohazardous waste appropriately or labeling biohazardous material properly when it is stored.

##### **903.4.2 IMMUNIZATIONS**

Members who could be exposed to HBV due to their positions may receive the HBV vaccine and any routine booster at no cost (29 CFR 1910.1030; G.L. c. 149, § 6 1/2).

#### **903.5 POST-EXPOSURE**

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#### 903.5.1 INITIAL POST-EXPOSURE STEPS

Members who experience an exposure or suspected exposure shall (29 CFR 1910.1030; G.L. c. 149, § 6 1/2):

- (a) Begin decontamination procedures immediately (e.g., wash hands and any other skin with soap and water, flush mucous membranes with water).
- (b) Obtain medical attention as appropriate.
- (c) Notify a supervisor as soon as practicable.

#### 903.5.2 MEMBER REPORTING REQUIREMENTS

A member who believes he/she has sustained an unprotected exposure capable of transmitting an infectious disease shall provide a completed Unprotected Exposure Form (G.L. c. 111, § 111C; 105 CMR § 172.002):

- (a) Immediately upon arrival to the admitting agent or other appropriate employee of the health care facility if the member was involved in the transport.
- (b) If not involved in the transport, within 24 hours to the health care facility to which the person was transported.

#### 903.5.3 SUPERVISOR REPORTING REQUIREMENTS

The supervisor on-duty shall investigate every exposure that occurs as soon as possible following the incident. The supervisor shall ensure the following information is documented (29 CFR 1910.1030; G.L. c. 149, § 6 1/2):

- (a) Name of the members exposed
- (b) Date, incident number, and time of the incident
- (c) Location of the incident
- (d) Potentially infectious materials involved and the source of exposure (e.g., identification of the person who may have been the source)
- (e) Work being done during exposure
- (f) How the incident occurred or was caused
- (g) PPE in use at the time of the incident
- (h) Actions taken post-event (e.g., clean-up, notifications)

The supervisor shall advise the member that disclosing the identity and/or infectious status of a source to the public or to anyone who is not involved in the follow-up process is prohibited. The supervisor should complete the incident documentation in conjunction with other reporting requirements that may apply (see the Work-Related Illness and Injury Reporting and Illness and Injury Prevention Program policies).

#### 903.5.4 MEDICAL CONSULTATION, EVALUATION, AND TREATMENT

Department members shall have the opportunity to have a confidential medical evaluation immediately after an exposure and follow-up evaluations as necessary.

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The ICO should request a written opinion/evaluation from the treating medical professional that contains only the following information (29 CFR 1910.1030; G.L. c. 149, § 6 1/2):

- (a) Whether the member has been informed of the results of the evaluation.
- (b) Whether the member has been notified of any medical conditions resulting from exposure to blood or other potentially infectious materials which require further evaluation or treatment.

No other information should be requested or accepted by the ICO.

#### **903.5.5 COUNSELING**

The Department shall provide the member, and his/her family if necessary, the opportunity for counseling and consultation regarding the exposure (29 CFR 1910.1030; G.L. c. 149, § 6 1/2).

#### **903.5.6 SOURCE TESTING**

Testing a person for communicable diseases when that person was the source of an exposure should be done when it is desired by the exposed member or when it is otherwise appropriate. Source testing is the responsibility of the ICO. If the ICO is unavailable to seek timely testing of the source, it is the responsibility of the exposed member's supervisor to ensure testing is sought.

Source testing may be achieved by:

- (a) Obtaining consent from the individual.
- (b) Notifying the Massachusetts Department of Public Health (DPH).
- (c) Obtaining a court order for testing.

Since there is the potential for overlap between the different manners in which source testing may occur, the ICO is responsible for coordinating the testing to prevent unnecessary or duplicate testing.

The ICO should seek the consent of the individual for testing and consult the Town Attorney to discuss other options when no statute exists for compelling the source of an exposure to undergo testing if he/she refuses.

#### **903.6 CONFIDENTIALITY OF REPORTS**

Medical information shall remain in confidential files and shall not be disclosed to anyone without the member's written consent except as required by law. Test results from persons who may have been the source of an exposure are to be kept confidential as well.

## High-Visibility Safety Vests

### 904.1 PURPOSE AND SCOPE

The purpose of this policy is to describe the guidelines to protect members who may be exposed to hazards presented by passing traffic, construction vehicles and disaster recovery equipment and to comply with applicable safety regulations including requirements contained in the federal Manual on Uniform Traffic Control Devices for Streets and Highways pursuant to 23 CFR 655.601.

### 904.2 POLICY

It is the policy of the Truro Fire Department that all members shall wear class II high-visibility safety vests in addition to required personal protective equipment (PPE) whenever the emergency scene is located on or near a roadway where members are subject to the hazards of moving traffic, construction vehicles or disaster recovery equipment. Members who are working on roadways and are not directly exposed to fire, flame, excessive heat or hazardous materials are expected to wear a high-visibility vest. This includes pump operators, support personnel and command officers. When it is anticipated that the emergency scene will be located on a roadway, high-visibility safety vests should be donned along with other appropriate PPE at the time of dispatch.

High-visibility vests should also be worn any time a member or a supervisor believes increased visibility would improve safety or efficiency.

### 904.3 PROCEDURE

Although the high-visibility safety vests that are currently available are fire resistant, they do not meet the same fire resistant standards set by the National Fire Protection Association (NFPA). Therefore, members who are directly engaged in fire suppression activities on or near roadways should not wear the vest over their PPE. Once the situation is under control, personnel can then don a vest for the remainder of the incident.

Should the need arise, other department personnel on-scene could easily remove (tear-away) the vest in reaction to unusual circumstances or to render assistance with direct firefighting.

#### 904.3.1 ASSIGNMENT OF HIGH-VISIBILITY SAFETY VESTS

High-visibility vests shall be assigned to members or apparatus as follows:

- (a) Vests will be assigned to each emergency response apparatus for each member.
- (b) Vests will be assigned to each ambulance unit for each member (one additional for a paramedic trainee).
- (c) Two vests will be assigned to each Chief Assigned.
- (d) One vest each will be assigned to the Fire Chief, Assistant Chiefs, Chief Assigneds, safety officers, investigators and the Chief Assigned.
- (e) One vest will be assigned to each support vehicle used by department members who may be required to work on or near roadways.

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#### 904.3.2 STORAGE AND CARE

High-visibility safety vests are part of the standard issue PPE and should be stowed so they are readily available for immediate use. Should cleaning be necessary for routine soiling, follow the manufacturer's care instructions or the guidelines in the Personal Protective Equipment Policy.

## Apparatus/Vehicle Backing

### 905.1 PURPOSE AND SCOPE

The purpose of this policy is to help members avoid the dangers inherent to vehicle backing operations and reduce the high incidence of firefighter injuries and fatalities.

#### 905.1.1 DEFINITIONS

Definitions related to this policy include:

**Apparatus** - Any department vehicle that is designed and equipped to support firefighting and rescue operations, including those equipped with an aerial ladder, elevating platform or water tower that may position members, handle materials, provide continuous egress or discharge water at positions elevated from the ground.

**Driver** - The member charged with driving the vehicle or apparatus. This member is in control of the vehicle or apparatus and therefore is responsible for its movement.

**Officer** - The member responsible for directing the operation of the vehicle or apparatus and its personnel.

**Spotter** - A member designated to direct the driver while backing up the vehicle or apparatus. This position may also be referred to as a backup person.

**Vehicle** - Any automobile, emergency vehicle, staff vehicle or light utility vehicle owned or leased by the Truro Fire Department and used for department business.

### 905.2 POLICY

To promote firefighter safety, it is the policy of the Truro Fire Department that drivers, when feasible, will drive around the block rather than backing an apparatus or vehicle. If backing the apparatus or vehicle is necessary, the driver shall utilize spotters to avoid any potential danger. Backing the apparatus or vehicle without the aid of a spotter should only take place in unique circumstances. Hose lines shall be picked up by driving forward over the hose rather than backing.

### 905.3 OFFICER AND DRIVER RESPONSIBILITIES

Firefighter safety is extremely important. Backing operations are the most common cause of fire service vehicle accidents. Training and awareness of the potential dangers of such operations should reduce the incidence of firefighter injuries and fatalities.

Before backing an apparatus or vehicle, all potential impediments should be evaluated to ensure that the area is clear of obstructions.

The officer, or the driver if there is no officer present, shall deploy spotters when backing up or as necessary to allow the safe movement of an apparatus or vehicle.

The driver should not move the vehicle or apparatus until the spotters are in place.

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If the driver loses sight of the spotter, the driver shall stop the apparatus or vehicle until the spotter is back in sight.

If more than one spotter is being used, the driver will need to maintain contact with both spotters. This means shifting attention from one spotter to another frequently so as to safely move the apparatus or vehicle, while maintaining the safety of the spotters. This will require the apparatus to be moving at a slower than normal rate.

In unique circumstances where a spotter is not available and the apparatus or vehicle must be moved, the driver shall perform a complete walk-around of the vehicle or apparatus to identify any potential hazards. The driver should back the apparatus or vehicle, attempting to use minimal reverse motion prior to being able to proceed forward. In the event that the apparatus or vehicle must be backed repeatedly or for more than a short distance, the driver should repeat the walk-around as many times as necessary.

If at any time the driver feels that the situation is not safe, he/she should stop the vehicle or apparatus until the situation is corrected. This may mean getting out and physically walking around the apparatus or vehicle or in the direction the apparatus or vehicle is headed.

### **905.4 SPOTTER RESPONSIBILITIES**

Voice communication between the spotter and driver is good, but the driver may not hear the spotter over the noise of the vehicle or apparatus and other background noise. The use of portable radios to communicate between the spotter and driver may prove beneficial in certain circumstances. The spotters, the driver and the officer should maintain radio contact as well as eye contact. Universal hand signals may also be used to communicate between the driver and the spotter. Hand signals should be understood by all members to avoid confusion and to facilitate the process.

In congested or tight areas, one spotter may be needed at the rear and one at the front of the vehicle being moved either forward or backward. Spotters should also be used when going forward in tight areas.

Spotter responsibilities include, but are not limited to:

- (a) Be constantly aware of the surroundings while performing this function.
- (b) Look and listen for other vehicles and people that may enter the path of the vehicle or apparatus that is backing up.
- (c) Stop any oncoming hazard or stop the vehicle or apparatus being backed up.
- (d) Be aware of objects in the path of the vehicle or apparatus and direct the driver safely around them.
- (e) Be attentive to ground-level obstructions as well as overhead hazards (e.g., tree branches, wires, signs, canopies, ladders).
- (f) Maintain visual contact with the driver at all times.

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- (g) Be in the line-of-sight of the mirrors of the vehicle or apparatus at all times.
- (h) Illuminate him/herself at night with a rear spotlight or flashlight, to remain visible to the driver.
- (i) Use hand signals to direct the driver. Hand signals should be somewhat exaggerated for clear understanding by the driver.
- (j) Stand on the ground, never on the apparatus or vehicle.
- (k) Practice skills as time permits.



# Heat Illness Prevention Program

## 906.1 PURPOSE AND SCOPE

The purpose of this policy is to promote member health and safety by establishing a heat illness prevention program requiring member participation and implementing an effective training program (see the Heat Illness Prevention Training Policy).

The intent is to establish methods to lower the risk of illness or injury due to exposure to high-heat working conditions and to establish fireground rehabilitation guidelines to ensure that the physical and mental condition of members does not deteriorate to the point that it negatively affects their safety or emergency operations (29 USC 654; G.L. c. 149, § 6 1/2).

### 906.1.1 DEFINITIONS

Definitions related to this policy include:

**Fireground rehabilitation** - A system for on-scene management of firefighter heat stress, dehydration and fatigue. The primary goals of rehabilitation are rehydration, rest and cooling, assessment of remaining work capacity and recognition and treatment of heat strain injuries.

**Heat exhaustion** - A condition caused by the loss of large amounts of fluid by sweating. A worker suffering from heat exhaustion still sweats but experiences extreme weakness or fatigue, giddiness, nausea or headache. In more serious cases, the victim may vomit or lose consciousness. Skin may be clammy or moist, pale or flushed. Body temperature is normal to slightly elevated. Mild heat exhaustion will respond to copious water and a cool environment. Those with severe cases may require extended care for several days.

**Heat stress** - The aggregate of environmental and physical work factors that constitute the total heat load imposed on the body. Heat load is derived from two major sources:

- Internally generated metabolic heat, which is a by-product of chemical processes that occur within the cells, tissue and organs of firefighters exerting themselves in turnout clothing
- Externally imposed environmental heat, which influences the rate at which body heat can be exchanged with the environment and consequently the ease with which the body can regulate and maintain a normal temperature

**Heat strain** - The series of physiological responses to heat stress. These responses reflect the degree of heat stress. When the strain is excessive for the individual, a heat disorder (heat exhaustion or heat stroke) will follow.

**Heat stroke** - A condition where the body's temperature regulatory system fails, sweating becomes inadequate and the body's only effective means of removing excess heat is compromised. Early recognition and treatment of heat stroke is the only means of preventing permanent brain damage or death. Signs and symptoms of heat stroke may include mental

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confusion, convulsions, an altered level of consciousness and skin that is hot, usually dry and red or spotted. Body temperature is usually 104 degrees or higher.

#### **906.2 POLICY**

It is the policy of the Truro Fire Department to require member participation in the heat illness prevention program and the accompanying training.

#### **906.3 REQUIREMENTS**

This heat illness prevention program shall apply to all emergency operations and training exercises where personnel are exposed to heavy physical exertion and/or extreme heat conditions.

A rehabilitation group will be established by the Incident Commander (IC) when conditions dictate that rest and rehabilitation are needed at an emergency scene. Rehabilitation considerations should include, but are not limited to:

- **Length of the operation** - The two-bottle rule should generally be observed. After the use of two self-contained breathing apparatus (SCBA) air bottles (or 30 to 60 minutes of strenuous activity), a firefighter should be evaluated in the rehabilitation area. Rehabilitation should generally be considered for second-alarm fires or greater. Prolonged motor vehicle incidents and heavy rescues in hot weather are other examples.
- **Amount of exertion** - Chief Assigneds should maintain an awareness of the exertion/exhaustion level of crews. The degree of exertion can vary greatly in each incident. Individuals who are under-hydrated or are on the first day back after any gastrointestinal illness are particularly susceptible to early onset of heat illness.
- **Adverse climatic conditions** - Temperatures in excess of 90 degrees have historically produced early onset of heat exhaustion and/or collapse. Rehabilitation efforts should generally be established when ambient air temperature is over 85 degrees and there is a potential for extended operations. High humidity also plays a role and should be considered.
- **Communication** - It may be difficult for the IC to assess the exertion or exhaustion level of the firefighters. If a firefighter needs rest, he/she is responsible for communicating his/her needs to a supervisor. If one individual is experiencing heat exhaustion, supervisors should be aware that there may be additional firefighters in need of rehabilitation.

It is the responsibility of the IC to make an early determination of situations that may require a rehabilitation group and institute the appropriate rehabilitation efforts accordingly.

It is the responsibility of every Chief Assigned to monitor the condition of all firefighters for signs of heat stress or fatigue. When these conditions are noted, the officer shall advise the IC or assigned Incident Safety Officer and request assignment of the company to the rehabilitation group.

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It is the responsibility of all personnel operating at an incident to report to their immediate supervisor if they are feeling the strain of overexertion. There is a point at which even the most physically fit individual becomes a liability rather than an asset due to intense physical exertion in turnout clothing. Taking 10 to 20 minutes in rehabilitation to cool down and rehydrate can prevent illness and injury.

# Respiratory Protection Program

## 907.1 PURPOSE AND SCOPE

The purpose of this policy is to identify the different types of respiratory protection equipment provided by the Department, the requirements and guidelines for the use of respirators and the other mandates associated with their use.

This policy applies to all members whose job duties could require them to use respiratory protection, due to exposure to atmospheres where there is smoke, low levels of oxygen, high levels of carbon monoxide, or the presence of toxic gases or other respiratory hazards.

### 907.1.1 DEFINITIONS

Definitions related to this policy include:

**Immediately dangerous to life or health (IDLH)** - Any atmosphere that poses an immediate threat to life, would cause irreversible adverse health effects or would impair an individual's ability to escape from a dangerous atmosphere. Interior atmospheric conditions at structure fires beyond the incipient stage are considered IDLH, as are a variety of rescue types (29 CFR 1910.134; G.L. c. 149, § 6 1/2).

**Respiratory protection** - Any device that is worn by the user to reduce or eliminate exposure to harmful contaminants through the inhalation of those contaminants.

## 907.2 POLICY

It is the policy of the Truro Fire Department to require members to use the proper level of respiratory protection, as described below, when working in hazardous conditions. The level of protection may be increased or decreased by a Chief Assigned or Incident Commander (IC) based upon his/her evaluation of the hazard. Members shall not be required, or allowed, to enter or work in hazardous conditions without proper respiratory protection, and shall be trained in the proper use and care of the devices.

## 907.3 RESPIRATORY PROTECTION PROGRAM ADMINISTRATOR

The Fire Chief will designate a program administrator with sufficient training or experience to oversee the objectives of this policy and ensure that the Department meets any legal mandates related to respiratory protection.

The administrator shall (29 CFR 1910.134; G.L. c. 149, § 6 1/2):

- (a) Maintain, implement and administer a written respiratory protection program.
- (b) Ensure the written respiratory protection program and related procedures are followed and appropriate.
- (c) Ensure the procedures and written respiratory protection program address relevant mandates.
- (d) Ensure selected respirators continue to effectively protect members.

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- (e) Have supervisors periodically monitor member respirator use to make sure members are using them properly.
- (f) Regularly ask members who are required to use respirators for their input on program effectiveness and whether they have problems with the following:
  - 1. Respirator fit during use
  - 2. Any effects of respirator use on work performance
  - 3. Respirators being appropriate for the hazards encountered
  - 4. Proper use under current work site conditions
  - 5. Proper maintenance
- (g) Ensure the Department covers the costs associated with respirators, medical evaluations, fit testing, training, maintenance, travel costs and wages, as applicable.
- (h) Provide direction for respirator selection.
- (i) Require medical evaluations for members who use respiratory protection as set forth in 29 CFR 1910.134.

#### **907.4 USE OF RESPIRATORY PROTECTION**

Members exposed to harmful environments in the course of their assigned activities shall use respiratory protection devices.

Members using respiratory protection shall ensure that they have no facial hair between the sealing surface of the facepiece and the face that could interfere with the seal or the valve function. Members also shall ensure that they have no other condition that will interfere with the face-to-facepiece seal or the valve function (29 CFR 1910.134; G.L. c. 149, § 6 1/2).

Members shall not wear corrective glasses, goggles or other personal protective equipment (PPE) that interferes with the seal of the facepiece to the face, or that has not been previously tested for use with that respiratory equipment.

For all tight-fitting respirators, members shall perform a user seal check each time they put on the respirators, using the procedures in 29 CFR 1910.134, App. B-1 or other department-approved procedures recommended by the respirator manufacturer.

Chief Assigneds shall monitor members using respiratory protection and their degree of exposure or stress. When there is a change in work area conditions or when a member's degree of exposure or stress may affect respirator effectiveness, the Chief Assigned shall reevaluate the continued effectiveness of the respirator and shall direct the member to leave the respirator use area when:

- (a) It is necessary for the member to wash his/her face and the respirator facepiece to prevent eye or skin irritation associated with respirator use.
- (b) The member detects vapor or gas breakthrough, or when there is a change in breathing resistance or leakage of the facepiece.
- (c) The member needs to replace the respirator or the filter, cartridge or canister.

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Members who detect vapor or gas breakthrough, changes in breathing resistance or leakage of the facepiece shall replace or repair the respirator before returning to the work area.

#### 907.4.1 USE OF SELF-CONTAINED BREATHING APPARATUS

Self-contained breathing apparatus (SCBA) are atmosphere-supplying respirators for which the breathing air source is designed to be carried by the user.

Members shall use SCBA when entering an atmosphere that may be IDLH (29 CFR 1910.134; G.L. c. 149, § 6 1/2). These situations may include, but are not limited to:

- Entering an area that may be oxygen deficient such as confined spaces, trenches, unventilated structures or septic tanks.
- Engaging in any firefighting operations, with the possible exception of a vegetation fire.
- Entering the hot zone of a hazardous materials incident.
- Entering any area where contaminant levels may become unsafe without warning, or any situation where exposures cannot be identified or reasonably estimated.
- Any time use is specified by the Chief Assigned or IC.

Facepieces should be donned and regulators attached before entering any smoke-filled area or IDLH environment. Use of SCBA shall not cease until approved by the IC.

#### 907.4.2 USE OF FULL-FACE RESPIRATORS

Full-face respirators are respirators that fit over the full face to protect the face and eyes from contaminants at the same time they filter air (29 CFR 1910.134; G.L. c. 149, § 6 1/2).

Chief Assigneds or the IC may allow the use of full-face respirators in situations where, due to the duration of the incident and level of exposure, the use of SCBA is not necessary or practical. These situations may include, but are not limited to:

- (a) Hazardous materials incidents where members are not working in the hot zone.
- (b) Overhaul operations where the structure has been fully ventilated and the atmosphere has been tested for unsafe levels of carbon monoxide and adequate levels of oxygen.
- (c) Incidents involving weapons of mass destruction where members are outside of the hot zone and not directly exposed to any known hazard.
- (d) Certain emergency medical responses where additional protection is warranted.

Full-face respirators shall not be used when there is a potential for an oxygen-deficient atmosphere.

#### 907.4.3 USE OF CARTRIDGE RESPIRATORS

Cartridge respirators are a type of air-purifying respirator. They may be fitted with mechanical pre-filters or combination cartridge/filter assemblies for use in areas where gases, vapors, dusts, fumes or mists are present. The correct cartridge must be selected prior to use (29 CFR 1910.134; G.L. c. 149, § 6 1/2).

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A Chief Assigned or IC may specify the use of cartridge respirators in situations where the use of an SCBA or a full-face respirator is not necessary. These incidents may include vegetation fires, exposure to a patient with a communicable disease and certain other incidents. Cartridge respirators shall not be used if there is a potential for an oxygen-deficient atmosphere or a risk of exposure to the member's face or eyes.

Cartridge respirator filters shall be replaced whenever:

- The wearer begins to smell, taste or be irritated by a contaminant.
- The wearer begins to experience difficulty breathing due to filter loading.
- The cartridges or filters become wet.
- The expiration date on the cartridges or canisters has been reached.

#### 907.4.4 USE OF N95 MEDICAL MASKS

N95 medical masks are a class of disposable respirators that are approved by the Food and Drug Administration (FDA) and the National Institute for Occupational Safety and Health (NIOSH) as suitable for use where fluid resistance is a priority. The masks protect against particulate contaminants that are 0.3 microns or larger, and meet the Centers for Disease Control and Prevention (CDC) guidelines for the prevention of tuberculosis (TB) exposure. Misuse of the N95 respirators may result in serious injury or death. N95 masks should only be used to protect the wearer from particulate contaminants and are not suitable in an oxygen-deficient atmosphere or where an unsafe level of carbon monoxide exists.

#### 907.4.5 TRAINING

Members should not use respirators unless they have completed the mandatory training requirements for the selected device (see the Respiratory Protection Training Policy).

### **907.5 EQUIPMENT ACQUISITION AND SPECIFICATIONS**

#### 907.5.1 SCBA REQUIREMENTS

Truro Fire Department's SCBA shall meet the standards found in the most current National Fire Protection Association (NFPA) publication and approved for use by NIOSH (29 CFR 1910.134; G.L. c. 149, § 6 1/2).

The Truro Fire Department shall use only the respirator manufacturer's NIOSH-approved breathing-gas containers, marked and maintained in accordance with the quality assurance provisions of the NIOSH approval for the SCBA as issued in accordance with the NIOSH respirator certification standard at 42 CFR 84.1 et seq.

#### 907.5.2 COMPRESSED BREATHING AIR

Compressed breathing air used in SCBA should meet at least the requirements for Grade D breathing air as described in the American National Standards Institute (ANSI) Compressed Gas Association Commodity Specification for Air (G-7.1-1989) (29 CFR 1910.134; G.L. c. 149, § 6 1/2).

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#### **907.6 RESPIRATOR FIT TESTING**

Fit tests are used to qualitatively or quantitatively evaluate the fit of a respirator on an individual. Each new member shall be fit tested before being permitted to use SCBA in a hazardous atmosphere. Fit tests may only be administered by persons determined to be qualified by the program administrator (29 CFR 1910.134; G.L. c. 149, § 6 1/2).

After initial testing, fit testing shall be repeated:

- (a) At least once every 12 months.
- (b) Whenever there are changes in the type of SCBA or facepiece used.
- (c) Whenever there are significant physical changes in the user (e.g., obvious change in body weight, scarring of the face seal area, dental changes, cosmetic surgery or any other condition that may affect the fit of the facepiece seal).

##### **907.6.1 RESPIRATOR FIT TESTING PROCEDURES**

Fit testing is to be done only in a negative-pressure mode. If the facepiece is modified for fit testing, the modification shall not affect the normal fit of the device. Such modified devices shall only be used for fit testing and not for field use (29 CFR 1910.134; G.L. c. 149, § 6 1/2).

##### **907.6.2 FIT TESTING RECORDS**

The Fire Chief shall be responsible for maintaining records of all fit testing.

Current fit test records shall be retained as required by the Department records retention schedule, but in all cases at least until the next fit test is administered. Fit test records shall include (29 CFR 1910.134; G.L. c. 149, § 6 1/2):

- (a) Name of person tested.
- (b) Test date.
- (c) Type of fit test performed.
- (d) Description (type, manufacturer, model, style and size) of the respirator tested.
- (e) Results of fit tests (e.g., quantitative fit tests should include the overall fit factor and a print out or other recording of the test).
- (f) The written guidelines for the respirator fit testing program, including pass/fail criteria.
- (g) Instrumentation or equipment used for the test.
- (h) Name or identification of test operator.

#### **907.7 RESPIRATOR MEDICAL EVALUATION QUESTIONNAIRE**

All members who are required to use respiratory protection must complete a medical evaluation questionnaire upon initial fit testing and annually thereafter as well as if any of the following conditions arise between annual tests (29 CFR 1910.134; G.L. c. 149, § 6 1/2):

- (a) A member reports medical signs or symptoms that are related to his/her ability to use a respirator.



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- (b) A Physician or Licensed Health Care Professional (PLHCP), supervisor or the respirator program administrator informs the employer that an employee needs to be reevaluated.
- (c) Information from the respiratory protection program, including observations made during fit testing and program evaluation, indicates a need for an employee reevaluation.
- (d) A change occurs in workplace conditions (e.g., physical work effort, protective clothing, temperature) that may result in a substantial increase in the physiological burden placed on an employee.

The questionnaires will be reviewed by a PLHCP selected by the Department to determine which, if any, members need to complete physical examinations.

The Fire Chief shall be responsible for maintaining records of all respirator medical evaluation questionnaires and any subsequent physical examination results.

#### **907.8 SCBA INSPECTION, MAINTENANCE AND STORAGE**

Prior to each shift, members are required to physically inspect and operate all SCBA and respirators that are on frontline fire apparatus. If the equipment is not in daily use, it should be inspected at least once a week and after each cleaning. Inspection should include, but is not limited to:

- (a) All alarm devices on the SCBA should be tested for proper operation.
- (b) Any SCBA or respirator which is not operating properly or is below department standard air volume shall be taken out of service immediately until the problem is remedied.
- (c) Rubber facepiece:
  - 1. Excessive dirt
  - 2. Cracks, tears, holes
  - 3. Distortion from improper storage
  - 4. Cracked, loose or scratched lenses (full facepiece)
  - 5. Broken or missing mounting clips
- (d) Head straps:
  - 1. Breaks or tears
  - 2. Loss of elasticity
  - 3. Broken or malfunctioning buckles or attachments
  - 4. Excessively worn serrations of the head harness which might allow the facepiece to slip

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- (e) Inhalation and exhalation valves:
  - 1. Detergent residue, dust particles or dirt on the valve seal
  - 2. Cracks, tears or distortion in the valve material or valve seal
  - 3. Missing or defective valve covers
- (f) Filter elements:
  - 1. Proper filter for the hazard
  - 2. Approved designation (NIOSH)
  - 3. Missing or worn gaskets
  - 4. Worn thread
  - 5. Cracks or dents in filter housing

#### 907.8.1 MAINTENANCE, INSPECTION, AND ANNUAL SERVICE

Members should thoroughly clean and sanitize all SCBA and respirators after each use (29 CFR 1910.134; G.L. c. 149, § 6 1/2).

Respirators may be washed with mild detergent and warm water using a brush, followed by a thorough rinsing with fresh water and drying in a contaminant-free location. Sanitizing of respirators is performed with cotton swabs and/or isopropyl alcohol pads.

All partially empty bottles should be replaced with full bottles. Members should perform the inspections noted above before placing an SCBA or respirator back in service.

Every SCBA shall be inspected monthly by the Department and serviced on an annual basis by individuals who have been trained and certified by the SCBA manufacturer to perform such annual servicing (29 CFR 1910.134; G.L. c. 149, § 6 1/2). SCBA bottles shall be hydrostatically tested pursuant to applicable federal regulations, state standards and manufacturer recommendations.

All maintenance and inspection mandates of 29 CFR 1910.134 shall apply.

#### 907.8.2 STORAGE

Respirators in storage shall be protected against (29 CFR 1910.134; G.L. c. 149, § 6 1/2):

- Dust
- Sunlight
- Heat
- Extreme cold
- Excessive moisture
- Damaging chemicals

Freshly cleaned respirators can be stored in reusable plastic bags or in a storage cabinet. Care must be taken so that distortion of the rubber or elastic parts does not occur. Respirators shall

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not be stored in lockers or vehicles unless the respirators are stored in individual containers and are protected from damage.

All filters, cartridges and canisters shall be properly labeled and color coded with NIOSH approval labels. Labels shall not be removed and must remain legible (29 CFR 1910.134; G.L. c. 149, § 6 1/2).

#### **907.8.3 FLOW TESTING**

The Department shall conduct annual flow testing on all SCBA. A flow test, also known as a performance test, ensures that the SCBA is performing to the manufacturer's specifications. Unlike basic inspections and functional testing, flow testing requires specialized equipment. The Department shall use NFPA standards or the SCBA manufacturer's requirements for flow testing, whichever is more stringent (29 CFR 1910.134; G.L. c. 149, § 6 1/2).

Exposing SCBA to extreme temperatures, water or chemicals can degrade SCBA performance. If an SCBA is exposed to any type of corrosive material that could lead to a component failure, it should be sent to a certified SCBA technician for testing. If a member suspects that an SCBA has been compromised or damaged, a flow test should be conducted to ensure that it is in good working order.

All annual flow testing must be performed by a certified SCBA technician.

#### **907.9 EXPOSURES**

Any member who is exposed to a hazardous atmosphere should immediately leave the room or area and move to an area containing fresh, uncontaminated air. Symptoms of hazardous atmosphere exposure may include, but are not limited to:

- Difficulty breathing.
- Dizziness, headache or other distress symptoms.
- A sense of irritation.
- A smell or taste of contaminants.

If a member feels ill or impaired in any way, a supervisor should be notified, and emergency medical personnel summoned if not already available on-scene. Any time there is a doubt about the need for medical care, medical care shall be obtained. Any injury or exposure must be documented on an injury reporting form. Under most circumstances, the exposed member should not drive a vehicle.

An attempt should be made to identify the exposure agent by questioning the facility representative or by reviewing the hazardous materials inventory. A supervisor should attempt to make this determination. If possible, a Safety Data Sheet (SDS) for the exposure agent should be obtained.

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## Personal Alarm Devices

### 908.1 PURPOSE AND SCOPE

The purpose of this policy is to safeguard members who are engaged in interior structural firefighting activities or other immediately dangerous to life and health (IDLH) conditions that require the use of a self-contained breathing apparatus (SCBA) by providing each member so engaged with a personal alarm device. Such devices may also be known as a Personal Alarm (or Alert) Safety System (PASS) device, an Automatic Distress Signal Unit (ADSU) or another telemetry system that is designed to monitor responder movement and alert others to a lack of movement.

### 908.2 POLICY

It is the policy of the Truro Fire Department to provide all members engaged in interior structural firefighting activities or other emergency operations that require use of an SCBA with a personal alarm device.

### 908.3 USE OF PERSONAL ALARM DEVICES

All personal alarm devices shall meet the requirements of the National Fire Protection Association (NFPA) 1982.

Members should wear a personal alarm device any time they are in atmospheres that are IDLH.

The Incident Commander (IC) shall apply personnel accountability measures to track the entry and exit of members from hazardous areas. A personal alarm device should be viewed as a last resort for members to summon help when they are unable to notify others that they are in distress.

### 908.4 MAINTENANCE OF PERSONAL ALARM DEVICES

All personal alarm devices shall be repaired and maintained by qualified members or service representatives in accordance with manufacturer recommendations.

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## Vehicle Seat Belts

### 909.1 PURPOSE AND SCOPE

The purpose of this policy is to ensure that all members of the Department wear seat belts while operating or riding in department vehicles or privately owned vehicles while conducting department business. The use of seat belts and other safety restraints significantly reduces the chance of death or injury in case of a traffic accident (G.L. c. 90, § 13A).

### 909.2 POLICY

It is the policy of the Truro Fire Department that all members shall wear properly adjusted safety restraints when operating or positioned in any vehicle owned, leased or rented by this department, or in any privately owned vehicle while on-duty. The member driving such a vehicle shall ensure that all occupants, including any non-members, are properly restrained (G.L. c. 90, § 13A).

Members administering medical care while transporting a patient in an ambulance are exempted from this policy if use of the seat belt or other restraining device interferes with proper care of the patient.

### 909.3 INOPERABLE SEAT BELTS

No person shall operate department vehicles in which the seat belt in the driver's position is inoperable. No person shall be transported in a seating position in which the seat belt is inoperable.

No person shall modify, remove, deactivate or otherwise tamper with the vehicle seat belts, except for vehicle maintenance and repair staff, who shall do so only with the express authorization of the Fire Chief.

Members who discover an inoperable restraint system shall report the defect to the appropriate supervisor. Prompt action will be taken to replace or repair the system.

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## Fire Station Safety

### 910.1 PURPOSE AND SCOPE

The purpose of this policy is to establish safety procedures for the Truro Fire Department members to follow, with the intent of reducing or eliminating workplace injuries or illnesses to both members and the public.

This policy does not repeat procedures already covered in the Communicable Diseases Policy that relate to fire station safety.

### 910.2 POLICY

It is the policy of the Truro Fire Department that all members should be involved in daily activities that are designed to provide a safe and healthy workplace and reduce or eliminate injuries or illnesses, both in the field and in the fire station. This policy addresses safety activities in the fire station. All members are expected to follow the procedures outlined in the policy, for the safety of themselves, other members and any visitors to the fire station. Safety practices specific to incident type or task are addressed in other policies.

### 910.3 PROCEDURE

For the safety of all occupants, the on-duty Chief Assigned at each fire station is responsible for ensuring the following procedures are applied to activities conducted in the fire station:

- (a) Personal protective equipment (PPE) (29 CFR 1910.132; G.L. c. 149, § 6 1/2)
  - 1. Use adequate eye and face protection when there is a risk of eye injuries, such as punctures, abrasions, contusions or burns as a result of contact with flying particles, hazardous substances or projections. This includes, but is not limited to, working with grinders, drills, saws, welding equipment, mowers, edgers and while working under vehicles.
  - 2. Use hand protection when the work involves exposure to materials that are likely to cause cuts, burns or exposure to chemicals (e.g., working with trimmers, pruners, other tools).
  - 3. Wear hearing protection in compliance with the Hearing Conservation and Noise Control Training Policy.
- (b) Housekeeping and personal hygiene
  - 1. Maintain all rooms, kitchens, offices, hallways, stairways, storage rooms and apparatus rooms in a clean, orderly and sanitary condition.
  - 2. Clean and repair the source of water leaks quickly to avoid mold growth.
  - 3. Smoking is prohibited in the building as provided in the Smoking and Tobacco Use Policy (G.L. c. 270, § 22).
  - 4. Avoid using compressed air to blow dirt, chips or dust from clothing while it is being worn.

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5. Maintain cooking appliances and eating utensils in good working order.
  6. Clean kitchen hoods and vents at least monthly. Ensure the hood light is installed and functioning.
  7. Provide and clearly label first-aid supplies.
  8. Post signs in all restrooms reminding employees/visitors to wash their hands.
- (c) Cooking
1. Use caution while cutting food with a kitchen knife. Be sure the item is secure on a flat surface before attempting to cut it.
  2. Use potholders to avoid burns when removing hot items from the oven and/or stovetop.
  3. Do not let pot handles extend over the counter.
- (d) Safe lifting
1. Store heavy or awkward objects at approximately waist level to prevent unnecessary lifting.
  2. Use team lifting for heavy or awkward objects that need to be lifted above the waist level. Do not attempt to lift or carry more than you can easily handle. Injuries frequently occur from lifting items, such as out-of-county bags, drug boxes, map boxes, etc.
  3. Practice safe-lifting techniques: Use the legs to lift; keep the back straight and do not twist while lifting; keep the body as close as possible to the object being lifted.
- (e) Walking surfaces and exits
1. Ensure all primary exit routes are obvious, marked with an "Exit" sign and free of obstructions.
  2. Remove any objects that block hallways and/or passageways.
  3. Clean up or repair potential slip or trip hazards immediately on apparatus bay floors, kitchen floors, bathroom floors, hallways, outdoor walkways, etc. (29 CFR 1910.22; G.L. c. 149, § 6 1/2).
  4. Ensure stairways are in good condition with standard railings provided for every flight having four or more risers (29 CFR 1910.29; G.L. c. 149, § 6 1/2).
  5. Ensure handrails are of sufficient strength and proper design for all stairways and floor openings.
  6. Ensure all areas of the building are adequately illuminated.
  7. Ensure beds are located to cause minimum interference during dressing.
- (f) Apparatus floor
1. Mark ladders, pike poles and other items projecting from the apparatus clearly with brightly colored flags, stripes or other identification.
  2. Exercise caution and use handrails when exiting apparatus.

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3. Maintain apparatus doors in a safe, operable condition.
  4. Maintain adequate clearance for vehicles under apparatus doors.
- (g) Equipment, machinery and tools
1. Observe safety precautions when operating all equipment, machinery and tools.
  2. Avoid using defective equipment, such as ladders with broken rungs or power equipment without proper safety protection. Repair or replace defective equipment before use.
  3. Mount all equipment and machinery securely to the surface on which it sits.
  4. Ensure grinders and grinding wheels are adequately guarded. Guarding must include work rests, tool rests, eye shields and spindle/nut/flange coverage.
  5. Work rests and tool rests on grinders shall be within 1/8 inch and 1/4 inch respectively to the grinding wheel.
  6. Ensure all power tools are adequately grounded (29 CFR 1910.334; G.L. c. 149, § 6 1/2).
  7. Store maintenance hand tools safely when not being used. They shall be maintained and periodically inspected to ensure they are in a safe and operable condition (29 CFR 1910.242; G.L. c. 149, § 6 1/2).
  8. Portable ladders shall be adequate for their purpose, in good condition and have secure footing (29 CFR 1910.23; G.L. c. 149, § 6 1/2).
  9. Fixed ladders shall be equipped with side rails, cages or special climbing devices.
- (h) Electrical wiring, fixtures and controls (29 CFR 1910.303; 29 CFR 1910.304; 29 CFR 1910.305; G.L. c. 149, § 6 1/2)
1. Maintain 36 inches of clear access around all electrical control panels.
  2. Label electrical switches and circuit breakers with their purpose.
  3. Ensure all electrical outlets have cover plates that are secured to the wall outlets.
  4. Ensure all extension cords are properly grounded and approved.
  5. Avoid using flexible cords and cables as a substitute for fixed wiring.
  6. Avoid hanging electrical cords on pipes, nail hooks, etc.
  7. Check all electrical cords for fraying or exposed plug wiring.
  8. Ensure all electrical tools do not have damaged power cords or plugs, worn switches, defective ground circuits or other faults that could render them unsafe for use.
- (i) Fire extinguishers and fire prevention
1. Ensure fire extinguishers are of the proper type for the expected hazards.
  2. Maintain portable fire extinguishers in a fully operable condition.



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3. Ensure fire extinguishers have a durable tag securely attached to show the maintenance or recharge date.
  4. Test the fire alarm system at least annually.
  5. Ensure a qualified person services the sprinkler system at least annually.
  6. Check smoke detectors periodically to ensure they are working properly.
  7. Maintain at least 18 inches of clearance below all sprinkler heads.
- (j) Hazardous materials and exposure prevention (29 CFR 1910.1200; G.L. c. 149, § 6 1/2)
1. Label all hazardous materials containers with the name of the hazardous material, applicable hazard warning and the name and address of the manufacturer, importer or responsible party.
  2. Evaluate compatibility of hazardous materials before they are stored. Incompatible hazardous materials shall be separated by distance, partitions, dikes, berms or secondary containment.
  3. Store hazardous materials separately from food, food preparation and eating areas.
  4. Store ignitable liquids in an approved, vented, flammable and combustible liquids storage cabinet.
  5. Use safety containers with self-closing lids for the storage of flammable liquids and soiled oily rags.
  6. Store cylinders of compressed gas in an upright position, away from combustible materials (29 CFR 1910.101; G.L. c. 149, § 6 1/2).
  7. Avoid wearing or storing turnout gear in the living quarters or buildings.
  8. Clean living quarters thoroughly on a regular basis, including vacuuming or frequently washing blankets, drapes and upholstered furniture.
  9. Wash clothing regularly, taking care not to spread contamination by taking clothing home.
  10. Use vehicle exhaust collection systems effectively by following all guidelines and manufacturer's recommendations (29 CFR 1910.1000; G.L. c. 149, § 6 1/2).
  11. Perform regular vehicle inspection and maintenance to minimize diesel particulate and gas emissions (29 CFR 1910.1000; G.L. c. 149, § 6 1/2).
- (k) Communicable diseases - If a member has been exposed to a hazardous material or a communicable disease, follow the reporting procedure in the Communicable Diseases Policy.
- (l) On-duty physical fitness activities - For safety guidelines during physical fitness, see the Physical Fitness and the Wellness and Fitness Program policies.
- (m) Visitor safety - For visitor safety guidelines, see the Community Fire Station Visitation Program Policy.

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## Ground Ladder Testing

### 911.1 PURPOSE AND SCOPE

The purpose of this policy is to ensure that ground ladders are periodically inspected and tested for compliance with the standards set forth in Massachusetts law and by the National Fire Protection Association (NFPA). This is a safety measure designed to reduce or eliminate the risk of injury to department members when using ground ladders.

### 911.2 POLICY

It is the policy of the Truro Fire Department to perform testing, inspection and certification of all ground ladders for the safety of department members and to comply with applicable standards.

### 911.3 INSPECTION AND TESTING

All department-owned ground ladders should be tested and certified annually. The actual testing interval may exceed 12 months if that time is reasonably needed for scheduling and completion of the testing process.

Ground ladders shall also be tested after repair and before being placed back in service. Ladders will be tested in accordance with applicable NFPA standards. Load testing minimums will vary based on ladder construction and type.

All ground ladders shall be inspected thoroughly at the beginning of each shift and after each use (29 CFR 1910.23; G.L. c. 149, § 6 1/2). Any defect noted in the inspection shall be repaired and the ground ladder tested prior to being returned to service.

Ground ladder testing and certification should be performed by a trained, qualified department member or a qualified vendor.

### 911.4 RECORDS

The Chief Assigned shall be responsible for maintaining comprehensive records of all ladder testing and certification for the service life of each ladder.

## Personal Protective Equipment

### 912.1 PURPOSE AND SCOPE

The purpose of this policy is to reasonably protect Truro Fire Department members by providing and maintaining, at no cost to the member, personal protective equipment (PPE), safety devices and safeguards for workplace activities. PPE information related to patient care is found in the Communicable Diseases Policy.

### 912.2 POLICY

It is the policy of the Truro Fire Department to provide PPE and safeguards of the proper type, design, strength and quality needed to reasonably eliminate, preclude or mitigate a hazard.

The Truro Fire Department shall also establish a written maintenance, repair, servicing and inspection program for protective clothing and equipment to reduce the safety and health risks associated with improper selection, poor maintenance, inadequate care, excess wear and improper use of PPE.

### 912.3 PPE STANDARDS AND REQUIREMENTS

The Department will provide approved PPE that is appropriate for the hazard to members who are located in a workplace where there is a risk of injury. Members shall be expected to wear the PPE any time there is a risk of exposure to a hazard. PPE shall include all of the following guidelines, requirements and standards (29 CFR 1910.132; G.L. c. 149, § 6 1/2):

- (a) The PPE provided shall minimally meet the standards approved by the American National Standards Institute (ANSI) or other recognized authority.
- (b) When no authoritative standard exists for PPE or a safety device, the use of such equipment shall be subject to inspection and acceptance or rejection by the Chief Assigned in charge of the Section where the equipment will be used.
- (c) PPE shall be distinctly marked so as to facilitate easy identification of the manufacturer.
- (d) The Fire Chief shall ensure that the member is properly instructed and uses PPE in accordance with the manufacturer's instructions.
- (e) The Department shall ensure that all PPE, whether provided by the Department or the member, complies with the applicable state standards.
- (f) Members are responsible for maintaining their assigned PPE in a safe and sanitary condition.
- (g) Supervisors are responsible for ensuring that all PPE is maintained in a safe and sanitary condition.
- (h) PPE shall be of such design, fit and durability as to provide adequate protection against the hazards for which they are designed.

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- (i) PPE shall be reasonably comfortable and shall not unduly encumber member movements that are necessary to perform work.

#### 912.3.1 HEAD PROTECTION

Members working in locations where there is a risk of head injuries from flying or falling objects and/or electric shock and burns shall wear an approved protective helmet. Each protective helmet shall bear the original marking required by the ANSI standard under which it was approved. At a minimum, the marking shall identify the manufacturer, the ANSI designated standard number and date, and the ANSI designated class of helmet. Where there is a risk of injury from hair entanglements in moving parts of machinery, combustibles or toxic contaminants, members shall confine their hair to eliminate the hazard (29 CFR 1910.135; G.L. c. 149, § 6 1/2).

#### 912.3.2 FACE AND EYE PROTECTION

Members working in locations where there is a risk of eye injuries, such as punctures, abrasions, contusions or burns from contact with flying particles, hazardous substances, projectiles or injurious light rays that are inherent in the work or environment, shall be safeguarded by means of face or eye protection. Suitable screens or shields isolating the hazardous exposure may be considered adequate safeguarding for nearby members. The Department shall provide and require that members wear approved face and eye protection suitable for the hazard and in accordance with previously cited national standards (29 CFR 1910.133; G.L. c. 149, § 6 1/2).

#### 912.3.3 BODY PROTECTION

Body protection may be required for members whose work exposes parts of their bodies that are not otherwise protected from hazardous or flying substances or objects. Clothing appropriate for the work being done shall be worn. Loose sleeves, tails, ties, lapels, cuffs or other loose clothing that can be entangled in moving machinery shall not be worn. Clothing saturated with flammable liquids, corrosive substances, irritants or oxidizing agents shall either be removed and not worn until properly cleaned, or shall be destroyed (29 CFR 1910.132; G.L. c. 149, § 6 1/2).

#### 912.3.4 HAND PROTECTION

Hand protection shall be required for members whose work involves unusual and excessive exposure of hands to cuts, burns, harmful physical or chemical agents or radioactive materials that are encountered and capable of causing injury or impairment.

Hand protection (e.g., gloves) shall not be worn where there is a danger of the hand protection becoming entangled in moving machinery or materials. Use of hand protection around smooth-surfaced rotating equipment does not constitute an entanglement hazard if it is unlikely that the hand protection will be drawn into the danger zone.

Wristwatches, rings or other jewelry should not be worn while working with or around machinery with moving parts in which such objects may be caught or around electrical equipment (29 CFR 1910.138; G.L. c. 149, § 6 1/2).

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### 912.3.5 FOOT PROTECTION

Appropriate foot protection shall be required for members who are exposed to foot injuries from electrical hazards; hot, corrosive or poisonous substances; falling objects; or crushing or penetrating actions, or who are required to work in abnormally wet locations. Footwear that is defective or inappropriate to the extent that its ordinary use creates the possibility of foot injuries shall not be worn. Footwear shall be appropriate for the hazard and shall comply with recognized national standards (29 CFR 1910.136; G.L. c. 149, § 6 1/2).

### **912.4 SELECTION, CARE AND MAINTENANCE OF PPE**

PPE exists to provide the member with an envelope of protection from multiple hazards and repeated exposures. For structural firefighting, PPE is a system of components designed to work as an ensemble. Typical firefighting PPE consists of a hood, helmet, jacket, trousers, gloves, wristlets and footwear. A program for selection, care and maintenance of PPE consists of the following.

#### 912.4.1 SELECTION

The PPE selection process should be conducted through a labor-management committee utilizing members from labor and representatives from management.

Prior to procurement, a risk assessment may be performed to include expected hazards, frequency of use, past experiences, geographic location and climatic conditions. The selection process should evaluate comparative information on all ensemble elements to ensure they will interface and perform based on the risk assessment. The process should consider the following:

- (a) PPE performance expectations, to include thermal and physiological effects
- (b) Style and design for user comfort and wear performance
- (c) Construction for quality, durability and garment life
- (d) Manufacturer ability to meet performance demand requirements, technical information, service, warranty and customer support needs

#### 912.4.2 INSPECTION

There are two primary types of PPE inspection:

**Routine inspection** - Each firefighter shall conduct a routine inspection of his/her issued PPE each time the elements are exposed or are suspected of having been exposed to damage or contamination.

- (a) Coat, trouser, gloves and hood should be checked for the following:
  - 1. Soiling
  - 2. Contamination from hazardous materials or biological agents
  - 3. Physical damage, such as:
    - (a) Rips, tears and cuts

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- (b) Damaged/missing hardware and closure systems
  - (c) Thermal damage, such as charring, burn holes and melting
  - (d) Damaged or missing reflective trim
  - (e) Shrinkage
  - (f) Loss of elasticity or flexibility at openings
- (b) Helmets should be checked for the following:
- 1. Soiling
  - 2. Contamination from hazardous materials or biological agents
  - 3. Physical damage to the shell, such as:
    - (a) Cracks, crazing (small cracks), dents and abrasions
    - (b) Thermal damage to the shell, such as bubbling, soft spots, warping or discoloration
  - 4. Physical damage to ear flaps, such as:
    - (a) Rips, tears and cuts
    - (b) Thermal damage, such as charring, burn holes and melting
  - 5. Damaged or missing components of suspension and retention systems
  - 6. Damaged or missing components of the goggle system including:
    - (a) Discoloration
    - (b) Crazing (small cracks)
    - (c) Scratches to goggle lens, limiting visibility
  - 7. Damaged or missing reflective trim
- (c) Footwear should be checked for the following:
- 1. Soiling
  - 2. Contamination from hazardous materials or biological agents
  - 3. Physical damage, such as:
    - (a) Cuts, tears and punctures
    - (b) Thermal damage, such as charring, burn holes and melting
    - (c) Exposed or deformed steel toe, steel midsole and shank
    - (d) Loss of water resistance

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**Advanced inspection** - Advanced inspection of PPE ensembles and elements shall be conducted a minimum of every 12 months or whenever routine inspections indicate a problem may exist.

Advanced inspections shall only be conducted by trained and certified employees or a manufacturer-approved vendor certified to conduct advanced inspections. All findings from advanced inspections shall be documented on an inspection form. Universal precautions shall be observed, as appropriate, when handling elements. Advanced inspections shall include, at a minimum, the inspection criteria outlined in the applicable NFPA standard.

### 912.4.3 CLEANING AND DECONTAMINATION

The following rules and restrictions shall apply to the cleaning and decontamination of PPE:

- (a) Soiled and contaminated PPE elements shall not be taken home, washed in the home or washed in public laundries unless the business is dedicated to handling firefighting protective clothing.
- (b) Commercial dry cleaning shall not be used.
- (c) The Department will examine the manufacturer's label and user information for specific cleaning instructions.
- (d) Chlorine bleach or chlorinated solvents shall not be used to clean or decontaminate PPE elements.
- (e) Scrubbing or spraying with high-velocity water jets, such as a power washer, shall not be used.
- (f) All contract cleaning or decontamination businesses shall demonstrate procedures for cleaning and decontamination that do not compromise the performance of PPE ensembles and elements. Department standards identify and define three primary types of cleaning: routine, advanced and specialized.
  - 1. **Routine cleaning** - After each use, any elements that are soiled shall receive routine cleaning. It is the firefighter's responsibility to routinely clean his/her PPE ensemble or elements using the following process:
    - (a) When possible, initiate cleaning at the incident scene.
    - (b) Brush off any dry debris.
    - (c) Gently rinse off debris with a water hose.
    - (d) If necessary, scrub gently with a soft bristle brush and rinse off again if necessary. Spot clean utilizing a utility sink.
    - (e) Inspect for soiling and contamination and repeat the process if necessary.
    - (f) All elements shall be air-dried in an area with good ventilation. Do not dry in direct sunlight or use a machine dryer.

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2. **Advanced cleaning** - Should routine cleaning fail to render the elements clean enough to be returned to service, advanced cleaning is required. In addition, elements that have been issued, used and soiled shall undergo advanced cleaning every six months, at a minimum.
  - (a) The department's Health and Safety Officer (HSO) shall manage all advanced cleaning utilizing a qualified contract cleaner.
  - (b) Advanced cleaning will be coordinated with the HSO by either the crew or by the individual. Loaner PPE will be provided for any member scheduled to work.
  - (c) Station laundering machines shall not be used to clean PPE elements.
3. **Specialized cleaning** - PPE elements that are contaminated with hazardous materials or biological agents shall undergo specialized cleaning as necessary to remove the specific contaminants.
  - (a) The PPE elements that are contaminated or suspected to be contaminated shall be isolated, tagged, bagged and removed from service until they undergo specialized cleaning to remove the specific contaminant. All bagged PPE shall include the member's name, company and shift. Universal precautions shall be observed when handling known or suspected contaminated PPE elements. For more information on decontamination of PPE after exposure, refer to the Communicable Diseases Policy.
  - (b) The department's HSO shall manage all specialized cleaning and will utilize a qualified contract cleaner. The Department, if possible, shall identify the suspected contaminant and consult the manufacturer for an appropriate decontamination agent and process.

#### 912.4.4 REPAIR OF PPE

The department's HSO shall manage all PPE repairs utilizing a manufacturer-recognized repair facility. All elements shall be subject to an advanced or specialized cleaning before any repair work is done. Loaner PPE is available to members while repairs are being made.

#### 912.4.5 ISSUING PPE

All PPE ensembles or elements shall be issued through the department's HSO. All fittings shall be completed by the HSO and/or by a manufacturer's representative.

- Members shall only use department-issued PPE.
- Members shall minimize the public's exposure to soiled or contaminated PPE and avoid wearing PPE to non-fire related emergencies.



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- Members shall not wear PPE inside station living quarters or other department facilities.

#### 912.4.6 STORAGE OF PPE

The parameters for the storage of all PPE ensembles or elements include the following:

- (a) PPE shall not be stored in direct sunlight or exposed to direct sunlight when it is not being worn.
- (b) PPE shall be clean, dry and well ventilated before storage.
- (c) PPE shall not be stored in airtight containers unless the container is new and unused.
- (d) PPE shall not be stored at temperatures below 40 degrees F or above 180 degrees F.
- (e) PPE shall be stored in a protective case or bag to prevent damage if stored in compartments or trunks.
- (f) PPE shall not be subjected to sharp objects, tools or other equipment that could damage the ensemble or elements.
- (g) PPE shall not be stored inside living quarters or with personal belongings, or taken or transported within the passenger compartment of personal vehicles unless it is stored in a protective case or bag.
- (h) PPE shall not be stored in contact with hydraulic fluids, solvents, hydrocarbons, hydrocarbon vapors or other contaminants.

#### 912.4.7 PPE TRAINING

The Fire Chief shall be responsible for the following:

- (a) Upon issue, all members shall be provided training on this policy along with the manufacturer's written instructions on the care, use and maintenance of their PPE, including any warnings issued by the manufacturer.
- (b) New firefighters shall receive training in the care, use and maintenance of their PPE before participating in live fire training or operations. All other firefighters shall receive training as needed when PPE ensembles or elements are upgraded or changed.

#### 912.4.8 PPE RECORD KEEPING

The Department shall maintain or require contracted vendors to maintain records on all structural firefighting ensembles or elements to include:

- (a) The name of the member to whom the element is issued.
- (b) The date and condition of the element when issued.
- (c) The manufacturer, model name or design.
- (d) The manufacturer's identification number, lot number or serial number.

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- (e) The month and year of manufacture.
- (f) The dates and findings of all advanced inspections.
- (g) The dates of advanced cleaning, specialized cleaning or decontamination, and by whom it was performed.
- (h) The date of any repairs, the person who repaired the PPE and a brief description of the repair.
- (i) The date the element was removed from service (retirement).
- (j) The date and method the element was disposed.

#### 912.4.9 PPE RETIREMENT

All PPE ensembles and elements that are worn or damaged to the extent that the Department deems that it is not possible or cost effective to repair shall be retired. All PPE ensembles and elements that are no longer useful for emergency operations but are not contaminated, defective or damaged shall be retired.

Retired PPE ensembles and elements shall be destroyed or disposed of by the Department in a manner ensuring that they will not be used in any firefighting or emergency activities, including training. Retired PPE may only be used for training when that training does not include live fire. Any PPE used for training shall be clearly marked: "Training only. No live fire."

#### 912.4.10 SPECIAL INCIDENT PROCEDURE

If any member of the Truro Fire Department suffers a serious injury or death while wearing PPE, the following procedure should be followed:

- (a) The PPE will immediately be removed from service.
- (b) Custody of the PPE will be maintained by the Fire Chief or the authorized designee, and the PPE shall be kept in a secure location with controlled, documented access.
- (c) All PPE shall be non-destructively tagged and stored only in paper or cardboard containers to prevent further degradation or damage. Plastic airtight containers shall not be used.
- (d) The PPE shall be made available to the department's investigation team (see the Line-of-Duty Death and Serious Injury Investigations Policy) or outside experts as approved by the Fire Chief or the authorized designee, to determine the condition of the PPE.
- (e) The Fire Chief or the authorized designee shall determine the retention period for storage of the PPE.

## Hazardous Energy Control

### 913.1 PURPOSE AND SCOPE

The purpose of this policy is to establish the minimum hazardous energy control requirements mandated by 29 CFR 1910.147 and policy of the Massachusetts Department of Labor Standards (DLS). The control requirements are intended to isolate a machine or equipment from all energy sources to prevent the start-up of the machine or equipment or the release of stored energy, both of which could cause injury.

The control requirements apply to the servicing or maintenance of machines and equipment used in a fire station or on an apparatus. This policy includes member training and periodic control and inspection requirements.

#### 913.1.1 DEFINITIONS

Definitions related to this policy include:

**Affected member** - A member whose job duties require him/her to work in an area where hazardous energy exposure could result from cleaning, repairing, servicing, setting up or adjusting machines or equipment under lockout or tagout.

**Authorized member** - A member who is qualified to perform lockout or tagout of machines or equipment, in order to clean, repair, service, set up or adjust its operations. An affected member becomes an authorized member when that member's duties include performing the maintenance operations covered in this policy.

**Hazardous energy** - The unexpected energization or activation of equipment, or the release of stored energy, that could potentially cause injury.

**Lockout or tagout** - The use of devices, positive methods and procedures that result in the effective isolation or securing of machinery and equipment from all hazardous energy sources (e.g., mechanical, hydraulic, pneumatic, chemical, electrical or thermal).

### 913.2 POLICY

It is the policy of the Truro Fire Department to implement and maintain a written hazardous energy control program to prevent the unexpected release of stored energy or unexpected start-up of machines or equipment.

### 913.3 RESPONSIBILITIES

The Fire Chief or the authorized designee shall have overall responsibility for meeting the requirements of the hazardous energy control program. Department members shall be trained commensurate with their duties to perform lockout/tagout and other hazardous energy control procedures. The program should include, but is not limited to (29 CFR 1910.333; G.L. c. 149, § 6 1/2):

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- (a) Guidelines and procedures that specifically outline the scope, purpose, authorization, rules and techniques to be utilized when working in proximity to, and for the control of, hazardous energy and the means to enforce compliance, including, but not limited to:
  - 1. A statement of the intended use of the procedure.
  - 2. Procedural steps for shutting down, isolating, blocking and securing machines or equipment to control hazardous energy.
  - 3. The procedural steps for the placement, removal and transfer of lockout and tagout devices.
  - 4. The requirements for testing a machine or equipment to determine and verify the effectiveness of lockout, tagout and other hazardous energy control devices.
- (b) As needed, the Department shall develop separate procedural steps for the safe lockout or tagout of each machine or piece of equipment affected by the hazardous energy control program.
- (c) The Department shall develop and maintain a list of all machines or equipment affected by the hazardous energy control program. The list may include, but is not limited to:
  - 1. Extrication tools
  - 2. Chain saws
  - 3. Hydraulic systems (e.g., rack, jacks)
  - 4. Complex electrical systems (e.g., generators, pumps, radios)

#### **913.4 LOCKOUT AND TAGOUT**

An authorized member shall be responsible for the following, before working on de-energized electrical equipment or systems, unless the equipment is physically removed from the wiring system (29 CFR 1910.147; G.L. c. 149, § 6 1/2):

- (a) Notification of all involved personnel.
- (b) Locking the disconnecting means in the “open” position with the use of lockable devices (e.g., padlocks or combination locks), or disconnecting the conductor or other positive methods or procedures. This will effectively prevent unexpected or inadvertent energizing of a designated circuit, machine or appliance.
- (c) Tagging the disconnect means with appropriate accident prevention tags. Lockout is not required when the tagging procedures are used as specified here and where the disconnect means is accessible only to personnel trained in tagout procedures.
- (d) Blocking the operation or dissipation of energy of all stored energy devices that present a hazard (e.g., capacitors or pneumatic, spring-loaded mechanisms).

#### **913.5 INSPECTIONS**

The Truro Fire Department shall conduct a periodic inspection of the hazardous energy control program components at least annually to evaluate its continued effectiveness and to determine the necessity for updating any methods or procedures (29 CFR 1910.147; G.L. c. 149, § 6 1/2).

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- (a) The periodic inspection shall be performed by an authorized member other than the members utilizing the hazardous energy control procedures that are being inspected.
- (b) Where lockout and/or tagout are used for hazardous energy control, the inspector shall provide a review of roles and responsibilities to the authorized members.
- (c) The Health and Safety Officer (HSO) shall certify that the periodic inspections have been performed. The certification shall identify the machine or equipment that was inspected, the date of the inspection, the authorized members included and the name of the person performing the inspection.

#### **913.6 TRAINING**

The Fire Chief shall be responsible for ensuring that members receive training on hazardous energy control methods and procedures, based on the reasonably expected workplace exposure. Members shall receive training prior to any work assignment in which a potential hazard exists. Training should include, but is not limited to, the following topics (29 CFR 1910.147; G.L. c. 149, § 6 1/2):

- (a) Definitions of hazardous energy
- (b) Workplace hazards
- (c) Work techniques, hazards and injuries involved in energized equipment
- (d) Lockout and tagout procedures, equipment and its proper use
- (e) Authorized and affected employees
- (f) Safety precautions required when energized electrical equipment is not under the control of an authorized member
- (g) Refresher training on an annual basis, depending on the results of the annual inspection process

#### **913.7 TRAINING RECORDS**

The Fire Chief shall document the hazardous energy control training provided to members both initially and annually and shall retain those records for one year. Documentation shall include (29 CFR 1910.147; G.L. c. 149, § 6 1/2):

- (a) The dates of the training sessions.
- (b) A list of the topics or a summary of the content of the training sessions.
- (c) The names or other identifiers and ranks of the members who received the training.
- (d) The names, certificate numbers and qualifications of persons conducting the training.

## Hazard Communication

### 914.1 PURPOSE AND SCOPE

The purpose of this policy is to protect the health and safety of department members who may be occupationally exposed to hazardous chemicals in the workplace.

### 914.2 POLICY

It is the policy of the Truro Fire Department to develop, implement and maintain a written chemical hazard communication program for members to use as a reference. The program shall minimally describe how department members will receive information and training on the criteria specified for labels and other forms of warning and Safety Data Sheets (SDS).

### 914.3 PROCEDURE

The Fire Chief or the authorized designee should develop, implement and maintain a written chemical hazard communication program that includes, but is not limited to (29 CFR 1910.1200; G.L. c. 149, § 6 1/2):

- (a) A list of hazardous chemicals known to be present in the workplace. The list may be compiled for the workplace as a whole or for individual work areas.
- (b) The methods the Department will use to inform and train members of the hazards of non-routine tasks and the hazards associated with chemicals in unlabeled pipes in member work areas.
- (c) The Department shall make the written chemical hazard communication program available, upon request, to members, to their designated representatives and to the National Institute of Occupational Safety and Health (NIOSH).
- (d) The Department shall establish a procedure to ensure that each container of a hazardous chemical is labeled, tagged or marked with the following information:
  1. Identity of the hazardous chemical
  2. Appropriate hazard warnings
  3. Name and address of the manufacturer, importer or other responsible party

### 914.4 SAFETY DATA SHEETS

The Department shall have an SDS for each hazardous chemical that is in use in the workplace. The SDS concerning a hazardous chemical shall be readily accessible to members and prepared in accordance with 29 CFR 1910.1200 (G.L. c. 149, § 6 1/2).

### 914.5 TRAINING REQUIREMENTS

See the Hazard Communication Program Training Policy (29 CFR 1910.1200; G.L. c. 149, § 6 1/2).

## Personal Firearms

### 915.1 PURPOSE AND SCOPE

The purpose of this policy is to promote the safety of all members by providing guidance on the possession of firearms in the workplace.

### 915.2 POLICY

The Truro Fire Department will make reasonable efforts to reduce risk to members and the public by placing limitations on firearms being brought onto department property or carried by members while on-duty or while representing the Department in any capacity.

### 915.3 PROHIBITIONS

Members are prohibited from possessing a firearm while on-duty or while on or in department property or vehicles.

## Chapter 10 - Personnel



## Recruitment and Selection

### 1000.1 PURPOSE AND SCOPE

The purpose of this policy is to establish the recruiting, selection, training and retention processes utilized by the Truro Fire Department. This policy supplements any rules that govern employment practices for the Truro Fire Department.

### 1000.2 POLICY

In accordance with applicable federal, state and local law, the Truro Fire Department provides equal opportunities for applicants and department members regardless of race, gender expression, age, pregnancy, religion, creed, color, national origin, ancestry, physical or mental handicap, genetic information, veteran status, marital status, sex or any other protected class or status. The Department does not show partiality or grant any special status to any applicant, member or group of members, unless otherwise required by law.

### 1000.3 RECRUITMENT

The Chief Assigned Section should employ a comprehensive recruitment and selection strategy to recruit and select members from a qualified and diverse pool of candidates.

The strategy should include:

- (a) Identification of racially and culturally diverse target markets.
- (b) Use of marketing strategies to target diverse applicant pools.
- (c) Expanded use of technology and maintenance of a strong internet presence. This may include an interactive department website and the use of department-managed social networking sites, if resources permit.
- (d) Expanded outreach through partnerships with media, community groups, citizen academies, local colleges, universities and the military.
- (e) Member referral and recruitment incentive programs.
- (f) Consideration of shared or collaborative regional testing processes.

The Chief Assigned Section shall avoid advertising, recruiting and screening practices that tend to stereotype, focus on homogeneous applicant pools or screen applicants in a discriminatory manner.

The Department should strive to facilitate and expedite the screening and testing process, and should periodically inform each candidate of his/her status in the recruiting process.

### 1000.4 SELECTION PROCESS

The Department shall actively strive to identify a diverse group of candidates that have in some manner distinguished themselves as being outstanding prospects. Minimally, the Department

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should employ a comprehensive screening, background investigation and selection process that assesses cognitive and physical abilities and includes review and verification of the following:

- A comprehensive application for employment (including previous employment, references, current and prior addresses, education, military record)
- Driving record
- Reference checks
- Employment eligibility, including U.S. Citizenship and Immigration Services (USCIS) Employment Eligibility Verification Form I-9 and acceptable identity and employment authorization documents (documentation may be requested upon hire)
- Information obtained from public internet sites
- Financial history consistent with the Fair Credit Reporting Act (FCRA) (15 USC § 1681 et seq.)
- Local, state and federal criminal history record checks
- Medical and psychological examination (may only be given after a conditional offer of employment) (29 CFR 1910.156; G.L. c. 149, § 6 1/2)
- Review board or selection committee assessment

#### 1000.4.1 VETERAN PREFERENCE

The Department will provide veteran preference points as required (G.L. c. 31, § 26).

### **1000.5 BACKGROUND INVESTIGATION**

Every candidate shall undergo a thorough background investigation to verify his/her personal integrity and high ethical standards, and to identify any past behavior that may be indicative of the candidate's unsuitability to perform duties relevant to the operation of the Truro Fire Department.

#### 1000.5.1 NOTICES

The Chief Assigned Section shall ensure that investigations are conducted and notices provided in accordance with the requirements of the FCRA (15 USC § 1681d).

#### 1000.5.2 STATE NOTICES

All applications for employment shall contain a notice that the Department does not require or administer a lie detector test as a condition of employment or continued employment, as prescribed in G.L. c. 149, § 19B.

#### 1000.5.3 CRIMINAL BACKGROUND INFORMATION

Criminal background information, whether directly from the Massachusetts Criminal Offender Record Information or provided by a third party, may have restrictions on the access, use, security and release of the information. The Chief Assigned Section shall establish procedures to ensure compliance with any applicable requirements and security limitations (G.L. c. 6, § 172).

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#### 1000.5.4 REVIEW OF SOCIAL MEDIA SITES

Due to the potential for accessing unsubstantiated, private or protected information, the Chief Assigned Section should not require candidates to provide passwords, account information or access to password-protected social media accounts.

The Chief Assigned Chief Assigned should consider utilizing the services of an appropriately trained and experienced third party to conduct open source, internet-based searches and/or review information from social media sites to ensure that:

- The legal rights of candidates are protected.
- Material and information to be considered are verified, accurate and validated.
- The Department fully complies with applicable privacy protections and local, state and federal law.

Regardless of whether a third party is used, the Chief Assigned Chief Assigned should ensure that potentially impermissible information is not available to any person involved in the candidate selection process.

#### 1000.5.5 RECORDS RETENTION

The background report and all supporting documentation shall be maintained in accordance with the established records retention schedule.

#### 1000.5.6 DOCUMENTING AND REPORTING

The background investigator shall summarize the results of the background investigation in a report that includes sufficient information to allow the reviewing authority to decide whether to extend a conditional offer of employment. The report shall not include any information that is prohibited from use, including that from social media sites, in making employment decisions. The report and all supporting documentation shall be included in the candidate's background investigation file.

### **1000.6 DISQUALIFICATION GUIDELINES**

As a general rule, performance indicators and candidate information and records shall be evaluated by considering the candidate as a whole, and taking into consideration the following:

- Age at the time the behavior occurred
- Passage of time
- Patterns of past behavior
- Severity of behavior
- Probable consequences if past behavior is repeated or made public
- Likelihood of recurrence
- Relevance of past behavior to public safety employment
- Aggravating and mitigating factors

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- Other relevant considerations

A candidate's qualifications will be assessed on a case-by-case basis, using a totality-of-the-circumstances framework.

#### **1000.7 EMPLOYMENT STANDARDS**

All candidates shall meet the minimum standards required by state law. Candidates will be evaluated based on merit, ability, competence and experience, in accordance with the high standards of integrity and ethics valued by the Department and the community.

Validated, job-related and nondiscriminatory employment standards shall be established for each job classification and shall minimally identify the training, abilities, knowledge and skills required to perform the position's essential duties in a satisfactory manner (see the Position Descriptions Policy). Each standard should include performance indicators for candidate evaluation. The Assistant Town Manager should maintain validated standards for all positions.

Selection standards for promotional opportunities are detailed in the Promotions and Transfers Policy.

##### **1000.7.1 STANDARDS FOR FIREFIGHTERS**

Applicants are required to (G.L. c. 31, § 58; G.L. c. 31, § 59; G.L. c. 31, § 61A):

- (a) Have passed the examination for original appointment.
- (b) Be at least 19 years of age.
- (c) Meet the Town educational requirements.
- (d) Meet health and physical fitness standards (29 CFR 1910.156; G.L. c. 149, § 6 1/2).

#### **1000.8 TRAINING**

All entry-level firefighter candidates should complete training in an accredited fire training program established by the Massachusetts Fire Training Council in accordance with the requirements of 29 CFR 1910.156 (G.L. c. 149, § 6 1/2).

#### **1000.9 RETENTION**

The primary focus should be on hiring those who are the best fit for a particular position. In order to retain quality members, the Department should:

- Seek member input on retention strategies.
- Develop a workplace that respects, encourages and enables a work/life balance.
- Facilitate training and career development opportunities.
- Develop and maintain quality supervisors.
- Provide regular and meaningful performance feedback.
- Promote an environment where members are able to speak freely.

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- Treat members fairly, equitably and consistently.
- Consider ways to reward excellent performance.
- Follow up on any feedback acquired during an exit interview process.

Retention incentives may include items from a collective bargaining agreement, employment benefits, seniority benefits, forms of recognition, etc.

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## Performance Evaluations

### 1001.1 PURPOSE AND SCOPE

The purpose of this policy is to detail the Truro Fire Department performance evaluation system, which is used to record work performance for both the Department and the employee, giving recognition for good work and providing a guide for improvement where needed. The employee performance evaluation report is a gauge in measuring performance and is used for making personnel decisions relating to merit increase, promotion, reassignment, discipline, demotion and termination. The report also provides a guide for mutual work planning and review, and an opportunity to convert general impressions into a more objective history of work performance based on job standards.

### 1001.2 POLICY

Employee performance evaluations will be undertaken based on job-related factors specific to the position occupied by the employee without regard to race, sexual orientation, age, pregnancy, religion, creed, color, national origin, ancestry, physical or mental disability, marital status or sex.

### 1001.3 PROCEDURE

Within one year of appointment to a supervisory position, all supervisors should attend an approved supervisory course that includes training on the completion of performance evaluations.

Each evaluation will cover a specific time and should be based on the employee's performance during that period. Evaluations are based on observed or documented behavior. If a supervisor becomes aware of or witnesses either outstanding or unsatisfactory performance by an employee, the performance should be noted and a conversation between the employee and the supervisor should take place as soon as practicable after the performance is noted. This conversation is to immediately reinforce outstanding behavior, or correct and counsel unsatisfactory behavior. The supervisor should create a documentation of the performance and the follow-up conversation and use this documentation at the next evaluation period.

At the beginning of the rating period, each supervisor should discuss the tasks of the position, standards of performance expected and the evaluation rating criteria with each employee. When a non-probationary employee's job performance falls below the established standards of the job, the supervisor should, as soon as practicable but at least 90 days prior to the end of the annual evaluation period, advise the employee in writing in order to provide an opportunity for the employee to improve performance. The involved employee should be provided the opportunity to initial any such writing and respond in writing within 30 days, if desired. Failure to meet established performance standards is justification for an unsatisfactory rating. Rating factors that are not observed are assumed to be performed at a standard level.

The performance evaluation report will be completed by the employee's immediate supervisor. Other supervisors directly familiar with the employee's performance during the rating period should be consulted by the immediate supervisor for their input.

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### **1001.4 FULL-TIME PROBATIONARY EMPLOYEES**

All personnel will serve a 12-month probationary period before being eligible for certification as permanent employees. Probationary firefighters shall be evaluated daily, weekly and monthly during the probationary period.

Performance evaluation reports shall be completed as defined by the Assistant Town Manager by specific job classification for all other full-time personnel during the probationary period.

### **1001.5 FULL-TIME PERMANENT STATUS EMPLOYEES**

Permanent employees are subject to three types of performance evaluations:

**Regular** - A performance evaluation report shall be completed once each year by the employee's immediate supervisor on the anniversary of the employee's date of hire, except for employees who have been promoted. In the case of promotion, a performance evaluation report shall be completed on the anniversary of the employee's date of last promotion.

**Transfer** - If an employee is transferred from one assignment to another in the middle of an evaluation period and less than six months have transpired since the transfer, an evaluation shall be completed by the current supervisor with input from the previous supervisor.

**Special** - A special evaluation may be completed any time the rater and the rater's supervisor believe one is necessary due to employee performance deficiencies. Generally, the special evaluation will be used to document areas of performance deemed less than standard when follow-up action is planned (e.g., action plan, remedial training, retraining). The evaluation form and associated documentation shall be submitted as one package.

#### 1001.5.1 RATINGS

**Outstanding** - Performance that is well beyond that expected or required in the standards for the position. It is exceptional performance, definitely superior or extraordinary.

**Exceeds standards** - Performance that is better than expected of a fully competent employee. It is superior to what is expected or required by the standards for the position but is not of such rare nature to warrant outstanding status.

**Meets standards** - Performance expected of a fully competent employee and meets the standards required of the position.

**Needs improvement** - Performance that is less than that expected of a fully competent employee and less than the standards required of the position. A needs improvement rating should be thoroughly discussed with the employee and include a structured plan intended to improve performance, with short-interval interim evaluations.

**Unsatisfactory** - Performance that is inadequate or undesirable, intolerable and inferior to the standards required of the position.

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Written comments should be used by the rater to document the employee's strengths and weaknesses and make any suggestions for improvement. Any job dimension rating marked unsatisfactory or outstanding should be substantiated in the rater comments section.

### **1001.6 EVALUATION INTERVIEW**

When a supervisor has completed the preliminary evaluation, arrangements shall be made for a private discussion of the evaluation with the employee. The supervisor should discuss the results with the employee and answer any questions the employee may have. If the employee has valid and reasonable protests of any of the ratings, the supervisor may make appropriate changes to the evaluation. Areas needing improvement and goals for reaching the expected level of performance should be identified and discussed. The supervisor should also provide relevant counseling regarding advancement and training opportunities. The supervisor and employee will sign and date the evaluation. Permanent employees may also write comments in the employee comments section of the performance evaluation report.

#### **1001.6.1 DISCRIMINATORY HARASSMENT FORM**

At the time of the annual evaluation, the reviewing supervisor shall require the employee to read the Town and department harassment and discrimination policies. Following such a review, the supervisor shall provide the employee a form to be completed and returned by the employee, certifying:

- (a) That the employee understands the harassment and discrimination policies.
- (b) Whether any questions the employee has have been sufficiently addressed.
- (c) That the employee knows how and where to report harassment policy violations.
- (d) Whether the employee has been the subject of, or witness to, any conduct that violates the Discriminatory Harassment Policy and that has not been previously reported.

The completed form should be returned to the supervisor (or other authorized individual if the employee is uncomfortable returning the form to the presenting supervisor) within one week.

The employee's completed form shall be attached to the performance evaluation report. If the employee has expressed any questions or concerns, the receiving supervisor or other authorized individual shall ensure that appropriate follow-up action is taken.

### **1001.7 EVALUATION REVIEW**

After the supervisor finishes the discussion with the employee, the signed performance evaluation report should be forwarded to the rater's supervisor for review.

The second-level supervisor should review the evaluation for fairness, impartiality, uniformity and consistency, and evaluate the first-level supervisor on the quality of the ratings provided to the employee.



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#### **1001.8 RECORDS MANAGEMENT**

The original performance evaluation report should be maintained in the employee's personnel file for the tenure of the employee's employment. A copy should be provided to the employee and a copy should be forwarded to the Assistant Town Manager.

Performance evaluation reports will be permanently destroyed in accordance with established records retention schedules.

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## Promotions and Transfers

### 1002.1 PURPOSE AND SCOPE

The purpose of this policy is to establish required and desirable qualifications for promotion and transfer within the ranks of the Truro Fire Department.

### 1002.2 POLICY

The Truro Fire Department provides equal employment opportunities for employees regardless of race, sexual orientation, age, pregnancy, religion, creed, color, national origin, ancestry, physical or mental handicap, veteran status, marital status or sex. It is the policy of the Truro Fire Department to utilize the promotional testing criteria, study materials and testing instruments available from authenticated and validated local, regional and nationally recognized best practices in the fire service. This policy will establish the required and desirable qualifications for promotion and transfer within the ranks of the Department based on this criteria.

Nothing in this policy is intended to supersede any contract language related to promotional requirements that may exist in a collective bargaining agreement.

### 1002.3 GENERAL REQUIREMENTS

In addition to applicable civil service procedures, the following conditions will be used in evaluating members for promotion and transfer:

- (a) Presents a professional, neat appearance
- (b) Maintains a physical condition which aids in their performance
- (c) Demonstrates the following traits:
  1. Emotional stability and maturity
  2. Stress tolerance
  3. Sound judgment and decision-making ability
  4. Personal integrity and ethical conduct
  5. Leadership
  6. Initiative
  7. Adaptability and flexibility
  8. Ability to conform to organizational goals and objectives in a positive manner

### 1002.4 TRANSFERS

The following position is defined as a transfer and is not considered a promotion:

- Fire Chief

# Truro Fire Department

## Policy Manual

### *Promotions and Transfers*

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#### 1002.4.1 DESIRABLE TRANSFER QUALIFICATIONS

The following qualifications are considered for transfer:

- Three years of experience or other period as determined by applicable civil service rules
- Completion of the probationary period with the Truro Fire Department
- Expressed interest in the transfer position
- Education, training and demonstrated abilities in areas related to the transfer position
- Completion of any local, regional or national training or certification for the transfer position

#### 1002.4.2 TRANSFER CRITERIA

The following criteria apply to transfers:

- (a) Administrative evaluation as determined by the Fire Chief. This shall include a review of supervisor recommendations. Each supervisor who has supervised or otherwise been involved with the candidate should submit these recommendations.
- (b) The supervisor recommendations should be submitted to the Chief Assigned for whom the candidate will work. The Chief Assigned should schedule interviews with each candidate.
- (c) Based on supervisor recommendations and those of the Chief Assigned after the interview, the Chief Assigned should submit his/her recommendation to the Fire Chief.
- (d) Transfers will be made by the Fire Chief.

The policy and procedures for all positions may be waived for temporary assignments, for emergency situations or for training in accordance with any applicable collective bargaining agreement.

#### **1002.5 PROMOTIONS**

Specifications for promotional opportunities are on file with the Truro Fire Department.

#### **1002.6 FIRE CHIEF RESPONSIBILITIES**

It is the responsibility of the Fire Chief to maintain a training file on each member of the Department. Any relevant training certificate or certification document submitted to the Department by a member should be permanently retained in the member's training file.

## Position Descriptions

### 1003.1 PURPOSE AND SCOPE

The purpose of this policy is to establish a comprehensive description of overall duties and responsibilities of each rank or job classification within the Department.

### 1003.2 POLICY

It is the policy of the Truro Fire Department to develop unique position descriptions for each assignment within an established rank or classification.

### 1003.3 PROCEDURE

The Assistant Town Manager will generally develop and maintain classification specifications (e.g., firefighter, Chief Assigned, Chief Assigned). Within the classification specifications there may be multiple assignments. The descriptions will detail the unique duties and responsibilities of each assignment.

Position descriptions may be included in collective bargaining agreements.

Position descriptions should be considered living documents and should be reviewed and evaluated for modification. This should occur at least annually and any time duties or expectations of a specific position substantially change.

Position descriptions should be reviewed prior to hiring to ensure the candidate's knowledge, skills and abilities are consistent with the current performance expectations of the position.

## Classification Specifications

### 1004.1 PURPOSE AND SCOPE

The purpose of this policy is to establish the origin and maintenance processes of the job classifications applicable to the Truro Fire Department.

### 1004.2 POLICY

It is the policy of the Truro Fire Department to coordinate with the Assistant Town Manager for the development of job classifications unique to the Department.

### 1004.3 PROCEDURE

The Fire Chief should appoint an officer from the Chief Assigned Section to work with the Assistant Town Manager to develop, update and maintain the job classifications. These should include information from collective bargaining agreements with each employee group; should identify the duties and responsibilities, authority, reporting requirements and chain of command for the member; and should include expected working hours, attire and working location.

#### 1004.3.1 POSITION DESCRIPTIONS

Multiple position descriptions may be needed for each job specification (e.g., a Chief Assigned assigned to the Training Section will have the same job specification, but will have a considerably different position description than a Chief Assigned assigned to the Emergency Response Section). Position descriptions may be addressed in the collective bargaining agreements with the various employee groups or in the Position Descriptions Policy.

## Career Tracks

### 1005.1 PURPOSE AND SCOPE

The purpose of this policy is to establish specific career tracks for each classification specification within the Truro Fire Department.

### 1005.2 POLICY

It is the policy of the Truro Fire Department to ensure that each member is provided to the full extent, and without any limitation, the same access to advancement available to other members in each classification specification. To increase member job satisfaction and retain quality members, the Department shall ensure each member understands his/her career track and the opportunity for career advancement. A career track change may also be available, if the member obtains additional education, certification or licensing, which could open other opportunities.

### 1005.3 PROCEDURE

The TFD Assistant Town Manager shall maintain all information on classification specifications, promotional opportunities and career tracks.

## Fire Officer Development

### 1006.1 PURPOSE AND SCOPE

The purpose of this policy is to outline the required and recommended competencies in the Truro Fire Department's fire officer development program.

### 1006.2 POLICY

It is the policy of the Truro Fire Department to use professionally recognized programs and resources to train and develop members for supervisory roles.

### 1006.3 RESOURCES

To assist members in developing the needed competencies for supervisory roles, the Truro Fire Department will utilize such resources as:

- The Massachusetts Fire Training Council (MFTC).
- The Massachusetts Firefighting Academy (MFA).
- The Massachusetts Fire Service Commission's Fire Chief Credential (FCC) program.
- The Fire Chiefs Association of Massachusetts Professional Development Conferences.
- The Center for Public Safety Excellence's (CPSE) Fire Officer Designation (FO).
- The National Fire Academy's (NFA) Executive Fire Officer Program (EFOP).
- The National Fire Protection Association (NFPA) 1021, Standard for Fire Officer Professional Qualifications.
- The International Association of Fire Chiefs' (IAFC) *Officer Development Handbook*.
- Other department-approved certification programs for the professional development of fire officers.

## Reporting for Duty

### 1007.1 PURPOSE AND SCOPE

This policy describes the department's expectations of its employees when reporting for duty, to ensure that all members are fully capable of functioning in their capacity.

### 1007.2 POLICY

It is the policy of this department to identify the expectations required of its members when reporting for duty in order to provide efficient and quality services to the community and to provide for the safety of its members.

### 1007.3 PUNCTUALITY

All members should be punctual and be ready to immediately perform their duties at the assigned time.

### 1007.4 RELIEF

Members are required to remain on-duty until relieved. Upon entering the station, it is the member's responsibility to contact the member being relieved and receive a briefing.

Firefighters shall remain on-duty until change-of-crew unless they are relieved or otherwise directed by the Fire Chief. Firefighters may not be absent from their place of assignment without the specific permission of the Fire Chief. Off going crew is expected to be downstairs and ready to greet the public by 0645 hours

### 1007.5 READINESS FOR DUTY

Upon reporting for duty, all members should prepare themselves and their gear to be immediately available to respond to calls for service. This should include, but is not limited to, placing personal protective equipment (PPE) on the member's assigned apparatus.

### 1007.6 PERSONAL APPEARANCE

All members should don the appropriate uniform prior to the start of their work assignments and be properly attired at all times when representing the Department. Each member should wear the appropriate uniform or protective equipment that has been approved for the activity being performed.

### 1007.7 CLEANLINESS

All members should keep their persons, uniforms, desks, cars, beds and lockers in a neat and clean condition. If a persistent problem is noticed, the member should be notified immediately.



# Truro Fire Department

## Policy Manual

### *Reporting for Duty*

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#### **1007.8 INABILITY TO REPORT FOR DUTY**

Members should notify the Fire Chief at his/her duty assignment location as soon as practicable of any inability to report for duty at the time required. If members are unable to make contact with the Fire Chief, members should notify the Dispatch Center.

#### **1007.9 EMERGENCY RECALL**

Upon receipt of an emergency recall, without delay, members should secure and/or stabilize their home and family, and report for duty at the appropriate work location. Members shall recognize the potential for emergency recall and take measures in advance to properly prepare their families. Except when otherwise instructed, members should travel to their normal work assignment once they have received the notice of recall. Members shall not leave their duty assignments until properly relieved. Members shall follow the procedures detailed in the Emergency Recall Policy.

#### **1007.10 RELIEVED FROM DUTY FOR VIOLATIONS**

.A member may be relieved from duty or disciplined as outlined in the Town of Truro's Wage and personnel manual.

## Emergency Recall

### 1008.1 PURPOSE AND SCOPE

The purpose of this policy is to establish the right of the Truro Fire Department to recall off-duty employees in the event of a large-scale or protracted emergency, natural disaster or other unusual situation that depletes on-duty resources and other situations as deemed necessary by the Fire Chief to satisfy general staffing requirements. The policy also establishes the procedures to be used to recall off-duty employees, in accordance with state and federal laws.

#### 1008.1.1 DEFINITIONS

Definitions related to this policy include:

**Automatic aid** - Apparatus and firefighters who are dispatched automatically by contractual agreement between two fire departments, communities or fire districts.

**Mutual aid** - Apparatus and firefighters who are dispatched, upon request, by the responding fire department. Mutual aid is defined by a signed contractual agreement between the Truro Fire Department and neighboring jurisdictions or by participation in the statewide public safety mutual aid agreement (G.L. c. 40, § 4J).

### 1008.2 POLICY

It is the policy of the Truro Fire Department to provide sufficient resources at the scene of an emergency to reasonably provide for the safety of the employees working at the scene, and to ensure adequate resources are available for additional emergency calls. In some instances, this may require the emergency recall of employees.

### 1008.3 PROCEDURES

The Fire Chief or any other chief officer, Chief Assigned or Incident Commander (IC) may initiate an emergency recall by providing Dispatch or other designated resource with brief information regarding the emergency, where members are to report for duty and the name or names of personnel required.

#### 1008.3.1 TRIGGERING INCIDENTS

The types of incidents that may require the initiation of an emergency recall include, but are not limited to:

- One major incident affecting a localized or widespread area.
- Two or more incidents causing a high demand for resources at different locations.
- Numerous incidents causing a peak demand on the entire resource system.
- Any time designated by the Fire Chief or the authorized designee.

# Truro Fire Department

## Policy Manual

### *Emergency Recall*

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#### 1008.3.2 DISPATCH RESPONSIBILITIES

The Fire Chief or the authorized designee should be responsible for developing and implementing an emergency recall procedure that complies with state and federal laws and collective bargaining agreements. Dispatch or the other designated resource should follow the established procedure when implementing an emergency recall.

#### 1008.3.3 FIREFIGHTER RESPONSIBILITIES

Firefighters should reply to an emergency recall immediately or provide notification within 10 minutes with their status and estimated time of arrival. If applicable, they should report for duty with their personal protective equipment.

#### 1008.3.4 EXCEPTIONS

Members may not refuse an emergency recall notice. Firefighters who receive an emergency recall notification and are under the influence of any impairment, such as medications or alcohol, should advise the caller of the impairment and should not report for duty.

#### **1008.4 OTHER RESOURCES**

If sufficient resources cannot be assembled by an emergency recall, the Department may consider other options such as:

- Automatic aid
- Mutual aid
- Additional chief officers

## Overtime

### 1009.1 PURPOSE AND SCOPE

The purpose of this policy is to identify the use and management of overtime by Truro Fire Department employees and to establish an overtime compensation request process.

### 1009.2 POLICY

It is the policy of the Truro Fire Department to maintain a degree of flexibility concerning the overtime policy due to the nature of fire service work and the needs of the Department.

### 1009.3 PROCEDURE

Overtime may be available due to unforeseen personnel absences, emergency incidents or constant staffing requirements. The Fire Chief or the authorized designee should develop a plan for the fair distribution of both the workload and the income opportunity if a plan is not stipulated in the collective bargaining agreement. The plan should consider the Town's interest in managing overtime costs.

Any instance of work that requires overtime compensation shall be approved in advance by a supervisor. If circumstances do not permit prior approval, then approval shall be sought as soon as practicable during the overtime shift and in no case later than the end of the shift in which the overtime is worked.

Employees classified as non-exempt by the Fair Labor Standards Act (FLSA) are not authorized to volunteer work time to the Department. Non-exempt employees who work authorized overtime and are compensated, either by payment of wages as agreed upon and in effect through the collective bargaining agreement or by the allowance of accrual of compensatory time off, should submit a request for overtime payment as soon as practicable after overtime is worked.

The individual employee may request compensatory time in lieu of receiving an overtime payment. However, the employee may not exceed the number of hours allowed by the collective bargaining agreement or Town rules and regulations, or the FLSA (29 CFR 553.22).

### 1009.4 OVERTIME COMPENSATION REQUESTS

Employees should submit all overtime compensation requests to their immediate supervisor as soon as practicable for verification and forwarding to the Chief Assigned Section. Failure to submit a request for overtime compensation in a timely manner may result in discipline.

### 1009.5 ACCOUNTING FOR OVERTIME

Employees should record the actual time worked in an overtime status. In some cases, a collective bargaining agreement may stipulate that a minimum number of hours will be paid.

# Truro Fire Department

## Policy Manual

### Overtime

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#### 1009.5.1 ACCOUNTING FOR PORTIONS OF AN HOUR

Authorized overtime work shall be accounted in the increments as listed or as stipulated in the collective bargaining agreement:

| <b>TIME WORKED</b> | <b>RECORD</b> |
|--------------------|---------------|
| Up to 15 minutes   | .25 hour      |
| 16 to 30 minutes   | .50 hour      |
| 31 to 45 minutes   | .75 hour      |
| 46 to 60 minutes   | 1 hour        |

#### 1009.5.2 VARIATION IN TIME REPORTED

Where two or more employees are assigned to the same incident or activity, and the amount of time for which compensation is requested varies between the employees, the Chief Assigned or other approving supervisor may require each employee to include the reason for the variation on the overtime compensation request.

# Discriminatory Harassment

## 1010.1 PURPOSE AND SCOPE

This policy is intended to prevent department members from being subjected to discrimination or sexual harassment (G.L. c. 151B, § 3A). Nothing in this policy is intended to create a legal or employment right or duty that is not created by law.

## 1010.2 POLICY

The Truro Fire Department is an equal opportunity employer and is committed to creating and maintaining a work environment that is free of all forms of discriminatory harassment, including sexual harassment and retaliation. The Department will not tolerate discrimination against a member in hiring, promotion, discharge, compensation, fringe benefits and other privileges of employment. The Department will take preventive and corrective action to address any behavior that violates this policy or the rights it is designed to protect.

The nondiscrimination policies of the Department may be more comprehensive than state or federal law. Conduct that violates this policy may not violate state or federal law but still could subject a member to discipline up to and including termination.

## 1010.3 DISCRIMINATION PROHIBITED

### 1010.3.1 DISCRIMINATION

The Department prohibits all forms of discrimination, including any employment-related action by a member that adversely affects an applicant or member and is based on race, color, religion, sex, age, national origin or ancestry, genetic information, disability, military service, sexual orientation and other classifications protected by law.

Discriminatory harassment, including sexual harassment, is verbal or physical conduct that demeans or shows hostility or aversion toward an individual based upon that individual's protected class. It has the effect of interfering with an individual's work performance or creating a hostile or abusive work environment.

Conduct that may, under certain circumstances, constitute discriminatory harassment can include: making derogatory comments, crude and offensive statements or remarks; making slurs or off-color jokes; stereotyping; engaging in threatening acts; making indecent gestures, pictures, cartoons, posters or material; making inappropriate physical contact; or using written material or department equipment and/or systems to transmit or receive offensive material, statements or pictures. Such conduct is contrary to department policy and to a work environment that is free of discrimination.

### 1010.3.2 RETALIATION

Retaliation is treating a person differently or engaging in acts of reprisal or intimidation against the person because he/she has engaged in protected activity, filed a charge of discrimination, participated in an investigation or opposed a discriminatory practice.

# Truro Fire Department

## Policy Manual

### *Discriminatory Harassment*

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Retaliation is unlawful and will not be tolerated (see the Anti-Retaliation Policy).

#### 1010.3.3 SEXUAL HARASSMENT

The Department prohibits all forms of discrimination and discriminatory harassment, including sexual harassment. It is unlawful to harass an applicant or a member because of that person's sex.

Sexual harassment includes, but is not limited to, unwelcome sexual advances, requests for sexual favors or other verbal, visual or physical conduct of a sexual nature when:

- (a) Submission to such conduct is made either explicitly or implicitly a term or condition of employment, position or compensation.
- (b) Submission to, or rejection of, such conduct is used as the basis for any employment decisions affecting the member.
- (c) Such conduct has the purpose or effect of substantially interfering with a member's work performance or creating an intimidating, hostile or offensive work environment.

#### 1010.3.4 ADDITIONAL CONSIDERATIONS

Discrimination and discriminatory harassment do not include actions that are in accordance with established rules, principles or standards, including:

- (a) Acts or omission of acts based solely upon bona fide occupational qualifications under the Equal Employment Opportunity Commission and the Massachusetts Commission Against Discrimination (MCAD) guidelines.
- (b) Bona fide requests or demands by a supervisor that a member improve his/her work quality or output, that the member report to the job site on time, that the member comply with Town or department rules or regulations, or any other appropriate work-related communication between supervisor and member.

#### **1010.4 RESPONSIBILITIES**

This policy applies to all department members who shall follow the intent of these guidelines in a manner that reflects department policy and the best interest of the Truro Fire Department and its mission.

Members are encouraged to promptly report any discriminatory, retaliatory or harassing conduct or known violations of this policy to a supervisor. Any member who is not comfortable with reporting violations of this policy to his/her immediate supervisor may bypass the chain of command and make the report to a higher ranking supervisor or manager. Complaints may also be filed with the Fire Chief, the Assistant Town Manager or the Town Manager.

*\*\*\* To comply with G.L. c. 151B, § 3A(b)(1)(v), each agency administrator must supply agency-specific content here in the form of the work addresses and telephone numbers of the person or persons to whom discriminatory harassment complaints should be made. \*\*\**

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## Policy Manual

### *Discriminatory Harassment*

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Any member who believes, in good faith, that he/she has been discriminated against, harassed or subjected to retaliation, or who has observed harassment or discrimination, is encouraged to promptly report such conduct in accordance with the procedures set forth in this policy.

Supervisors and managers receiving information regarding alleged violations of this policy shall determine if there is any basis for the allegation and shall proceed with a resolution as stated below.

#### 1010.4.1 QUESTIONS OR CLARIFICATION

Members with questions regarding discrimination or sexual harassment are encouraged to contact a supervisor, a manager, the Fire Chief, the Assistant Town Manager or the Town Manager for further information, direction or clarification.

#### 1010.4.2 SUPERVISOR'S RESPONSIBILITY

Each supervisor and manager shall:

- (a) Continually monitor the work environment and strive to ensure that it is free from all types of unlawful discrimination, including harassment or retaliation.
- (b) Take prompt, appropriate action within their work units to avoid and minimize the incidence of any form of discrimination, harassment or retaliation.
- (c) Ensure that subordinates understand their responsibilities under this policy.
- (d) Ensure that members who make complaints or who oppose any unlawful employment practices are protected from retaliation and that such matters are kept confidential to the extent possible.
- (e) Notify the Fire Chief or Assistant Town Manager in writing of the circumstances surrounding any reported allegations or observed acts of discrimination, harassment or retaliation no later than the next business day.

#### 1010.4.3 SUPERVISOR'S ROLE

Because of differences in individual values, supervisors and managers may find it difficult to recognize that their behavior or the behavior of others is discriminatory, harassing or retaliatory. Supervisors and managers shall be aware of the following considerations:

- (a) Behavior of supervisors and managers should represent the values of the Department.
- (b) False or mistaken accusations of discrimination, harassment or retaliation can have negative effects on the careers of innocent members.
- (c) Supervisors and managers must act promptly and responsibly in the resolution of such situations.
- (d) Supervisors and managers shall make a timely determination regarding the substance of any allegation based upon all available facts.



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### *Discriminatory Harassment*

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Nothing in this section shall be construed to prevent supervisors or managers from discharging supervisory or management responsibilities, such as determining duty assignments, evaluating or counseling members or issuing discipline in a manner that is consistent with established procedures.

#### **1010.5 INVESTIGATION OF COMPLAINTS**

Various methods of resolution exist. During the pendency of any such investigation, the supervisor of the involved member or members should take prompt and reasonable steps to mitigate or eliminate any continuing abusive or hostile work environment. It is the policy of the Truro Fire Department that all complaints of discrimination, retaliation or harassment shall be fully documented and promptly and thoroughly investigated. The participating or opposing member should be protected against retaliation, and the complaint and related investigation should be kept confidential to the extent possible.

##### **1010.5.1 SUPERVISORY RESOLUTION**

Members who believe they are experiencing discrimination, harassment or retaliation should be encouraged to inform the individual that his/her behavior is unwelcome, offensive, unprofessional or inappropriate. However, if the member feels uncomfortable or threatened or has difficulty expressing his/her concern, or if this does not resolve the concern, assistance should be sought from a supervisor or manager who is a rank higher than the alleged transgressor.

##### **1010.5.2 FORMAL INVESTIGATION**

If the complaint cannot be satisfactorily resolved through the supervisory resolution process, a formal investigation will be conducted.

The person assigned to investigate the complaint will have full authority to investigate all aspects of the complaint. Investigative authority includes access to records and the cooperation of any members involved. No influence will be used to suppress any complaint and no member will be subject to retaliation or reprisal for filing a complaint, encouraging others to file a complaint, or offering testimony or evidence in any investigation.

Formal investigation of the complaint will be confidential to the extent possible and will include, but is not limited to, details of the specific incident, frequency and dates of occurrences and names of any witnesses. Witnesses will be advised regarding the prohibition against retaliation, and that a disciplinary process, up to and including termination, may result if retaliation occurs.

Members who believe they have been discriminated against, harassed or retaliated against because of their protected status are encouraged to follow the chain of command but may also file a complaint directly with the Fire Chief, the Assistant Town Manager or the Town Manager.

##### **1010.5.3 ALTERNATIVE COMPLAINT PROCESS**

No provision of this policy shall be construed to prevent any member from seeking legal redress outside the Department. Members who believe that they have been harassed, discriminated or retaliated against are entitled to bring complaints of employment discrimination to the United

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## Policy Manual

### *Discriminatory Harassment*

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States Equal Employment Opportunity Commission (EEOC), MCAD and/or local agencies responsible for investigating such allegations.

*\*\*\* To comply with G.L. c. 151B, § 3A(b)(1)(vi), each agency administrator must supply and maintain content here in the form of directions as to how to contact such agencies. \*\*\**

Specific time limitations apply to the filing of such charges.

Members are advised that proceeding with complaints under the provisions of this policy does not in any way affect those filing requirements.

#### **1010.6 DOCUMENTATION OF COMPLAINTS**

All complaints or allegations shall be thoroughly documented on forms and in a manner designated by the Fire Chief. The outcome of all reports shall be:

- (a) Approved by the Fire Chief, the Town Manager or the Assistant Town Manager, as deemed appropriate.
- (b) Maintained for the period established in the department's records retention schedule.

##### **1010.6.1 NOTIFICATION OF DISPOSITION**

The complainant and/or victim will be notified in writing of the disposition of the investigation and the action taken to remedy or address the circumstances giving rise to the complaint.

#### **1010.7 TRAINING**

All new members shall be provided with a copy of this policy as part of their orientation. The policy shall be reviewed with each new member. The member shall certify by signing the prescribed form that he/she has been advised of this policy, is aware of and understands its contents, and agrees to abide by its provisions during his/her term with the Department.

All members shall receive annual training on the requirements of this policy and shall certify by signing the prescribed form that they have reviewed the policy, understand its contents and agree that they will continue to abide by its provisions.

## Conduct and Behavior

### 1011.1 PURPOSE AND SCOPE

The purpose of this policy is to provide guidelines to prevent activities or behaviors that may lead to disciplinary actions or dismissal.

### 1011.2 POLICY

It is the policy of this department that its members strive to attain the highest professional standard of conduct and discharge their duties in a courteous and professional manner.

### 1011.3 PROFESSIONAL CONDUCT

All members should be governed by the ordinary and reasonable rules of behavior observed by law-abiding and self-respecting citizens, and should conduct themselves at all times in such manner as to reflect favorably on the Department. Conduct unbecoming of a member shall include that which discredits the Department or the person as a member of the Department or which impairs the operation or efficiency of the Department or its members.

All members should conduct themselves in a manner that will not impair the good order and discipline of the Department. Members should not, while on-duty, indulge in hazing or bullying; offensive, obscene or uncivil language; verbal or physical altercations or threats thereof; or conduct which might cause injury to another person.

All members of the Department should be familiar with the expected standard of behavior, both on- and off-duty.

### 1011.4 INTERACTION WITH THE PUBLIC

In the performance of their duties, members should be courteous to the public and tactful. They should control their tempers, should exercise reasonable patience and discretion and should not engage in any argumentative discussions even when provoked.

In the performance of their duties, members should not use coarse, violent, profane or insolent language or gestures, and should not express prejudice concerning race, religion, politics, sex, age, physical or mental disability or other medical condition, sexual orientation, marital status, national origin, lifestyle or similar personal characteristics.

### 1011.5 COURTESY TO MEMBERS

Members should be courteous and respectful in their relations with all members of the Department. Members shall not use coarse, violent, profane or insolent language or gestures, and shall not express prejudice concerning race, religion, politics, sex, age, physical or mental disability or other medical condition, sexual orientation, marital status, national origin, lifestyle or similar personal characteristics.

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### *Conduct and Behavior*

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#### **1011.6 CONFORMANCE TO LAWS**

Members shall obey all laws of the United States and of any state and local jurisdiction in which the member is present.

#### **1011.7 DEROGATORY OR MALICIOUS STATEMENTS**

Members should not be a party to any malicious gossip, report or activity which would tend to disrupt department morale or bring discredit to the Department or any member thereof. Member questions concerning department policy, activities, officers and/or safety issues shall be submitted by official written communication to the member's immediate supervisor.

#### **1011.8 POLITICAL ACTIVITY**

Members should not engage in political activities of any kind while on-duty. Members are also prohibited from engaging in any political activity off-duty while wearing any uniform items or equipment that could identify them as members of the Department.

#### **1011.9 SEXUAL ACTIVITY**

Members should not engage in any sexual activity while on-duty. This includes use of any electronic device to communicate or receive messages, photos or any other content of a sexual or provocative nature.

#### **1011.10 ILLEGAL GAMBLING**

Members should not engage or participate in any form of illegal gambling at any time while on-duty. This includes accessing gaming websites from computers or any electronic device, whether department-issued or owned by the member.

#### **1011.11 GIFTS AND GRATUITIES**

Members should not solicit or accept any gift, including money, tangible or intangible personal property, or any service, gratuity, favor, entertainment, hospitality, loan, promise, or any other thing of value from any person, business or organization that is doing business with, or seeking to do business with, the Department or the Town.

If it may reasonably be inferred that the person, business or organization seeks to influence the actions of a member or seeks to affect the performance of a member while on-duty, the incident should be immediately reported to the next level supervisor.

#### **1011.12 OFFERS OF DONATIONS AND GIFTS OF THE HEART**

Members who are approached with monetary donations following major disasters shall direct the person or entity to the Chief Assigned Section for instruction on proper ways to donate.

At no time should a member accept any monetary donation from the public. If a citizen offers a gift of a non-monetary nature, such as food or product, the gift shall be placed in an area of the station or office to be shared by all members.

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### *Conduct and Behavior*

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At no time shall a member consider a gift of the heart as a personal present.

#### **1011.13 ABUSE OF POSITION**

Members should not use their official position, official identification cards or badges to avoid the consequences of illegal acts or for other non-work-related personal gain. Members shall not lend to another person their identification cards or badges, or permit their identification cards or badges to be photographed or reproduced without the approval of the Fire Chief.

Members should not authorize the use of their names, photographs or official titles that identify them as department members (e.g., in connection with testimonials or advertisements of any commodity or commercial enterprise) without the approval of the Fire Chief.

#### **1011.14 PUBLIC STATEMENTS AND APPEARANCES**

Members should not address public gatherings, appear on radio or television, prepare any articles for publication, act as correspondents to a newspaper or periodical, or release or divulge investigative information or information on any other matter of the Department while presenting themselves or in any way identifying themselves as representing the Department, without the approval of the Fire Chief.

## Personnel Complaints

### 1012.1 PURPOSE AND SCOPE

This policy provides guidelines for reporting, investigation and disposition of complaints regarding the conduct of members of this department and the service provided by this department. This policy shall not apply to any questioning, counseling, instruction, informal verbal admonishment or other routine or unplanned contact of a member in the normal course of duty, by a supervisor or any other member, nor shall this policy apply to a criminal investigation.

### 1012.2 POLICY

This department takes seriously all complaints regarding service provided by the Department and the conduct of its members.

The Department will accept and address all complaints of member misconduct in accordance with this policy and applicable federal, state and local law, municipal and county rules and the requirements of any collective bargaining agreements.

It is also the policy of this department to ensure that the community can report misconduct without concern for reprisal or retaliation.

### 1012.3 PERSONNEL COMPLAINTS

Personnel complaints consist of any allegation of misconduct or improper job performance by any employee that, if true, would constitute a violation of department policy or rule or federal, state or local law. Allegations or complaints may be generated internally or by the public.

Inquiries about employee conduct or performance that, if true, would not violate department policy or rule or federal, state or local law, may be handled informally by a supervisor and shall not be considered a personnel complaint. Such inquiries generally include clarification regarding policy, procedures or the response to specific incidents by the Department.

#### 1012.3.1 CLASSIFYING COMPLAINTS

Personnel complaints shall be classified in one of the following categories:

**Informal** - A matter in which the member's Chief Assigned is satisfied that appropriate action has been taken by a supervisor of rank greater than the accused member.

**Formal** - A matter in which a supervisor determines that further action is warranted. Such complaints may be investigated by a supervisor of rank greater than the accused member or referred to the designated department representative, depending on the seriousness and complexity of the investigation.

**Incomplete** - A matter in which the complaining party either refuses to cooperate or becomes unavailable after diligent follow-up investigation. At the discretion of the assigned supervisor or the designated department representative, such matters need not be documented as personnel

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complaints but may be further investigated or resolved as a complaint, depending on the seriousness of the complaint and the availability of sufficient information.

### **1012.4 AVAILABILITY AND ACCEPTANCE OF COMPLAINTS**

#### **1012.4.1 AVAILABILITY OF COMPLAINT FORMS**

Personnel complaint forms will be available and clearly visible in public access locations within department facilities. Forms will also be available on the department website. Forms may also be available at other government offices and facilities. Personnel complaint forms in languages other than English may also be provided as determined necessary or practicable.

Every supervisor is responsible for monitoring public satisfaction or inquiries regarding the personnel complaint process and forwarding to the Chief Assigned any suggestions for improvement or changes.

#### **1012.4.2 SOURCES OF COMPLAINTS**

- (a) Members of the public may make complaints in any form, including in writing, by email, in person or by telephone.
- (b) Any department member becoming aware of alleged misconduct shall immediately notify a supervisor.
- (c) Supervisors shall initiate a complaint based upon observed misconduct or receipt from any source alleging the misconduct of a member that, if true, could result in disciplinary action.
- (d) Anonymous complaints and third-party citizen complaints should be accepted and investigated to the extent that sufficient information is provided.

#### **1012.4.3 ACCEPTANCE OF COMPLAINTS**

All complaints will be courteously accepted by any member and promptly given to the appropriate supervisor. Although written complaints are preferred, a complaint may also be filed verbally, either in person or by telephoning the Department, and will be accepted by any supervisor. If a supervisor is not immediately available to take a verbal complaint, the receiving member shall obtain contact information sufficient for the supervisor to contact the complainant. The supervisor, upon contact with the complainant, shall complete and submit a complaint form as appropriate.

Although not required, complainants should be encouraged to file complaints in person so that proper identification, signatures, photographs or physical evidence may be obtained as necessary.

### **1012.5 COMPLAINT DOCUMENTATION AND TRACKING**

Supervisors shall ensure that all formal and informal complaints are documented on a complaint form. The supervisor shall ensure that the nature of the complaint is defined as clearly as possible.

All complaints and inquiries should be documented in a log that records and tracks complaints. The log shall include the nature of the complaint and the actions taken to address the complaint.

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On an annual basis, the Department should audit the log and send an audit report to the Fire Chief or the authorized designee.

#### **1012.6 DISCIPLINARY INVESTIGATIONS**

All allegations of misconduct will be investigated as follows:

##### **1012.6.1 SUPERVISOR RESPONSIBILITIES**

In general, the primary responsibility for the investigation of a complaint rests with the member's immediate supervisor, unless the supervisor is the complainant, is the ultimate decision-maker regarding disciplinary action or has any personal involvement regarding the alleged misconduct. The Fire Chief or the authorized designee may direct that another supervisor investigate any complaint.

A supervisor who becomes aware of alleged misconduct shall take reasonable steps to prevent aggravation of the situation.

Supervisors shall be responsible for the following:

- (a) Department supervisors should respond to all complaints in a courteous and professional manner.
- (b) A supervisor receiving a formal complaint involving allegations of a potentially serious nature shall ensure that the Chief Assigned, Chief Assigned and Fire Chief are notified as soon as practicable.
- (c) A supervisor receiving or initiating any formal complaint shall ensure that a personnel complaint form has been completed as fully as possible. The original complaint form will then be directed to the Chief Assigned of the accused member, via the chain of command. The Chief Assigned will forward a copy of the complaint to the Chief Assigned to take any appropriate action and/or assign the complaint for investigation. In circumstances where the integrity of the investigation could be jeopardized by reducing the complaint to writing or where the confidentiality of a complainant is at issue, a supervisor may orally report the matter to the Chief Assigned, Chief Assigned or Fire Chief.
- (d) A supervisor investigating any complaint should:
  1. Make reasonable efforts to obtain names, addresses and telephone numbers of additional witnesses.
  2. When appropriate, provide immediate medical attention and take photographs of alleged injuries as well as accessible areas of non-injury.
- (e) When the nature of a personnel complaint relates to sexual, racial, ethnic or other forms of prohibited harassment or discrimination, the supervisor receiving the complaint shall promptly contact the Assistant Town Manager and the Chief Assigned for direction regarding his/her role in addressing the complaint.



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- (f) Supervisors who receive a citizen complaint that can be resolved immediately should do so. Follow-up contact with the person who made the complaint should be made within 24 hours of the Department receiving the complaint. If the matter is resolved and no further action is required, the supervisor will note the resolution on a complaint form and forward the form to the Chief Assigned.
- (g) Unresolved citizen complaints shall be forwarded to the Chief Assigned to determine whether to contact the person who made the complaint or assign the complaint for investigation.
- (h) The supervisor shall ensure that the procedural rights of the accused member are followed.
- (i) Within three days after assignment, the complainant should be informed of the investigator's name and the complaint number.
- (j) Interviews of the complainant should be conducted during reasonable hours.

#### 1012.6.2 INVESTIGATION PROCEDURES

The following procedures should be followed with regard to any accused member subject to investigation by the Department:

- (a) Prior to any interview, the member should be informed of the nature of the investigation.
- (b) Interviews of accused members should be conducted during reasonable work hours of the member and, if the member is off-duty, the member shall be compensated if required.
- (c) No more than two interviewers should ask questions of an accused member to prevent confusion or misunderstanding.
- (d) All interviews shall be for a reasonable period or duration and the member's personal needs shall be accommodated.
- (e) No member shall be subjected to offensive or threatening language nor shall any promises, rewards or other inducements be used to obtain answers. Any member refusing to answer questions directly related to the investigation may be ordered to answer questions and subject to discipline for failing to do so. Nothing administratively ordered may be provided to a criminal investigator.
- (f) The interviewer should record all interviews of members and witnesses. The member may also record the interview. If the member has been previously interviewed, a copy of that recorded interview should be provided to the member prior to any subsequent interview.
- (g) A member subjected to interviews that could result in punitive action shall have the right to have a representative of his/her choosing during any interrogation. However,

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in order to maintain the integrity of each individual member's statement, involved members shall not consult or meet with representatives or attorneys collectively or in groups prior to being interviewed.

- (h) All members shall provide complete and truthful responses to questions posed during interviews.
- (i) No member may be compelled to submit to a lie detection test, nor shall any refusal to submit to such examination be mentioned in any investigation.

#### 1012.6.3 INVESTIGATION FORMAT

Investigations of complaints should be timely, detailed, complete and follow this format:

**Introduction** - Include the identity of the member, the identity of the assigned investigators, the initial date and source of the complaint.

**Synopsis** - Provide a very brief summary of the facts giving rise to the investigation.

**Summary of allegations** - List the allegations separately, including applicable policy sections, with a very brief summary of the evidence relevant to each allegation.

**Evidence as to each allegation** - Each allegation should be set forth with the details of the evidence applicable to each allegation and include comprehensive summaries of member and witness statements. Other evidence related to each allegation should also be detailed in this section.

**Conclusion** - A recommendation regarding further action or disposition should be provided.

**Exhibits** - A separate list of exhibits (e.g., recordings, photos, documents) should be attached to the report.

#### 1012.6.4 ADMINISTRATIVE LEAVE

When a complaint of misconduct is of a serious nature, or when circumstances dictate that allowing the accused to continue to work would adversely affect the mission of the Department, the Fire Chief or the authorized designee may temporarily assign an accused employee to administrative leave. The Fire Chief or the authorized designee shall notify the Assistant Town Manager in writing of the employee's administrative leave and the cause for the leave.

#### 1012.7 POST-INVESTIGATION PROCEDURES

Upon completion, the report should be forwarded to the Fire Chief through the chain of command of the involved member. Each level of command should review and include their comments in writing before forwarding the report. The Fire Chief may accept or modify the classification and recommendation for disciplinary action contained in the report.

##### 1012.7.1 CHIEF ASSIGNED RESPONSIBILITIES

Upon receipt of any completed personnel investigation, the Chief Assigned of the involved member shall review the entire investigative file, the member's personnel file and any other relevant materials.

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The Chief Assigned may make recommendations regarding the disposition of any allegations and the amount of discipline, if any, to be imposed.

Prior to forwarding recommendations to the Fire Chief, the Chief Assigned may return the entire investigation to the assigned investigator or supervisor for further investigation or action.

When forwarding any written recommendation to the Fire Chief, the Chief Assigned shall include all relevant materials supporting the recommendation. Actual copies of a member's existing personnel file need not be provided and may be incorporated by reference.

#### **1012.7.2 RESPONSIBILITIES OF THE FIRE CHIEF**

Upon receipt of any written recommendation for disciplinary action, the Fire Chief shall review the recommendation and all accompanying materials. The Fire Chief may modify any recommendation and/or may return the file to the Chief Assigned for further investigation or action.

Once the Fire Chief is satisfied that no further investigation or action is required by staff, the Fire Chief shall determine the amount of discipline, if any, to be imposed. In the event that disciplinary action is proposed, the Fire Chief shall provide the member with written notice of the following information (G.L. c. 31, § 41):

- (a) Access to all of the materials considered by the Fire Chief in recommending the proposed discipline.
- (b) An opportunity to respond orally or in writing to the Fire Chief within five days of receiving the notice.
  - 1. Upon a showing of good cause by the member, the Fire Chief may grant a reasonable extension of time for the member to respond.
  - 2. If the member elects to respond orally, the presentation shall be recorded by the Department. Upon request, the member shall be provided with a copy of the recording.
- (c) Once the member has completed his/her response, or if the member has elected to waive any such response, the Fire Chief shall consider all information received in regard to the recommended discipline. The Fire Chief shall thereafter render a timely written decision to the member and specify the grounds and reasons for discipline and the effective date of the discipline. Once the Fire Chief has issued a written decision, the discipline shall become effective.

#### **1012.8 PRE-DISCIPLINE MEMBER RESPONSE**

The pre-discipline process is intended to provide the accused member with an opportunity to present a written or oral response to the Fire Chief after having had an opportunity to review the supporting materials and prior to imposition of any recommended discipline. The member shall consider the following:

- (a) This response is not intended to be an adversarial or formal hearing.

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- (b) Although the member may be represented by an uninvolved representative or legal counsel, the response is not designed to accommodate the presentation of testimony or witnesses.
- (c) The member may suggest that further investigation could be conducted or the member may offer any additional information or mitigating factors for the Fire Chief to consider.
- (d) In the event that the Fire Chief elects to cause further investigation to be conducted, the member shall be provided with the results of such subsequent investigation prior to the imposition of any discipline.
- (e) The member may thereafter have the opportunity to further respond orally or in writing to the Fire Chief on the limited issues of information raised in any subsequent materials.

#### **1012.9 RESIGNATIONS/RETIREMENTS PRIOR TO DISCIPLINE**

In the event that a member tenders a written retirement or resignation prior to the imposition of discipline, it shall be noted in the file. The tender of a retirement or resignation by itself shall not serve as grounds for the termination of any pending investigation or discipline.

#### **1012.10 POST-DISCIPLINE APPEAL RIGHTS**

Non-probationary members have the right to appeal a disciplinary action. The employee has the right to appeal using the procedures established by any collective bargaining agreement and/or personnel rules.

In the event of punitive action against a member, the appeal process shall be in compliance with G.L. c. 31A, § 8. Members have the option of appeal to either the civil service commission or the local merit appeals board, but not both.

#### **1012.11 AT-WILL AND PROBATIONARY MEMBERS**

At-will and probationary members may be disciplined and/or released from employment without adherence to any of the procedures set out in this policy and without notice or any cause at any time. These members are not entitled to any rights under this policy.

Any probationary period may be extended at the discretion of the Fire Chief in cases where the member has been absent for more than a week or when additional time to review the member is considered to be appropriate.

## Outside Employment

### 1013.1 PURPOSE

The purpose of this policy is to establish guidelines to be followed by any Truro Fire Department members considering outside employment.

### 1013.2 POLICY

It is the policy of the Truro Fire Department to allow members to engage in employment other than with the Department if the Fire Chief determines that such outside employment is not in conflict with his/her duties and the duties, functions and responsibilities of the Department.

Members shall not represent the Department while performing employment outside the Department.

### 1013.3 PROCEDURE

No member shall be employed or self-employed in any manner outside of Town employment without prior written authorization from the Fire Chief.

Any member requesting authorization for outside employment must submit the request in writing and provide sufficient detail to enable the Fire Chief to determine whether to approve the request. At a minimum the request should include the number of hours, types of duties and the physical demands of the proposed employment.

#### 1013.3.1 REVIEW OF FINANCIAL RECORDS

Prior to providing written approval for outside employment, the Department may request that a member provide his/her personal financial records for review/audit if the Department has reason to believe a conflict of interest exists. Failure of the member to provide the requested personal financial records could result in denial of the outside employment approval.

If, after approving a request for outside employment, the Department has reason to believe that a conflict of interest exists based on a financial reason, the Department may request that the member provide his/her personal financial records for review/audit. If the member does not provide the requested records, his/her outside employment approval may be revoked.

### 1013.4 PROHIBITED OUTSIDE EMPLOYMENT

The Fire Chief, at his/her discretion, may deny any outside employment request submitted by a member seeking to engage in any activity which:

- (a) Involves the member's use of department time, facilities, equipment or supplies, or the use of the department badge, uniform, prestige or influence for private gain or advantage.
- (b) Involves the member's receipt or acceptance of any money or other consideration from anyone other than this department for the performance of an act which the member, if

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not performing such act, would be required or expected to render in the regular course of employment or as a part of the member's duties as a member of this department.

- (c) Involves the performance of an act in other than the member's capacity as a member of this department that may later be subject directly or indirectly to the control, inspection, review, audit or enforcement of any other member of this department.
- (d) Involves time demands that would render performance of the member's duties for the Department less efficient.
- (e) Involves time demands that would affect the member's regular work shift or ability to respond to emergencies or mandated overtime.
- (f) Involves employment with an individual or organization that does business with the Department.
- (g) Would otherwise compromise the ability of the Department to conduct its business in an efficient manner.
- (h) Would give the appearance of impropriety or otherwise appear inconsistent, incompatible or in conflict with the member's employment with the Department.

#### **1013.5 WITHDRAWAL OF APPROVAL FOR OUTSIDE EMPLOYMENT**

The following circumstances may affect existing approval of outside employment:

- (a) Should a member's performance at the Department decline to a point where it is evaluated by a supervisor as needing improvement to reach an overall level of competency, the Fire Chief may, at his/her discretion, withdraw approval for any outside employment.
- (b) Withdrawal of approval of outside employment may be included as a term or condition of sustained discipline.
- (c) If, at any time, a member's conduct or outside employment conflicts with the provisions of department policy, the approval for outside employment may be withdrawn.
- (d) When a member is unable to perform at a full-duty capacity due to an injury or other condition, approval of outside employment may be withdrawn until the member has returned to full-duty status for any of the following reasons:
  1. The outside employment is medically detrimental to the total recovery of the disabled member, as indicated by the department's medical advisers.
  2. The outside employment performed requires the same or similar physical ability as would be required of an on-duty member.
  3. The member fails to make timely notice of his/her intention to continue outside employment to his/her supervisor.

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### **1013.6 APPEALS**

If a member's outside employment request is denied or withdrawn, the member should be informed of the action and reason in writing.

The member may file a written notice of appeal to the Fire Chief within 10 days of the date of the written denial or withdrawal.

If the member's appeal is denied, the member may file a grievance pursuant to the procedure set forth in the current collective bargaining agreement.

### **1013.7 CHANGES IN OUTSIDE EMPLOYMENT STATUS**

If a member terminates his/her outside employment, the member should promptly submit written notification of such termination to the Fire Chief. Any subsequent request for renewal or continued outside employment should be processed and approved through normal procedures set forth in this policy.

Members should also promptly submit in writing to the Fire Chief any material changes in outside employment, including any change in the number of hours, types of duties or demands of any approved outside employment. Members who are uncertain whether a change in outside employment is material should report the change.

Department members who are engaged in outside employment while on full duty and are placed on disability leave or temporary modified duty due to illness or injury should inform their immediate supervisor in writing as soon as practicable regarding whether they intend to continue to engage in outside employment while on leave or modified-duty status.

### **1013.8 PROHIBITED USE OF DEPARTMENT RESOURCES**

Members are prohibited from using any department equipment or resources in the course of or for the benefit of any outside employment. This includes access to official records or databases of this department or other agencies through the member's position with this department.

## On-Duty Voting in Statewide Elections

### 1014.1 PURPOSE AND SCOPE

Although members are encouraged to use alternative voting methods, such as absentee ballots or early voting, this policy provides guidelines to enable members who do not have emergency response assignments to vote in all statewide elections.

### 1014.2 POLICY

It is the policy of the Truro Fire Department to provide certain members a reasonable opportunity to vote in all statewide elections.

### 1014.3 PROCEDURES

Polls are generally open from 7:00 a.m. to 8:00 p.m. each election day for statewide elections. Members who do not have emergency response assignments and are scheduled to be at work during that time may take up to two hours off to vote without losing any pay subject to the needs of the service.

Members who need time off to vote must notify their supervisor at least two working days prior to the election.

Supervisors may allow certain members time off to vote according to the following:

- (a) Members who do not have emergency response assignments may take as much time as needed to vote subject to the needs of the service, but only two hours of that time will be paid.
- (b) Authorized time off for voting should be at the beginning or end of a regular work shift, whichever allows the most free time for voting and the least time off from the regular working shift.
- (c) Members working 24-hour shifts ending on the day of the election will not be relieved early to vote.



## Personnel Records

### 1015.1 PURPOSE AND SCOPE

The purpose of this policy is to establish the maintenance of, retention of and access to personnel files in accordance with established law.

#### 1015.1.1 PERSONNEL RECORDS DEFINED

Personnel records shall include any record maintained under an individual member's name relating to (G.L. c. 149, § 52C):

- (a) Personal data, including marital status, family members, educational and employment history or similar information.
- (b) Medical history, including medical leave-of-absence forms, fitness-for-duty examinations, workers' compensation records, medical releases and all other records that reveal a member's past, current or future medical conditions.
- (c) Election of employee benefits.
- (d) Member advancement, appraisal or discipline.
- (e) Complaints or investigations of complaints concerning an event or transaction in which the member participated that pertain to the manner in which the member performed official duties.
- (f) Any information that if disclosed would constitute an unwarranted invasion of personal privacy.

A personnel record shall not include information of a personal nature about a person other than the member if disclosure of the information would constitute a clearly unwarranted invasion of such other person's privacy.

#### 1015.1.2 MEMBER RECORD LOCATIONS

Personnel records will generally be maintained in one of the following files:

**Department file** - Any file maintained in the office of the Department or the Assistant Town Manager as a permanent record of a member's employment with the Department.

**Section file** - Any file maintained internally by a member's supervisor in an assigned division for the purpose of collecting information to prepare performance evaluations.

**Supervisor log entries** - Any written comment, excluding actual performance evaluations, made by a supervisor, concerning the performance or conduct of a member of the Department.

**Training file** - Any file containing the training records of a member.

**Investigations file** - Any file containing written comments regarding harassment or discrimination claims, misconduct claims, background investigations or reference check responses.

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**Medical file** - Any separately maintained file that exclusively contains material relating to a member's medical history.

#### **1015.2 POLICY**

It is the policy of the Department to maintain the confidentiality of its members' personnel records.

#### **1015.3 REQUESTS FOR DISCLOSURE**

All records kept by Massachusetts public agencies are considered public unless they are covered by specific disclosure statutes (G.L. c. 66, § 10; 950 CMR § 32.05).

Only written requests for the disclosure of any information contained in a member's personnel record will be considered. Since the format of such requests may be strictly governed by law, with specific responses required, all such requests shall be promptly brought to the attention of the Keeper of Records.

Upon receipt of a request for disclosure of personnel records, the member's supervisor shall be notified and shall be responsible for notifying the affected member as soon as practicable that such a request has been made.

The Keeper of Records shall ensure that an appropriate response to the request is made in a timely manner, in accordance with applicable law. In many cases, this may require assistance of the department's legal counsel.

All requests for the disclosure of personnel records that result in access to a member's file shall be logged in the corresponding file.

Nothing in this section is intended to preclude review of personnel files by the Town Manager, Town Attorney or attorneys or representatives of the Town in connection with official business.

#### **1015.4 RELEASE OF CONFIDENTIAL INFORMATION**

Except as provided by this policy or pursuant to lawful process, no information contained in any confidential personnel file shall be disclosed to any unauthorized person without the express prior consent of the involved member or the written authorization of the Fire Chief or the authorized designee.

#### **1015.5 MEMBER ACCESS TO OWN FILE**

Twice a calendar year, any member may request a copy or access to his/her own personnel file during the normal business hours of the individual responsible for maintaining such files. The request shall be made in writing and the member shall be provided access or a copy of the file within five business days of the request (G.L. c. 149, § 52C).

Any member seeking the removal or correction of any item from his/her personnel file shall submit a written request to the Fire Chief via the chain of command. The Department shall thereafter remove or correct any such item, if appropriate, or as soon as practicable provide the member with a written explanation why the contested item will not be removed or corrected.

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The request and the department's written response shall be retained, with the contested item, in the personnel file. Nothing herein shall require the removal of any item from the file (G.L. c. 149, § 52C).

Members may be restricted from accessing files containing any of the following information:

- Ongoing investigations, to the extent the Department, in its sole discretion, determines that disclosure could jeopardize or compromise the investigation, pending final disposition or notice to the member of the intent to discipline.
- Confidential portions of an investigation which have not been sustained against the member.

#### **1015.6 ADVERSE INFORMATION**

Adverse information, such as supervisor notes or memos, may be retained in the department file.

- (a) Members shall be notified within 10 days of any adverse information placed in the personnel file that has been used or may be used to negatively affect the member's qualification for employment, promotion, transfer, additional compensation or the possibility that the member will be subject to disciplinary action (G.L. c. 149, § 52C).
- (b) Members may request access or a copy of any adverse information, and shall be given the opportunity to respond in writing to the adverse information.
- (c) Any member response shall be attached to and retained with the original adverse information.
- (d) Members should initial or sign the document that contains the adverse information. If the member refuses to sign or initial the document, at least one supervisor should note the date and time of such refusal on the original document. Such a refusal, however, shall not be deemed insubordination.

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## Commendations and Meritorious Service

### 1016.1 PURPOSE AND SCOPE

The purpose of this policy is to provide guidelines for reporting and collecting reports of exceptional public service and for the evaluation and process for department awards.

### 1016.2 POLICY

It is the goal of the Truro Fire Department to recognize members through an awards system for exceptional performance.

### 1016.3 PROCEDURES

Community and department members may report acts of exceptional public service through any department supervisor.

#### 1016.3.1 TYPES OF AWARDS

The types of awards offered by the Truro Fire Department include:

- (a) Letter of Appreciation from a citizen or coworker
- (b) Letter of Appreciation from the Fire Chief
- (c) Company Citation
- (d) Commendation
- (e) Meritorious Service Award
- (f) Life-Saving Award

#### 1016.3.2 SUBMITTING AWARD NOMINATIONS

Any member may report, in writing, to any supervisor, the exemplary performance of another member.

Any member of the public may submit a nomination by completing an award nomination form, available at all fire stations during normal business hours, and submitting it to the Chief Assigned Section.

#### 1016.3.3 AWARD CRITERIA, APPROVAL AND PRESENTATION

The Fire Chief should appoint a review committee to review each report of exemplary performance or award nomination. Each report and nomination should be reviewed for merit and further investigated, if necessary, for additional factual details. In determining factual details, resources that may be used include, but are not limited to, copies of audio or video recordings, copies of incidents, or interviews with additional members or witnesses.

Each report and nomination should be evaluated on its own merit, with the following criteria as a guideline:

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- (a) If a report or nomination is determined to be for individual performance expected during the normal course of a member's assigned job duties, the review committee may elect to present the member with a copy of the report and nomination and place a copy in the member's personnel file. A Chief Assigned should approve this presentation. A supervisor should present the letter to the member in the presence of the company or station members.
- (b) If a nomination is determined to be for individual performance beyond what is expected during the normal course of a member's assigned job duties, the review committee may choose to have a Letter of Appreciation drafted to the member, for the Fire Chief's signature, detailing the specifics of the incident and how the member excelled. A Chief Assigned should approve this award before sending the letter to the Fire Chief for signature. The Chief Assigned should present the Letter of Appreciation to the member in the presence of the company or station members.
- (c) If an award nomination is determined to be for team performance beyond what is expected during the normal course of a company's assigned job duties, the review committee may elect to have a Company Citation drafted to the company, for the Fire Chief's signature, detailing the specifics of the incident and how the company excelled. A Chief Assigned should approve this award before sending the letter to the Fire Chief for signature and should present the letter to the company in the presence of other members of the battalion, if practicable.
- (d) If an award nomination is determined to be for individual or team performance well beyond what is expected during the normal course of assigned job duties, the review committee may elect to have a Commendation drafted for the Fire Chief's signature, detailing the specifics of the incident and how the individual or team excelled. The Fire Chief should approve this award. The Fire Chief should present this award, at his/her discretion, in a manner befitting the circumstances.
- (e) If an award nomination is determined to be for individual or team performance extraordinarily beyond what is expected during the normal course of assigned job duties, such as life-saving at significant risk of injury or death to the member, the review committee may elect to have a Meritorious Service Award or Life-Saving Award conferred by the Fire Chief. The Fire Chief should approve this award. This award should typically be conferred publicly, at the discretion and direction of the Fire Chief.

#### **1016.4 REVIEW DISPOSITIONS**

The review committee should review award reports and nominations at least quarterly. Each nomination should be given a disposition of:

- (a) Copy of nomination placed in the member's file
- (b) Letter of Appreciation, approved/disapproved
- (c) Company Citation, approved/disapproved

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- (d) Commendation, approved/disapproved
- (e) Meritorious Service Award, approved/disapproved
- (f) Life-Saving Award, approved/disapproved

#### **1016.5 MASSACHUSETTS FIREFIGHTER LENGTH OF SERVICE AWARDS**

Members of the Truro Fire Department may also be recommended by the Fire Chief for certain length of service awards made by the Massachusetts Fire Service Commission.

## Physical Fitness

### 1017.1 PURPOSE AND SCOPE

The purpose of this policy is to provide firefighters with on-duty physical fitness guidelines. The Department provides on-duty time for firefighter physical fitness to assist personnel in achieving and maintaining optimal health and physical fitness.

### 1017.2 POLICY

It is the policy of the Truro Fire Department to establish guidelines for physical fitness activities that are designed to prevent injuries while maintaining fitness. The ultimate goals of this policy are to:

- Meet the physical demands required on emergency responses.
- Reduce the risk of member injury or illness.
- Enhance the overall health, fitness and safety of members.

Physical fitness activities should not interfere with primary job duties (e.g., emergency responses, public education, training activities, other legal responsibilities), nor should physical fitness activities delay an emergency response in any way.

The Department retains the right to prohibit any physical fitness activity which, in its sole discretion, presents greater risks than benefits.

### 1017.3 PROCEDURE

The time, location and duration of company physical fitness activities are at the discretion of the on-duty Chief Assigned and the Chief Assigned. In all cases, the location for physical fitness must be within the company's first-in response area or approved arrangements for coverage, be consistent with this policy and not result in a response delay.

All Emergency Response members should be allowed to participate in physical fitness activities during the course of their shift. Members who choose not to participate in physical fitness activities shall conduct duties as assigned by the Chief Assigned during the designated physical fitness period. Members who have provided the Department with written physical restrictions from a qualified health care provider shall not participate in any physical activity that conflicts with the restriction.

At the discretion of the Department, one or more of the following may apply:

- (a) Station physical fitness equipment
  1. Physical fitness equipment is available for the use of members at the fire station. Members should utilize the fitness equipment for their on-duty physical fitness activities.
- (b) 1.

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### **1017.4 PHYSICAL FITNESS GUIDELINES**

Physical fitness and conditioning activities should be designed to maintain or improve flexibility, muscular strength, endurance and anaerobic and aerobic capacity. They should also correspond to the physical movement patterns required in the performance of firefighter duties. Activities may include, but are not limited to:

- (a) Stretching.
- (b) Running, jogging, walking or rowing.
- (c) Weight training (with spotter present).
- (d) Stationary aerobic training (e.g., stair-climber, treadmill, stationary bicycle).
- (e) Core strengthening.
- (f) Firefighter-specific activities (e.g., hose drag, simulated ventilation, dummy drag).
- (g) Physical fitness activities as recommended by the Department Wellness and Fitness Program and/or peer fitness trainers (PFTs).

Member participation in competitive or contact sports is not recommended while on-duty.

### **1017.5 INJURY PREVENTION**

- (a) When participating in approved on-duty physical fitness activities, reasonable precautions should be taken to avoid injury. Common reasons for injuries sustained during physical activity include, but are not limited to:
  - 1. Insufficient warm-up.
  - 2. Poor core stabilization.
  - 3. Exceeding physical capabilities.
  - 4. Improper equipment use.
  - 5. Defective equipment.
  - 6. Lack of proper instruction.
- (b) Members who are participating in physical fitness activities are expected to:
  - 1. Allow sufficient time to warm up muscles prior to engaging in exercise for optimum performance and to reduce the risk of injury.
  - 2. Develop sufficient trunk muscle strength to keep the spine and body stable in order to remain strong and balanced.
  - 3. Maintain realistic goals and limits for physical fitness routines.
  - 4. Develop an understanding of how to use fitness equipment properly and safely.



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### *Physical Fitness*

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5. Check equipment prior to use to ensure safe operation, report defective or broken equipment to the safety officer as soon as practicable and disable equipment to prevent others from using it, if necessary.
6. Develop and maintain sufficient fitness training knowledge, accounting for fitness level, age and previous injuries or limitations, to avoid fitness-related injuries.

## Critical Incident Stress Debriefing

### 1018.1 PURPOSE AND SCOPE

The purpose of this policy is to establish a Critical Incident Stress Debriefing (CISD) program. The Truro Fire Department recognizes that during the course of performing job duties, members may become involved in or be exposed to incidents that have the potential to cause various forms of short- or long-term emotional trauma.

#### 1018.1.1 DEFINITIONS

Definitions related to this policy include:

**Critical incident stress** - A strong emotional, cognitive or physical reaction that has the potential to interfere with daily life, including physical and emotional illness, loss of interest in the job, personality changes, marital discord and loss of ability to function.

**Critical Incident Stress Debriefing (CISD)** - A standardized approach using a group format to provide education, an atmosphere and opportunity for emotional release through discussion, and support for members who are involved in emergency incidents under conditions of extreme stress. CISD is not a diagnostic or treatment process like that provided in counseling sessions by a mental health professional. Instead, it is a service that provides education and support.

### 1018.2 POLICY

It is the policy of the Truro Fire Department to implement a CISD program or utilize resources of the Massachusetts Peer Support Network (MPSN) to provide support and professional intervention to members of this department following exposure to situations that are likely to create unusually strong emotional reactions.

### 1018.3 CISD PROGRAM

The Department should establish a committee responsible for implementing and managing the CISD program. The Fire Chief or the authorized designee is responsible for appointing members to the committee who are representative of all levels of department personnel. The department's Health and Safety Officer serves as the committee chairperson.

MPSN, local and peer organizations provide CISD programs and teams. These resources can prove beneficial and reduce costs.

Functions of the committee include, but are not limited to:

- Providing input and assistance to the development and implementation of the CISD program.
- Recommending the type and content of critical incident-related programs, workshops or seminars.
- Distributing CISD-related information to members.

## *Critical Incident Stress Debriefing*

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- Providing the administrative and technical support needed to implement CISD activities.
- Assisting in the recruitment and training of peer support personnel.
- Coordinating and following up on requests for CISD.

### **1018.4 CISD COMPONENTS**

The CISD program should include pre-incident, on-scene and post-incident activities, including education, diffusion of emotional reactions and debriefing. The purpose of the program is to minimize the impact of stress on members following major incidents.

Ideally, CISD should incorporate the services of both peer support personnel and trained professionals, such as physicians, psychologists or counselors.

The program is intended to be consistent with the recommendations of the National Fire Protection Association (NFPA) and the Fire Service Joint Labor Management Wellness-Fitness Initiative, developed by the International Association of Fire Fighters (IAFF) and the International Association of Fire Chiefs (IAFC).

#### **1018.4.1 ACTIVATION**

The following are examples of incidents that may initiate a CISD response:

- Major disaster or mass casualty incidents
- Serious injury, death or suicide of a firefighter, police officer or other emergency service provider
- Serious injury or death of a civilian resulting from emergency service operations
- Death of a child or similar incident involving a profound emotional response
- Any incident that attracts unusually heavy media attention
- Loss of life following an unusual or extremely prolonged expenditure of emotional and physical energy by emergency services personnel
- Any unusual incident that produces an extreme, immediate or delayed emotional response
- Cumulative trauma from multiple incidents

Any time it has been determined that a critical incident has occurred and intervention may be needed, a CISD should be requested. The request may be made either directly to peer support personnel or through the CISD committee. Depending on the type and magnitude of the incident and services that may be needed, the CISD may be activated either during or after a critical incident.

All members are responsible for recognizing incidents that may need a CISD. Once an incident has been identified as a critical incident, a CISD should be initiated as soon as practicable.

## *Critical Incident Stress Debriefing*

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Debriefing may be conducted anywhere there is ample space, privacy and freedom from distractions. Consideration should be given to including responders from other agencies who were involved in the incident including, but not limited to, communications personnel, law enforcement officers and paramedics or ambulance personnel.

Any member may request peer support or professional help as needed, on an individual basis.

### 1018.4.2 CISD PROVIDERS

CISD providers should include mental health professionals and peer support members.

- (a) The duties and responsibilities of mental health professionals include the following:
  - 1. Supervise and advise on all clinical aspects of the program.
  - 2. Ensure the quality of CISD services.
  - 3. Offer clinical support and program guidance to the CISD committee and peer support personnel.
  - 4. Assist in the selection of new peer support personnel.
  - 5. Provide guidance to peer support personnel.
  - 6. Assist in training peer support personnel and with continuing education.
  - 7. Advise on the development of policy and written operational CISD protocols.
- (b) Mental health professionals involved in the CISD program should have the following qualifications:
  - 1. Be a licensed mental health professional.
  - 2. Be trained and experienced in a recognized CISD model.
  - 3. Demonstrate experience in counseling emergency services personnel.
- (c) The duties and responsibilities of peer support members include the following:
  - 1. Assist and support the CISD mental health professionals as necessary.
  - 2. Provide referrals to mental health professionals, where appropriate.
  - 3. Provide support and basic education to members and their families.
  - 4. Serve as a CISD provider with mental health professionals.
  - 5. Complete training and supervision necessary for the role.
- (d) Members involved in the CISD program as peer support personnel should have the following qualities:
  - 1. Good negotiating skills
  - 2. Ability to communicate effectively
  - 3. The respect and trust of peers

## *Critical Incident Stress Debriefing*

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4. Ability to maintain confidentiality
5. Ability to adhere to established limits and criteria
6. Ability to learn about the psycho-social process
7. Good listening skills
8. Good rapport with fellow emergency workers
9. Sensitivity to the problems of others
10. Be an emergency service provider or a member of a related service
11. Possess experience and knowledge about the types of incidents and situations to which members may be exposed

Peer support personnel should participate in both initial and continuing education and training regarding CISD principles and procedures.

### **1018.5 DEBRIEFING**

The form of CISD utilized should depend upon how early the intervention is activated and the nature of the incident. The use of one format does not preclude the use of others for the same critical incident.

Common formats for CISD include:

- (a) On-scene debriefing: Peer support personnel or mental health professionals respond to the scene as observers and advisers to watch for the development of acute reactions. They may offer encouragement and support, check on the well-being of personnel and allow for individual discussion of feelings and reactions.
- (b) Initial defusing: This usually takes place within a few hours of the incident and is generally facilitated by peer support personnel. It is an informal process encouraging open and free expression of feelings without a critique of the incident. The purpose is to stabilize involved members so they can go home or return to service.
- (c) Formal debriefing: Debriefing led by a CISD program mental health professional and peer support personnel that usually takes place 24 to 48 hours after the conclusion of the incident. Members involved in the critical incident are given the opportunity for free expression of feelings. This expression should be met with acceptance, support and understanding.
- (d) Follow-up debriefing: If deemed necessary, follow-up may be facilitated by the CISD mental health professional and peer support personnel several weeks or months after a critical incident. The main purpose is to resolve any issues or problems that were not initially resolved. The follow-up debriefing may include the entire group or a portion of those originally involved.

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### *Critical Incident Stress Debriefing*

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Regardless of the type of debriefing, CISD is not a critique of department operations at the incident. The CISD provides a setting in which members can discuss their feelings and reactions as a means to reduce the stress resulting from exposure to critical incidents. Performance issues should not be discussed during the debriefing.

No one has rank during a debriefing process. Everyone is equal.

Following any intervention, should members feel a need for additional assistance, contact may be made with peer support personnel or a CISD committee member to obtain information regarding a referral.

#### **1018.6 ATTENDANCE**

Only those involved in the incident and CISD team members should be present. Members directly exposed to the traumatic aspects of an incident are strongly encouraged to participate in CISD.

Under special circumstances, the supervising officer may make attendance mandatory. Even if attendance is mandatory, members should not be obligated to speak or express their feelings during the CISD.

During debriefings, members involved should be out of service with radios, pagers or other distractions turned off.

#### **1018.7 ROTATION OF PERSONNEL**

Incident Commanders should minimize members' exposure at critical incidents by rotating or removing initial responding personnel from the immediate scene and reassigning them to less stressful operations as soon as possible. Members directly involved in critical incidents should be considered a high priority for immediate reassignment or removal from the scene. Relief from duty may also be considered.

Trained peer support personnel may make a request to their Chief Assigned or Chief Assigned for relief or reassignment during a shift to participate in CISD activities. The peer support personnel should provide a number of on-scene services, including on-site evaluation, encouragement and consultation. They should also be considered an available resource for assignment to rehab, medical or other areas as needed.

Circumstances of a critical incident may result in a recommendation that individuals or companies be taken out of service. The Chief Assigned is responsible for making the appropriate arrangements.

Under no circumstances is being taken out of service to be construed as critical or negative. Personnel taken out of service are to be viewed as deserving of the same consideration as an injured firefighter.

## *Critical Incident Stress Debriefing*

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### **1018.8 CONFIDENTIALITY**

The Department considers all CISD interventions, regardless of type, as strictly confidential. Notes, other than those specifically identified in this policy, are prohibited. No audio or video recording may be made without the express consent of all participants.

The only exceptions to confidentiality should be when:

- (a) There is reasonable evidence to assume a risk of harm to the member or to others, and if the risk is to another person, only if that person is identifiable and there are means to contact the person.
- (b) Participants divulge information that falls under any applicable state mandatory reporting duties.

### **1018.9 RECORD-KEEPING**

Following a CISD intervention, the committee chairperson should prepare a summary report and forward it to the CISD program committee for statistical record-keeping. The report should be limited to the following information:

- (a) Incident date and time
- (b) Brief description of incident facts
- (c) Intervention date and location
- (d) Names of CISD members conducting the intervention
- (e) Numbers of participants from each agency involved

Names of participants should not be recorded.

## Workplace Violence

### 1019.1 PURPOSE AND SCOPE

The purpose of this policy is to make clear that the Department does not tolerate any direct or implied threats of violence or violent behavior in the workplace or any act or behavior that is or can be perceived as threatening, hostile, and/or violent.

### 1019.2 POLICY

It is the policy of the Truro Fire Department to provide and maintain a safe work environment for its employees, volunteers, and members of the public.

In responding to any violent behavior in the workplace, the Department is committed to providing protection to all involved parties, including protection from future physical and/or mental harm and the protection of the legal rights of victims, witnesses, and those instigating the harm.

### 1019.3 PROHIBITED BEHAVIOR

No member shall engage in, encourage, or promote violent behavior toward any person while conducting department business or on department property.

No member engaged in department business shall carry weapons in violation of applicable state or local laws or department policy.

### 1019.4 REPORTING AND INVESTIGATING

#### 1019.4.1 MEMBER RESPONSIBILITY

Department members who experience, observe, or have knowledge of prohibited behaviors and actions in the workplace have a responsibility to report the situation as soon as practicable to a supervisor, a manager, or a human resources representative and to the local police department, if a threat has been made or a crime has occurred.

Members should render aid to anyone who may be in need and be prepared to assist emergency responders, as requested, following any incident of violence in the workplace.

#### 1019.4.2 SUPERVISOR, MANAGER, CHIEF ASSIGNED, AND CHIEF ASSIGNED RESPONSIBILITIES

Upon receipt of a report of potential or actual workplace violence, supervisors shall gather as much information as possible to assess and determine the severity and potential of the situation. If the report is found to be credible, the next immediate supervisor shall be notified as soon as practicable and appropriate action taken.

Local law enforcement personnel shall be notified immediately of all threatening or violent behavior.



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## Policy Manual

### *Workplace Violence*

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#### 1019.4.3 INVESTIGATION

The Chief Assigned Section will promptly, impartially, and with as much confidentiality as practicable coordinate the investigation of all reports of violent behavior.

Department members are required to cooperate in any investigation. A timely resolution of each report should be reached and communicated to all parties involved as quickly as possible.

#### 1019.4.4 REPORTING NON-WORK-RELATED THREATENING OR VIOLENT BEHAVIOR

Department members who are victims of domestic violence or other threatening behavior outside of the workplace, or who believe they are potential victims of such behavior and fear it may enter the workplace, are encouraged to report the situation as soon as possible to their supervisors.

Supervisors receiving any such report shall contact the Chief Assigned Section as soon as practicable so that any appropriate safety measures or plans may be developed.

#### 1019.5 RETALIATION PROHIBITED

Any form of retaliation against a member for making a report concerning violent behavior in the workplace is prohibited.

Any member who becomes aware of any retaliation or threatened retaliation shall immediately notify his/her supervisor.

#### 1019.6 RESTRAINING ORDERS

Members who obtain a restraining order listing their workplace, person, or the Department as a protected area must provide a copy of the restraining order to their immediate supervisor or the Assistant Town Manager. The Department needs this information in order to provide a safe workplace.

#### 1019.7 FOLLOW-UP ACTION

Any employee reported to have exhibited violent or potentially violent behavior will be afforded all rights provided by law and the applicable collective bargaining agreement before the Department takes any disciplinary action.

Actions that may be taken when an employee has been found to have violated this policy include but are not limited to the following:

- Mandatory participation in counseling
- Placing the employee on paid administrative leave pending investigation into an alleged threat or act
- Corrective/disciplinary action up to and including termination
- Criminal arrest and prosecution
- Special procedures, such as job relocation or initiation of a court order

## *Workplace Violence*

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If, upon investigation, it is determined that an allegation is false or was made maliciously, the employee who provided the false information will be subject to disciplinary action, up to and including termination, as well as possible criminal arrest and prosecution.

### **1019.8 LEGAL ACTION**

The department's legal counsel will determine if a temporary restraining order or injunction should be sought on behalf of the Department to reduce future or threatened violent behavior in the workplace.

### **1019.9 CORRECTIVE ACTIONS**

At the completion of the investigation and a review of the incident, or in the case of a threat of violence, non-disciplinary corrective actions should be implemented or requested to ensure overall workplace safety. These actions may include but are not limited to:

- Placing the involved member on administrative leave pending further review and determination of permanent action. Administrative leave would be unpaid in the case of a volunteer.
- Reassigning the member to a different work location.
- Referring the member to conflict resolution training sessions.
- Referring the member to the Employee Assistance Program (EAP).
- Modifying workstation designs and office traffic flow patterns.
- Requiring the member to attend a fitness-for-duty evaluation.
- Developing specific workplace violence procedures for incident response, prevention, and corrective actions.

### **1019.10 WORKPLACE VIOLENCE PREVENTION**

All department members are responsible for assisting in the prevention of violence in the workplace.

The Department will provide appropriate training to members regarding workplace violence.

In the event a violent incident occurs in the workplace, the Fire Chief is responsible for ensuring that all responsibilities have been met and actions carried out, as detailed in this policy, and shall review the results of any investigation and ensure appropriate action is taken. Information gathered during an investigation should be used for the continuous improvement of policies and procedures to prevent workplace violence.

## Lactation Breaks

### 1020.1 PURPOSE AND SCOPE

The purpose of this policy is to provide reasonable accommodations to any member desiring to express breast milk for her infant child.

### 1020.2 POLICY

It is the policy of the Truro Fire Department to provide, in compliance with the Fair Labor Standards Act (FLSA), reasonable break time and appropriate facilities to accommodate any member desiring to express breast milk for her nursing child for up to one year after the child's birth (29 USC § 207).

### 1020.3 LACTATION BREAK TIME

A rest period should be permitted each time the member has the need to express breast milk (29 USC § 207). In general, lactation breaks that cumulatively total 30 minutes or less during any four-hour work period or major portions of a four-hour work period would be considered reasonable. However, individual circumstances may require more or less time.

Lactation breaks, if feasible, should be taken at the same time as the member's regularly scheduled rest or meal periods. While a reasonable effort will be made to provide additional time beyond authorized breaks, any such time exceeding regularly scheduled and paid break time will be unpaid.

Members desiring to take a lactation break shall notify Dispatch or a supervisor prior to taking such a break. Such breaks may be reasonably delayed if they would seriously disrupt department operations.

Once a lactation break has been approved, the break should not be interrupted except for emergency or exigent circumstances.

### 1020.4 PRIVATE LOCATION

The Department will make reasonable efforts to accommodate members with the use of an appropriate room or other location to express milk in private. Such room or place should be in close proximity to the member's work area and shall be other than a bathroom or toilet stall. The location must be shielded from view and free from intrusion from coworkers and the public (29 USC § 207; G.L. c. 151B, § 4).

Members occupying such private areas shall either secure the door or otherwise make it clear to others that the area is occupied with a need for privacy. All other members should avoid interrupting a member during an authorized break, except to announce an emergency or other urgent circumstance.

Authorized lactation breaks for members assigned to the field may be taken at the nearest appropriate private area.

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### *Lactation Breaks*

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#### **1020.5 STORAGE OF EXPRESSED MILK**

Any member storing expressed milk in any authorized refrigerated area within the Department shall clearly label it as such and shall remove it when the member ends her shift.

#### **1020.6 EXTENSION**

Employees may request accommodations for lactation breaks beyond one year consistent with the Pregnant Workers Fairness Act (G.L. c. 151B, § 4).

## Smoking and Tobacco Use

### 1021.1 PURPOSE AND SCOPE

This policy establishes limitations on smoking and the use of tobacco products by members while on- or off-duty or while in Truro Fire Department facilities or vehicles and for others while in Truro Fire Department facilities or vehicles (G.L. c. 41, § 101A; G.L. c. 270, § 22).

For the purposes of this policy, smoking and tobacco use includes, but is not limited to, any tobacco product, such as cigarettes, cigars, pipe tobacco, snuff, tobacco pouches and chewing tobacco, as well as any device intended to simulate smoking, such as an electronic cigarette or personal vaporizer.

### 1021.2 POLICY

The Truro Fire Department recognizes that tobacco use is a health risk and can be offensive to others. Smoking and tobacco use also presents an unprofessional image for the Department and its members. Therefore smoking and tobacco use is prohibited by members and visitors in all department facilities, buildings and vehicles, and as further outlined in this policy (G.L. c. 41, § 101A; G.L. c. 270, § 22).

### 1021.3 SMOKING AND TOBACCO USE

Smoking and tobacco use by members is prohibited any time members, even those members exempted from no smoking laws pursuant to G.L. c. 41, § 101A, are in public view representing the Truro Fire Department.

It shall be the responsibility of each member to ensure that no person under his/her supervision smokes or uses any tobacco product inside Town facilities and vehicles.

### 1021.4 ADDITIONAL PROHIBITIONS

Smoking, either on- or off-duty, by members is prohibited by Massachusetts law and local personnel rules except for those specifically exempted as a result of having been members prior to January 1, 1988 (G.L. c. 41, § 101A).

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## Drug- and Alcohol-Free Workplace

### 1022.1 PURPOSE AND SCOPE

The Truro Fire Department prohibits the use of drugs and alcohol in the workplace in order to provide a safer work environment for members and to protect the public's safety and welfare. This policy applies to all members when they are on department property or when performing department-related business elsewhere.

### 1022.2 POLICY

It is the policy of the Truro Fire Department to provide a drug- and alcohol-free workplace for all members.

### 1022.3 GENERAL GUIDELINES

Alcohol and drug use in the workplace or on department time can endanger the health and safety of department members and the public. Such use shall not be tolerated (41 USC § 8103).

Members who have consumed an amount of an alcoholic beverage or taken any medication, or combination thereof, that would tend to adversely affect their mental or physical abilities shall not report for duty. Affected members shall notify the Fire Chief or appropriate supervisor as soon as the member is aware that he/she will not be able to report to work. If the member is unable to make the notification, every effort should be made to have a representative contact the supervisor in a timely manner. If the member is adversely affected while on-duty, he/she shall be immediately removed and released from work (see the Work Restrictions section in this policy).

#### 1022.3.1 USE OF MEDICATIONS

Members should avoid taking any medications that will impair their ability to safely and completely perform their duties. Any member who is medically required or has a need to take any such medication shall report that need to his/her immediate supervisor prior to commencing any on-duty status.

Possession or use of medical marijuana or being under the influence of marijuana on- or off-duty is prohibited and may lead to disciplinary action.

### 1022.4 MEMBER RESPONSIBILITIES

Members shall come to work in an appropriate mental and physical condition. Members are prohibited from purchasing, manufacturing, distributing, dispensing, possessing or using controlled substances or alcohol on department premises or on department time (41 USC § 8103). The lawful possession or use of prescribed medications or over-the-counter remedies is excluded from this prohibition.

Members shall notify a supervisor immediately if they observe behavior or other evidence they believe demonstrates that a fellow member poses a risk to the health and safety of the member or others due to drug or alcohol use.

## *Drug- and Alcohol-Free Workplace*

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Members are required to notify their immediate supervisors of any criminal drug statute conviction for a violation occurring in the workplace no later than five days after such conviction (41 USC § 8103).

### **1022.5 EMPLOYEE ASSISTANCE PROGRAM**

There may be available a voluntary employee assistance program to assist those who wish to seek help for alcohol and drug problems (41 USC § 8103). Insurance coverage that provides treatment for drug and alcohol abuse also may be available. Employees should contact the Assistant Town Manager, their insurance providers or the employee assistance program for additional information. It is the responsibility of each employee to seek assistance before alcohol or drug problems lead to performance problems.

### **1022.6 WORK RESTRICTIONS**

If a member informs a supervisor that he/she has consumed any alcohol, drug or medication that could interfere with a safe and efficient job performance, the member may be required to obtain clearance from his/her physician before continuing to work.

If the supervisor reasonably believes, based on objective facts, that a member is impaired by the consumption of alcohol or other drugs, the supervisor shall prevent the member from continuing work and request that a Chief Assigned respond to the location of the impaired member. The Chief Assigned shall ensure the member is transported to a safe location and that the continuity of department operations is maintained.

### **1022.7 SCREENING TESTS**

A supervisor or Chief Assigned may request an employee to submit to a screening test under any of the following circumstances:

- (a) The supervisor or Chief Assigned reasonably believes, based upon objective facts, that the employee is under the influence of alcohol or drugs that are impairing his/her ability to perform duties safely and efficiently.
- (b) During the performance of his/her duties, the employee drives a motor vehicle and becomes involved in an incident that results in bodily injury to him/herself or another person or substantial damage to property.

#### **1022.7.1 CHIEF ASSIGNED RESPONSIBILITY**

The Chief Assigned shall ensure written records are prepared documenting the specific facts that led to the decision to request the test, and shall inform the employee in writing of the following:

- (a) The test will be given to detect either alcohol or drugs, or both.
- (b) The result of the test is not admissible in any criminal proceeding against the employee.

## *Drug- and Alcohol-Free Workplace*

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- (c) The employee may refuse the test, but refusal may result in dismissal or other disciplinary action.

### 1022.7.2 DISCIPLINE

An employee may be subject to disciplinary action if he/she:

- (a) Fails or refuses to submit to a screening test as requested.
- (b) After taking a screening test that indicates the presence of a controlled substance, fails to provide proof, within 72 hours after being requested, that he/she took the controlled substance as directed, pursuant to a current and lawful prescription issued in his/her name.
- (c) Violates any provisions of this policy.

### **1022.8 COMPLIANCE WITH THE DRUG-FREE WORKPLACE ACT**

No later than 30 days following notice of any drug statute conviction for a violation occurring in the workplace involving a member, the Department will take appropriate disciplinary action, up to and including dismissal, and/or requiring the member to satisfactorily participate in a drug abuse assistance or rehabilitation program (41 USC § 8104).

### **1022.9 CONFIDENTIALITY**

The Department recognizes the confidentiality and privacy due to its members. Disclosure of any information relating to substance abuse treatment, except on a need-to-know basis, shall only be with the express written consent of the member involved or pursuant to lawful process.

The written results of any screening tests and all documents generated by the employee assistance program are considered confidential medical records and shall be maintained separately from the employee's other personnel files.



## Personal Appearance Standards

### 1023.1 PURPOSE AND SCOPE

In order to project uniformity and neutrality toward the public and other members of the Department, members shall maintain their personal hygiene and appearance to project a professional image appropriate for this department and for their assignment.

The procedures contained herein are intended to promote uniformity of the members of the Department by addressing specific grooming items. However, nothing herein shall limit the department's ability to address any other grooming or personal appearance deemed improper for members of the Department.

### 1023.2 GROOMING STANDARDS

The following appearance standards shall apply to all members except those whose current assignment would deem them not appropriate or where the Fire Chief or the authorized designee has granted an exception.

#### 1023.2.1 PERSONAL HYGIENE

All members must maintain proper personal hygiene. Examples of improper personal hygiene include, but are not limited to, dirty fingernails, bad breath, body odor and dirty or unkempt hair. Any member who has a condition due to a protected category (e.g., race, physical disability) which affects any aspect of personal hygiene covered by this policy may qualify for an accommodation and should report any need for an accommodation to a supervisor or the Assistant Town Manager.

#### 1023.2.2 HAIR

The hairstyle of all members shall be neat in appearance. Hair must be no longer than the horizontal level of the bottom of the uniform patch when the member is standing erect. Hairstyles that extend below the top edge of the uniform collar should be secured in a tightly wrapped braid or ponytail.

#### 1023.2.3 MUSTACHES

A short and neatly trimmed mustache may be worn. Mustaches shall not extend below the corners of the mouth or beyond the natural hairline of the upper lip.

#### 1023.2.4 SIDEBURNS

Sideburns shall not extend below the bottom of the ear and shall be trimmed and neat.

#### 1023.2.5 BEARDS AND GOATEES

Beards, goatees or any hair on the chin or near the bottom lip is prohibited.

#### 1023.2.6 FACIAL HAIR

Facial hair other than sideburns, mustaches and eyebrows shall not be worn, unless authorized by the Fire Chief or the authorized designee.

## *Personal Appearance Standards*

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### 1023.2.7 COSMETICS

Members are permitted to wear cosmetics of conservative color and amount.

### 1023.2.8 FINGERNAILS

Fingernails extending beyond the tip of the finger can pose a safety hazard to members working in the field. For this reason, fingernails shall be trimmed so that no point of the nail extends beyond the tip of the finger.

### 1023.2.9 JEWELRY AND ACCESSORIES

No jewelry or personal ornaments shall be worn by members on-duty on any part of the uniform or equipment, except those authorized within this manual. Members should be mindful of wearing jewelry that can become snagged or caught during performance of fire suppression duties.

- Necklaces or jewelry worn around the neck shall not be visible above the shirt collar.
- It is recommended that members refrain from wearing rings while assigned to suppression.

### 1023.3 TATTOOS

Any tattoo, brand or mutilation on the head, neck, scalp, face or hand must be covered by way of a uniform, business attire or neutral-colored skin patch while on-duty. Tattoos, brands or mutilations that are inappropriate, as determined at the sole discretion of the Fire Chief, must also be covered. Inappropriate marks may include, but are not limited to, marks that exhibit or advocate discrimination against sex, race, religion, ethnicity, national origin, sexual orientation, age (40 and over), physical or mental disability or medical condition, or marital status; marks that promote or express gang, supremacist or extremist group affiliation; and marks that depict or promote drug use, sexually explicit acts or other obscene material.

### 1023.4 BODY PIERCING OR ALTERATION

Except for a single stud pierced earring worn in the lobe of each ear, no body piercing shall be visible while any member is on-duty or representing the Department in any official capacity.

Alteration to any area of the body visible in any authorized uniform or attire that is a deviation from normal anatomical features and which is not medically required is prohibited. Such body alteration includes, but is not limited to:

- (a) Tongue splitting or piercing.
- (b) The complete or trans-dermal implantation of any material other than hair replacement.
- (c) Abnormal shaping of the ears, eyes, nose or teeth.
- (d) Branding or scarification.

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## Uniform Regulations

### 1024.1 PURPOSE AND SCOPE

The purpose of this policy is to establish uniform regulations for members in order to enhance the department's overall professional and positive image.

### 1024.2 POLICY

It is the policy of the Truro Fire Department that members shall wear the proper uniform at all times when on-duty or engaged in department-related activities off-duty. Members shall maintain an adequate supply of uniforms to meet the needs of their assignment and maintain the uniforms in an acceptable condition. This policy does not supersede department regulations regarding the use of any personal protective equipment (PPE).

### 1024.3 STANDARD WORK UNIFORM

The standard work uniform for firefighters shall consist of the navy blue short- or long-sleeve collared shirt, navy blue trousers, department-issued badge, per-diem and call personnel silver badge with silver center and scramble and permanent personnel silver with red center and scramble. (Blackington B38) collar pins, standard belt with department buckle and black leather boots.

Fire Department patch on left sleeve

EMT certification patch on right sleeve, i.g. MA state certification, national registry of MA state firefighters patch with town and certification level. In place of certification a "reverse" American flag may be substituted

All other EMS Pins (with authorization from Chief of the Department)

Polo navy blue, long or short sleeve, 5.11 styles professional for men and women.

Embroidery/silk screen shall be as follows

- Town seal over left chest
- Fire Department rank and EMS certification over right chest (optional). Font and thread color silver

Red shirts will be allowed on Fridays as well as red t- shirts see 1029.3.2 for t-shirt policy

The standard work uniform shall be worn as directed. Members are not required to wear the standard work uniform underneath personal protective equipment (PPE) in order to complete the PPE ensemble.

Officers shall wear appropriate rank insignia on the standard work uniform.

#### 1024.3.1 UNIFORM JACKETS

Uniform jackets may be worn as described in this subsection:

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### *Uniform Regulations*

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- At any time over the standard work uniform shirt
- For an emergency response, over an approved t-shirt
- Uniform jackets are not fire resistive and shall not be worn underneath PPE
- A long-sleeve jacket that is department-approved shall be worn with a long-sleeve shirt
- Officers shall wear appropriate rank insignia on any uniform jacket

Ruben or Game type sweatshirt navy in color (all ranks). Game #810 12 oz. game #830 9 oz, no denim (over t-shirt or uniform shirt) with official fire department town seal and designation with rank (Optional)

Dark navy blue Fire Department style sweaters and dark navy blue vests are allowed at the discretion of the Fire Chief.

#### 1024.3.2 T-SHIRTS

Official department on-duty t-shirts or plain white t-shirts may be worn:

- Under the standard work uniform shirt.
- T-Shirts under uniforms shall be either navy blue or white
- Uncovered and tucked into the trousers, at the Chief Assigned Fire Chief's discretion, while working at the fire station or while engaged in company level manipulative training that does not require PPE.
- Long-sleeve t-shirts, either official or plain white, shall be worn as a layering component under wildland PPE.
- Summer Station dress of t-shirts for fire fighters shall be navy blue with fire department logo (town seal) and "Truro Fire Rescue" silk screen shall be allowed. The application of the silk screen as described indicates a station uniform and t-shirts are not to be worn out of the station on calls or other department business; unless individuals are in turn out gear or actively involved in other fire suppression activities. Collared shirts are to be worn at all other times in and out of the station, when interacting with the public unless working on the apparatus floor, performing truck checks, maintenance or completing house duties

#### 1024.3.3 BASEBALL CAPS/ WINTER HATS

All department personnel are allowed to wear a dark navy blue sprt watch hat or ball cap with TFD Logo only. Black or dark "Navy" or other similar style watch hat for cold weather use, approved by the Fire Chief, except::

- When a helmet is required.
- At formal or semi-formal events or occasions.

## *Uniform Regulations*

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### **1024.4 PHYSICAL FITNESS UNIFORMS**

The physical fitness uniform shall primarily be worn when engaged in physical fitness. It may also be worn in quarters but only as directed on weekdays or any time on holidays and weekends.

The fitness uniform shall be covered with an appropriate work uniform or combination of PPE and work uniform while in transit to and from a physical fitness location.

Nylon or other synthetic material shorts and other fitness uniform items should not be worn under PPE because those fabrics may melt.

### **1024.5 DRESS UNIFORMS**

Dress uniforms shall be worn as directed by the Fire Chief and when attending the following types of events:

- Funerals and memorials
- Formal department functions, such as graduations and badge ceremonies
- Formal Town functions

### **1024.6 UNIFORM MAINTENANCE**

- Uniforms shall be clean, neat and in good condition and should fit well.
- Boots and belts shall be clean and polished with black polish.
- Metal badges shall be clean and free from excessive scratches.

## Badges

### 1025.1 PURPOSE AND SCOPE

The name of the Truro Fire Department and the department badge and uniform patches are property of the Department. This policy establishes the rules associated with Truro Fire Department badges and any likeness of the badge.

### 1025.2 POLICY

The Truro Fire Department may issue members of the Department a curved uniform badge for use or display in compliance with this policy.

Only authorized badges issued or formally authorized by this department shall be displayed, carried or worn by members while on-duty or otherwise acting in an official or authorized capacity.

### 1025.3 BADGE TYPES

#### 1025.3.1 SWORN, APPOINTED OR ELECTED MEMBER FLAT BADGES

Sworn, appointed or elected members may, at their own expense and with the written approval of the Fire Chief, purchase a flat badge that can be carried in a wallet.

A sworn, appointed or elected member may sell, exchange or transfer a flat badge only to another sworn, appointed or elected member of the Truro Fire Department and only with the written approval of the Fire Chief.

#### 1025.3.2

#### 1025.3.2 RETIREE BADGES

Upon honorable retirement, a member may purchase his/her assigned curved uniform badge for memorabilia purposes. Other uses of the badge may be unlawful. The badge will remain the property of the Truro Fire Department and may be revoked in the event of misuse or abuse.

An honorably retired sworn, appointed or elected member of the Department may keep his/her flat badge upon retirement.

#### 1025.3.3 MOURNING BADGE

Uniformed members shall wear a black mourning band across the uniform badge whenever a firefighter is killed in the line of duty. The following mourning periods will be observed:

- (a) A firefighter of this department: From the time of death until midnight on the 14th day after the death.
- (b) A firefighter from this or an adjacent county: From the time of death until midnight on the day of the funeral.
- (c) Funeral attendee: While attending the funeral of an out-of-region firefighter.
- (d) As directed by the Fire Chief.

## *Badges*

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### **1025.4 LOSS OF BADGE**

Any member who loses any badge must immediately report the loss to his/her supervisor. A badge should be considered lost whenever it is not in the direct control of the member.

### **1025.5 UNAUTHORIZED USE OF BADGES**

No badge shall be issued to anyone other than a current or honorably retired member of the Department. Department badges are for official use only.

The department badge, uniform patch or any likeness thereof shall not be used for personal or private reasons including, but not limited to, letters, memoranda or electronic communications, such as email, websites or Web pages.

Members may not use the department badge, uniform patch or department name in any material (printed matter, products or other items) without approval of the Fire Chief.

Members shall not loan their department badge to others and shall not permit the badge to be reproduced or duplicated.

### **1025.6 PERMITTED BADGE USE BY MEMBER GROUPS**

The likeness of the department badge shall not be used by any member group without the express prior authorization of the Fire Chief and shall be subject to the following:

- (a) The member associations may use the likeness of the department badge for merchandise and official association business provided the merchandise is used in a clear representation of the association and not the Truro Fire Department. The following modifications shall be included:
  1. Any text referring to the Truro Fire Department shall be replaced with the name of the member association.
  2. The badge number portion of the image shall display the name or acronym of the member association.

## Identification Cards

### 1026.1 PURPOSE AND SCOPE

The purpose of this policy is to establish the guidelines for issuing and possessing Truro Fire Department identification cards. Any image or likeness of the identification card and the name of the Truro Fire Department are the property of the Department and their use shall be restricted as specified in this policy.

### 1026.2 POLICY

It is the policy of the Truro Fire Department that identification cards shall be issued to all department members. All members shall be in possession of their department-issued identification card at all times while on-duty or otherwise acting in an official or authorized capacity. The use and display of department identification cards shall be in compliance with this policy.

Additionally, EMS members shall carry on their person or in the EMS vehicle on which they are working, identification of their current certification level, current CPR training card and a valid motor vehicle operator's license (105 CMR § 170.285).

### 1026.3 IDENTIFICATION CARD CONTENT

Department-issued identification cards shall include the following information:

- The department name
- An image of the department badge
- A photograph of the member
- The full name of the member
- The rank of the member
- The member's employee identification number
- The member's signature
- The date of appointment to the member's current rank or position
- The department's mailing address
- A statement indicating that the identification card is the property of the Truro Fire Department and that if found, the card must be returned to the Department

### 1026.4 RETIREE IDENTIFICATION CARD

Upon honorable retirement members may be issued a retiree identification card. The card shall clearly indicate that the holder is a "Retired" member of the Department.

### 1026.5 UNAUTHORIZED USE

Department identification cards may not be displayed for any purpose other than official use.



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### *Identification Cards*

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Members may not use an image or likeness of the department identification card in any material (printed matter, products or other items) without prior written approval from the Fire Chief.

Members shall not loan department identification cards to others and shall not permit the identification card to be reproduced or duplicated.

#### **1026.6 LOSS OF DEPARTMENT IDENTIFICATION CARD**

The loss of the department identification card must be immediately reported to the Department. An identification card should be considered lost whenever it is not in the direct control of the member.

#### **1026.7 REPLACING IDENTIFICATION CARDS**

Identification cards should be replaced whenever they become damaged, faded or otherwise difficult to read, whenever a member changes rank or when the member's photograph becomes outdated or no longer presents an accurate depiction of the member.

## Work-Related Illness and Injury Reporting

### 1027.1 PURPOSE AND SCOPE

The purpose of this policy is to provide guidance regarding the timely reporting of work-related injuries and occupational illnesses.

#### 1027.1.1 DEFINITIONS

Definitions related to this policy include:

**Work-related illness or injury** - An injury, mental incapacity or disease incurred or contracted during the course of the member's employment with the Truro Fire Department.

### 1027.2 POLICY

The Truro Fire Department will address work-related illnesses, injuries and mental health issues appropriately, and will comply with applicable Massachusetts law concerning compensation and indemnification (G.L. c. 41, § 100; G.L. c. 41, § 111F; G.L. c. 152, § 1 et seq.).

### 1027.3 RESPONSIBILITIES

#### 1027.3.1 MEMBER RESPONSIBILITIES

A member sustaining any work-related illness or injury shall report such event to a supervisor as soon as practicable.

#### 1027.3.2 SUPERVISOR RESPONSIBILITIES

A supervisor learning of any work-related illness or injury should ensure the member receives medical care as appropriate and should notify the Chief Assigned of the reported illness or injury.

Supervisors shall ensure that required documents are completed and forwarded to the Chief Assigned promptly. Any related Townwide illness- or injury-reporting protocol shall also be followed.

#### 1027.3.3 CHIEF ASSIGNED RESPONSIBILITIES

The Chief Assigned who receives a report of a work-related illness or injury should review the report for accuracy and determine what additional action should be taken. The report shall then be forwarded to the Fire Chief, the Town's risk management entity and the Chief Assigned Chief Assigned to ensure any required Massachusetts Department of Labor Standards (DLS) reporting is completed as required in the illness and injury prevention plan identified in the Illness and Injury Prevention Program Policy.

#### 1027.3.4 FIRE CHIEF RESPONSIBILITIES

The Fire Chief shall review and forward copies of the report to the Assistant Town Manager. Copies of the report and related documents retained by the Department shall be filed in the member's confidential medical file.

## *Work-Related Illness and Injury Reporting*

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### **1027.4 OTHER ILLNESS OR INJURY**

Illnesses and injuries caused or occurring on-duty that do not qualify for any applicable Massachusetts workers' compensation or indemnification shall be documented on the designated report of injury form, which shall be signed by a supervisor. A copy of the completed form shall be forwarded to the appropriate Chief Assigned through the chain of command and a copy sent to the Chief Assigned Chief Assigned.

Unless the injury is extremely minor, this report shall be signed by the affected member, indicating that he/she desired no medical attention at the time of the report. By signing, the member does not preclude his/her ability to later seek medical attention.

### **1027.5 SETTLEMENT OFFERS**

When a member sustains a work-related illness or injury that is caused by another person and is subsequently contacted by that person, his/her agent, insurance company or attorney and offered a settlement, the member shall take no action other than to submit a written report of this contact to his/her supervisor as soon as possible.

#### **1027.5.1 NO SETTLEMENT WITHOUT PRIOR APPROVAL**

No less than 10 days prior to accepting and finalizing the settlement of any third-party claim arising out of or related to a work-related illness or injury, the member shall provide the Fire Chief with written notice of the proposed terms of such settlement. In no case shall the member accept a settlement without first providing written notice to the Fire Chief. The purpose of such notice is to permit the Town to determine whether the offered settlement will affect any claim the Town may have regarding payment for damage to equipment or reimbursement for wages against the person who caused the accident or injury, and to protect the Town's right of subrogation, while ensuring that the member's right to receive compensation for injuries is not affected.

## Release of HIPAA-Protected Information

### 1028.1 PURPOSE AND SCOPE

The purpose of this policy is to establish a pre-authorization process for the release of a member's protected health information (PHI), which is protected by Health Insurance Portability and Accountability Act (HIPAA) regulations, in the event of an on-duty injury or illness.

### 1028.2 POLICY

It is the policy of the Truro Fire Department to allow members to complete a pre-authorization for the release of their PHI to a family member or other specific individual in the event the member becomes injured or ill on-duty.

### 1028.3 GUIDELINES

The Fire Chief or the authorized designee should ensure procedures are in place to address:

- (a) The right of members to voluntarily complete a pre-authorization for the release of PHI to specific individuals.
- (b) Storage and security of completed pre-authorization forms.
- (c) Supervisor access to completed forms during both business and non-business hours.
- (d) Expiration and renewal requirements for the pre-authorization form.
- (e) Situations or circumstances in which members can expect the Department to release their PHI to the pre-authorized family member or other specific individual.

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## Return to Work

### 1029.1 PURPOSE AND SCOPE

The purpose of this policy is to establish the process through which an employee who has been off work for an extended period of time due to an injury or illness may return to work.

#### 1029.1.1 DEFINITIONS

Definitions related to this policy include:

**Interactive process** - An informal meeting between employer and employee, designed to identify the precise limitations resulting from a disability and any potential reasonable accommodations that could overcome those limitations and allow the employee to return to work, either in their usual and customary position or some other type of work.

### 1029.2 POLICY

It is the policy of the Truro Fire Department to assist injured employees, to the extent reasonably practicable, in returning to work as soon as they are medically able to perform meaningful work for the Department.

### 1029.3 EMPLOYEE RESPONSIBILITIES

It is the employee's responsibility to inform the Department of his/her absence and to immediately advise the Department when the employee believes that he/she will be medically released to return to work, with or without restrictions. If practicable, the employee shall provide advance notice of his/her potential return to work and shall provide written medical verification of the clearance and any restrictions.

If an employee has restrictions prescribed by a qualified health care professional, it is the responsibility of the employee to ensure he/she is not performing work that violates any restriction. If the employee believes he/she has been requested or directed to perform work that violates the restrictions, the employee should make a prompt report to the Assistant Town Manager.

### 1029.4 DEPARTMENT RESPONSIBILITIES

The Department will evaluate the employee's request to return to work and the written medical verification, and will consult with the Assistant Town Manager in order to make a determination whether (29 CFR 1910.156; G.L. c. 149, § 6 1/2):

- (a) The employee may return to full duty based on the medical verification provided by the employee.
- (b) The employee may return to work to a temporary modified-duty assignment and whether the Department has a need that fits with the employee's restrictions.
- (c) The employee should have a fitness-for-duty evaluation.
- (d) The employee has reached a permanent and stationary rating and it is necessary to engage in an interactive process to determine a reasonable accommodation.

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### *Return to Work*

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The Assistant Town Manager, in consultation with the department representative, should make a recommendation to the Fire Chief or the authorized designee regarding the status of the employee. The Assistant Town Manager should communicate with the employee about plans for the employee to return to work, after consulting with the Fire Chief or the authorized designee.

## Line-of-Duty Death

### 1030.1 PURPOSE AND SCOPE

The purpose of this policy is to provide the necessary guidelines and protocol for a line-of-duty death.

The death of any department member while on-duty, while traveling in connection with such duty or while engaged in firefighting or Emergency Medical Services (EMS) activities off-duty, is considered a line-of-duty death. The death of any department member while undergoing medical treatment for any injury or disease potentially resulting from a job duty may be medically determined to be a line-of-duty death and for purposes of this policy may be handled as a line-of-duty death.

This policy defines and describes the guidelines and responsibilities to be followed in the event of a line-of-duty death and can be escalated in the event of multiple deaths or when a number of department members are seriously injured.

### 1030.2 POLICY

It is the policy of the Truro Fire Department to assist and support the family members and coworkers of fallen members to the extent reasonably practicable, while also investigating the cause of death, making appropriate notifications and fielding press inquiries.

### 1030.3 RESPONSIBILITIES

#### 1030.3.1 FIRE CHIEF

In the event of being notified of a line-of-duty death, the Fire Chief or the authorized designee should:

- (a) Conduct briefings in order to communicate activities to the assigned officers.
- (b) Make an announcement to the Department at the appropriate time. Immediately after the announcement, all flags at fire stations and other department facilities should be lowered to half-staff and all badges should be shrouded. Flags should remain at half-staff and badges shrouded for a specified time, but in no event should that be for longer than 14 days.
- (c) Request that the Chief Assigned Section assemble personal data, such as date of birth, file photograph, marital status, dependents and names of next of kin to facilitate the application for state and federal line-of-duty death benefits.
- (d) Assign a chief officer to act as the auditing officer to secure the personal effects of the deceased and deliver them to the Chief Assigned Section.
- (e) Assign a Family Support Liaison to facilitate communication between the deceased member's family and the Department.

# Truro Fire Department

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### *Line-of-Duty Death*

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- (f) Document all actions, contacts, requests and other pertinent data.
- (g) Provide briefing to labor representatives regarding the incident and the deceased member only as is necessary to initiate labor organization benefits and honors.
- (h) Preserve any equipment, turnouts and breathing apparatus used by the deceased firefighter for the investigation.

The Fire Chief should determine the need to request outside resources to assist in the staffing or investigation of the incident, as needed.

#### 1030.3.2 CHIEF ASSIGNED

In the event of a line-of-duty death, the Chief Assigned or the authorized designee shall:

- (a) Secure the scene of the incident with the assistance of the Incident Commander, fire prevention personnel and local law enforcement.
- (b) Immediately notify the Chief Assigned and the Fire Chief.
- (c) Preserve any equipment, turnouts and breathing apparatus used by the deceased firefighter for the investigation.
- (d) Preserve all tactical worksheets, video and/or audiotapes for the investigation.
- (e) Gather all available information concerning the incident and circumstances leading to the death.
- (f) Consider the need for members at the incident to have access to Critical Incident Stress Debriefing (CISD) services.

#### 1030.3.3 CHIEF ASSIGNED

In the event of a line-of-duty death, the Chief Assigned (PIO) shall:

- (a) Collect facts of the incident from the Chief Assigned or the authorized designee and keep in contact to maintain available current information and direction on what information should be released.
- (b) Withhold any release of personal information relating to the member's death pending notification of next of kin and until approval is given by the Fire Chief or the authorized designee.
- (c) Instruct the involved incident crews that they shall not release any statements to the media or anyone else and should direct any inquiries to the PIO.
- (d) Prepare a written press release.
- (e) Ensure that the release of any member medical information complies with the Health Insurance Portability and Accountability Act (HIPAA) and the Patient Medical Record Security and Privacy Policy in this manual.



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### *Line-of-Duty Death*

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#### 1030.3.4 AUDITING OFFICER

The auditing officer is responsible for ensuring the security and proper disposition of the personal effects of a member in the event of his/her line-of-duty death. Personal effects include all property owned by the deceased member that is kept on department property, as well as personal items on the person of the member once those items have been released by investigators, in accordance with the Line-of-Duty Death and Serious Injury Investigations Policy.

In the event of a member's line-of-duty death, whether on- or off-duty, the following steps shall be followed in gathering and disposing of his/her personal effects:

- (a) All personal effects at the station shall be taken to the Chief Assigned Section to be kept in a secure location.
- (b) The deceased member's vehicle will be secured at the work site and the keys forwarded to the Chief Assigned Section and secured.
- (c) A designee from the Chief Assigned Section should conduct an inventory of all personal items received and make a written report.
- (d) The next of kin will be given priority consideration to receive the member's property. Care should be exercised in selecting a tactful time for the delivery of personal effects to the next of kin. Documentation is required indicating the date, time and location of the disposition of the property. The name and the relationship of the individual accepting the property will also be noted. The documentation will be forwarded to the Chief Assigned Section for placement in the deceased member's personnel file.

#### 1030.3.5 CHIEF ASSIGNED SECTION

The Chief Assigned Section will have the following responsibilities:

- (a) Receive, inventory and secure the deceased member's personal belongings and hold them until such time as the investigation team approves their release.
- (b) Establish the deceased member's survivor benefits (e.g., workers' compensation, life insurance, unused medical leave, retirement benefits, other salary pay, vacation pay).
- (c) Review the Public Safety Officers' Benefit Act to determine benefits and process for securing benefits for surviving next of kin.
- (d) Commence necessary documentation of funeral and burial expenses to facilitate payment of those costs as provided for pursuant to Massachusetts law (G.L. c. 41, § 100; G.L. c. 41, § 100G 1/4).
- (e) Assist and coordinate with the next of kin in the process of securing all of the benefits to which the survivor is entitled.

#### 1030.4 FAMILY SUPPORT LIAISON

The appointed Family Support Liaison should conduct all duties in accordance with the Family Support Liaison Policy.

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### *Line-of-Duty Death*

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#### **1030.5 FUNERAL ARRANGEMENTS**

Funeral arrangements should be made in accordance with the Funerals Policy.

#### **1030.6 LINE-OF-DUTY DEATH INVESTIGATIONS**

For line-of-duty death investigation procedures, see the Line-of-Duty Death and Serious Injury Investigations Policy.

# Line-of-Duty Death and Serious Injury Notification

## 1031.1 PURPOSE AND SCOPE

The purpose of this policy is to describe the communication activities that should occur in the event a member is seriously injured or killed in the line of duty. The policy establishes a priority for notifications, outlines steps for conducting each set of notifications and identifies roles and responsibilities.

## 1031.2 POLICY

It is the policy of the Truro Fire Department to ensure, to the extent reasonably practicable, that immediate and compassionate notification is made to the family of members who are seriously injured, hospitalized or killed in the line of duty. The Department shall make it a priority to offer assistance and support to the member's family.

## 1031.3 PROCEDURE

- (a) For the purposes of this policy, a serious injury or hospitalization is defined as a medical condition that is life-threatening or has the potential to disable the member for a substantial period of time.
- (b) The Incident Commander (IC) or Chief Assigned at the scene of the serious injury or death will immediately notify the Chief Assigned and provide the necessary information.
- (c) The Chief Assigned will be the point of contact for making assignments and will coordinate actions with the Fire Chief and others.
- (d) All inquiries related to the incident should be referred to the IC, Chief Assigned (PIO) or the Chief Assigned, as appropriate.
- (e) In the event of the death of a member, the Chief Assigned must immediately initiate the procedures in the Line-of-Duty Death and Serious Injury Investigations Policy.

## 1031.4 DEATH NOTIFICATIONS

The Chief Assigned, in coordination with the Fire Chief or the authorized designee, will assign a two-person notification team consisting of either a Chief Assigned and department chaplain or two Chief Assigneds to locate and inform the member's family. If more than one member has been seriously injured or killed in an incident, separate teams will be assigned to each affected family. The team should:

- (a) Contact the Chief Assigned Section to obtain information regarding the member's next of kin.
- (b) Call back operations staff, if necessary.

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### *Line-of-Duty Death and Serious Injury Notification*

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#### 1031.4.1 NOTIFICATION TEAM RESPONSE

The notification team shall make the necessary family notification as quickly as practicable, with the goal of making the notification within two hours of the Chief Assigned learning of the serious injury or death. The following should be considered when planning the notification:

#### 1031.4.2 NOTIFYING THE FAMILY

The team members should adhere to the following notification guidelines:

- (a) The team should not park directly in front of the family's home or workplace. The person who will make the notification should make introductions at the door and ask to be invited in.
- (b) In most cases, if a chaplain is part of the notification team, he/she should make the notification.
- (c) Notification should be made briefly and directly.
- (d) Information regarding precipitating factors or information that is not verified should not be provided until an investigation has been completed.
- (e) Team members should communicate the support and sympathy of the Fire Chief and all members of the Department.
- (f) Team members should ask family members whether they would like the team to notify other parties, such as clergy or grief counselors.

#### 1031.4.3 NOTIFICATION OF FAMILY OUT OF THE AREA

If the immediate next of kin of the deceased employee lives more than two hours away, the Chief Assigned may make arrangements to have someone in the family's area make the notification. The following should be considered:

- (a) Whether the notification should be made by the local clergy or another person in the area who has a relationship with the family or with the assistance of the local fire department/law enforcement.
- (b) Whether the fire department in the family's city of residence may be the most appropriate entity to make the notification or whether that department can assist in obtaining information about the family.
- (c) Whoever is selected to make the notification should be provided with the information contained in this policy.
- (d) The notification plan must include a coordinated telephone call with the family and the Chief Assigned.

#### 1031.4.4 INTERNAL DEPARTMENT NOTIFICATIONS

The following internal notifications should be made in advance of any media release:

- (a) All on-duty Chief Assigneds should be notified.

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### *Line-of-Duty Death and Serious Injury Notification*

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- (b) All members should be notified as soon as possible after the family notification is made.

#### 1031.4.5 GOVERNING BODY AND LABOR NOTIFICATIONS

The Chief Assigned will ensure that additional notifications are made as required, after the next-of-kin notification. Notifications that are required as soon as practicable after a confirmed line-of-duty death or serious injury include the following:

- (a) Elected officials or board of directors
- (b) Town Manager
- (c) Employee labor representatives
- (d) Department Health and Safety Officer, who will make the necessary notifications in coordination with the Chief Assigned
- (e) Other notifications as determined by the Fire Chief

#### 1031.4.6 EXTERNAL NOTIFICATIONS

The following external notifications will be made:

- (a) Notification to the Massachusetts State Fire Marshal should be made for a line-of-duty death and serious injury
- (b) Notification to the Massachusetts Department of Labor Standards (DLS)
- (c) Notification to the National Institute for Occupational Safety and Health (NIOSH)
- (d) Notification to the U.S. Department of Justice Public Safety Officers' Benefit Program
- (e) Notification to the United States Fire Administration (USFA)
- (f) Notification to the National Fallen Firefighters Foundation (NFFF)
- (g) Notification to other agencies as mandated by federal and state law and local ordinance

#### 1031.5 FAMILY SUPPORT

The Chief Assigned should appoint a Family Support Liaison, who should refer to the Family Support Liaison Policy for duties and responsibilities.

In the event of a line-of-duty death, the Fire Chief or the authorized designee should appoint a funeral detail officer to administer the Funerals Policy.

#### 1031.6 NEWS MEDIA AND COMMUNITY RELATIONS

It is the policy of the Truro Fire Department to follow the News Media and Community Relations Policy when communicating with the media. In the case of a line-of-duty death, additional considerations include, but are not limited to:

- (a) The employee's family must have received proper notification prior to any information regarding the identity of the deceased being released to the media.

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### *Line-of-Duty Death and Serious Injury Notification*

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- (b) All information must be validated prior to its release to the media.

The PIO or the authorized designee shall be the spokesperson on most aspects of these events. However, the announcement or confirmation of a line-of-duty death and/or the release of the employee's name should be made by the Fire Chief or the authorized designee.

Prior to confirmation that the employee's family has been notified, no details will be released concerning the death. If the news media is on-scene and are aware of the death, the PIO will simply confirm that a death has occurred and communicate the department's compassion and concern for the employee's family and colleagues. The PIO will advise the media that the full details will be provided as soon as they are known and after proper notification of next of kin has been made.

If an employee death occurs in the midst of ongoing news coverage of a fire or other emergency, the PIO will focus on handling the details concerning the death. Another trained spokesperson will be assigned to handle the media relations for the incident.

#### **1031.7 SERIOUSLY INJURED OR HOSPITALIZED EMPLOYEE**

Some of the notification and support procedures described in this policy for a line-of-duty death may be applied to any instance of an employee who has been seriously injured in the line of duty, except as noted below:

- (a) If the seriously injured employee has been taken to a hospital, a Chief Assigned should assign a Chief Assigned who is not involved in the incident to go to the hospital and become the hospital liaison.
- (b) The Chief Assigned should establish communications with the hospital and report regularly to the Chief Assigned on the employee's condition.
- (c) A representative of the employee's labor organization will also be sent to the hospital, if possible.

The hospital liaison and labor representative should work cooperatively for the benefit of the employee and his/her family. In addition, the Chief Assigned should ensure close coordination with the treating medical facility.

## Funerals

### 1032.1 PURPOSE AND SCOPE

It is the intent of this policy to ensure that every member of the Department, both active and retired, who passes away may be offered the option of a funeral or assistance from the Department. These guidelines will ensure proper support and care of the family and the posthumous honoring of a member of the Department.

#### 1032.1.1 DEFINITIONS

Definitions related to this policy include:

**Level I, Line-of-Duty Death** - Considered for all firefighters (career, call and volunteer) of the Department who die as a direct result of injuries suffered at the scene of any emergency incident or while responding to or returning from the scene of an emergency incident. This includes medical conditions (e.g., heart attack) that result in the death at the scene of an emergency.

**Level II, On-Duty Death** - Pertains to all firefighters of the Department who die while on-duty, but not due to injuries sustained while performing emergency activities. This includes firefighters whose death is a direct result of medical treatment or complications arising from a previous on-duty injury.

**Level III, Active Employee Off-Duty** - The death of an active firefighter that occurs while the firefighter is off-duty and the death is not related to any emergency activity.

**Level IV, Retired Employee or Staff Professional** - The death of a retiree or professional staff employee of the Department. Level IV may also include a dignitary closely associated with the Department, as designated by the Fire Chief, and upon whom the Department wishes to bestow funeral honors. The death of a retired Fire Chief may be considered as a higher level, at the department's discretion.

**Level V, Death of a Family Member** - The death of a family member of an active firefighter, retiree or staff professional of the Department. Level V may also include a family member of a dignitary closely associated with the Department as designated by the Fire Chief, and upon whom the Department wishes to bestow funeral honors.

### 1032.2 POLICY

It is the policy of the Truro Fire Department for the Fire Chief or the authorized designee to make the necessary assignments and coordinate actions with other department representatives any time the Department learns that an active or retired employee has passed away. Activities should be in accordance with the Line-of-Duty Death, Line-of-Duty Death and Serious Injury Notification and Family Support Liaison policies.

If a responsible family member requests department assistance, the Fire Chief or the authorized designee should appoint, with the approval of the family member, an employee to act as a funeral detail officer and oversee all of the arrangements. The Fire Chief may deny the option

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of department participation if the circumstances of the member's death may reasonably bring discredit to the Department.

The Fire Chief or the authorized designee should determine the highest level of participation the Department can provide, based on the cause of death.

#### **1032.3 LEVEL OF PARTICIPATION**

The desires of the family are paramount and shall be given fullest consideration; however, the department's funeral participation will be conducted according to the following guidelines:

- (a) A Level I funeral may include Level II criteria and any of the following:
  - 1. Crossed ladders
  - 2. Supreme Sacrifice Medal
  - 3. Helicopter fly-over
- (b) A Level II funeral may include Level III criteria and any of the following:
  - 1. Fire engine or caisson with casket
  - 2. Cordon of fire apparatus of both the Department and visiting agencies
- (c) Level III funeral may include Level IV criteria and any of the following:
  - 1. Casket draped with the U.S. flag
  - 2. Honor Guard as pallbearers
  - 3. Procession with department apparatus from the firefighter's current battalion
  - 4. Bugler
  - 5. Bell ceremony
- (d) Level IV funeral may include:
  - 1. Hearse with casket
  - 2. Apparatus from last assignment (if appropriate)
  - 3. Honor Guard
  - 4. Pipe and drum band
  - 5. Administration and logistic support as needed
  - 6. Uniformed personnel
  - 7. Flag folding (if appropriate)
- (e) Level V funeral honors may include (with the approval of the Fire Chief):
  - 1. One piece of apparatus to be used as a static display (not to be included in a procession)
  - 2. Honor Guard (if appropriate)
  - 3. Uniformed personnel



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#### 1032.4 ROLES AND RESPONSIBILITIES

The Fire Chief or the authorized designee may appoint one or more of the following positions to provide assistance with the funeral arrangements:

- **Family Support Liaison** - Any department member who is a close friend of the family and will make reasonable efforts to address the needs and desires of the family, communicate between the Department and the family and coordinate details with the Officer in Charge.
- **Funeral detail officer** - An employee who is appointed by the Fire Chief to oversee all arrangements for a funeral.
- **Head usher** - The head usher is responsible for seating and parking arrangements at the funeral services, both at the church and at the grave site.
- **Honor Guard Commander/Officer in Charge of the Honor Guard and pipe and drum band** - This position will be filled by a member of the Honor Guard and will be responsible for the coordination of the Honor Guard, Color Guard and the pipe and drum band.
- **Honorary pallbearers** - Honorary pallbearers are those selected by the family. They will follow the casket from the location of the services to the grave site.
- **Logistics officer** - The logistics officer is charged with preparing the apparatus, vehicles, equipment and facilities for the funeral services.
- **Officer in Charge/detail officer** - Selected by the Fire Chief or the authorized designee, the detail officer is the person in charge of the overall department participation and is responsible for the coordination between the funeral director, the chaplain and the Family Support Liaison.
- **Public agency liaison (as needed)** - The public agency liaison will coordinate any interaction with other public agencies that wish to participate in the services.
- **Chief Assigned (as needed)** - The Chief Assigned will coordinate all media and public relations issues.
- **Pallbearers** - The pallbearers will be members of the Honor Guard, unless otherwise requested by the family.
- **Protocol liaison** - Appointed by the Fire Chief or the authorized designee, the protocol liaison will provide direction, advice and clarification to the family regarding proper funeral procedures.
- **Transportation officer** - The transportation officer is responsible for all transportation of family members, pallbearers and escort detail from a pre-determined location to the location of the services, from the service to the grave site and back to a pre-determined location (e.g., the family home, place of worship).

## Family and Medical Leave

### 1033.1 PURPOSE AND SCOPE

The purpose of this policy is to provide general guidance for managing unpaid leave for eligible employees for qualified medical and family reasons, including (29 USC § 2612):

- The birth, adoption, or foster care placement of a child.
- To care for an immediate family member (spouse, child, or parent) with a serious health condition.
- When an employee is unable to work because of his/her own serious health condition.
- To care for a spouse, son, daughter, parent, or next of kin who is a service member of the United States Armed Forces and who has a serious injury or illness incurred in the line of duty.

This policy does not address all possible situations and circumstances that may arise when an employee requests leave for family or medical reasons. As these leave situations arise, supervisors should consult with the Assistant Town Manager or legal counsel to obtain specific guidance regarding leave rights and obligations.

Nothing in this policy supersedes any provision of any collective bargaining agreement, civil service, or other local rule, or any law that provides greater family or medical leave rights.

#### 1033.1.1 DEFINITIONS

Definitions related to this policy include:

**Child** - A child under 18 years of age, or 18 years of age or older who is incapable of self-care because of a mental or physical disability (29 USC § 2611; 29 CFR 825.102; 29 CFR 825.122). An employee's child is one for whom the employee has actual day-to-day responsibility for care and includes a biological, adopted, or foster child; stepchild; or a child for whom the employee is standing in loco parentis (in place of a parent).

**Elderly relative** - A person at least 60 years of age who is related by blood or marriage to the employee, including a parent (G.L. c. 149, § 52D).

**FMLA** - The federal Family and Medical Leave Act (29 USC § 2601 et seq.).

**Qualified health care professional** - A physician, surgeon, doctor of osteopathy, podiatrist, dentist, psychologist, optometrist, nurse practitioner, nurse midwife, clinical social worker, or physician assistant duly licensed and authorized to practice medicine; chiropractors for some purposes; any health care provider from whom the department benefits plan will accept certification of the existence of a serious health condition to substantiate a claim for benefits (29 CFR 825.125).

**School** - Any public or private elementary or secondary school, Head Start programs, or licensed day care center (G.L. c. 149, § 52D).

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**SNLA** - The Massachusetts Small Necessities Leave Act (G.L. c. 149, § 52D).

**MPLA** - The Massachusetts Parental Leave Act, also known as the Massachusetts Parental Leave Law (G.L. c. 149, § 105D).

**Spouse** - The person with whom an employee has entered into a marriage defined or recognized by the location in which the marriage was entered into (29 USC § 2611(13); 29 CFR 825.102; 29 CFR 825.122).

#### **1033.2 POLICY**

It is the policy of the Truro Fire Department to manage unpaid leave for eligible employees for qualified medical and family reasons in compliance with federal and state law and any applicable collective bargaining agreement.

#### **1033.3 ELIGIBLE EMPLOYEES**

Employees are eligible for FMLA after working for the Truro Fire Department for at least one year and completing 1,250 hours over the 12 months prior to the commencement of the leave (29 USC § 2611; 29 CFR 825.110). Employees may not be eligible for leave if there are less than 50 other employees within 75 miles of the employee's work site.

#### **1033.4 TYPE AND DURATION OF LEAVE**

Generally, eligible employees are entitled under FMLA to 12 work weeks of unpaid leave during a 12-month period (29 USC § 2612; 29 CFR 825.100). Up to 26 weeks of unpaid leave during a single 12-month period may be available to care for certain injured military service members. The 12-month period is measured backward from the date leave is taken and continuously with each additional leave day taken.

##### **1033.4.1 SERIOUS HEALTH CONDITIONS**

Eligible employees may take up to 12 weeks of leave to care for a spouse, child, or parent with a serious health condition or when the employee is unable to work because of his/her own serious health condition (29 USC § 2612(a)(1); 29 CFR 825.200).

If both spouses are employed by the Truro Fire Department, the combined number of work weeks to care for a sick parent is limited to 12 work weeks during any 12-month period (29 USC § 2612(f); 29 CFR 825.201).

Generally, a serious health condition is an illness, injury, impairment, or physical or mental condition that involves (29 USC § 2611; 29 CFR 825.113):

- An overnight stay in a hospital, hospice, or residential medical care facility (29 CFR 825.114).
- Continuing treatment by a qualified health care professional due to a serious health condition of more than three full consecutive calendar days (29 CFR 825.115(a)).
- Any period of incapacity due to pregnancy complications or prenatal care (29 CFR 825.115(b)).

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- A chronic condition which requires treatment (29 CFR 825.115(c)).
- A permanent condition for which treatment may not be effective (such as Alzheimer's or the terminal stages of a disease) (29 CFR 825.115(d)).
- Any period of absence to receive multiple treatments, including any recovery period, either for restorative surgery after an accident or other injury, or for a condition that would likely result in a period of incapacity of more than three consecutive calendar days without medical intervention or treatment (such as cancer chemotherapy or physical therapy for arthritis) (29 CFR 825.115(e)).

#### 1033.4.2 BIRTH OR PLACEMENT OF A CHILD

Eligible employees may take up to 12 weeks of leave for the birth, adoption, or foster care placement of a child of the employee (29 USC § 2612; 29 CFR 825.200). The leave must be concluded within one year of the birth or placement of the child (29 CFR 825.120; 29 CFR 825.121).

If both parents are employed by the Truro Fire Department, the combined number of work weeks of leave is limited to 12 work weeks during any 12-month period (29 USC § 2612(f); 29 CFR 825.120; 29 CFR 825.121).

#### 1033.4.3 MILITARY EXIGENCY LEAVE

Eligible employees may take service member leave of up to 12 weeks for qualifying exigencies occurring because a spouse, child, or parent is on covered active duty or has been notified of an impending order to active duty (29 USC § 2612(a)(1)(E); 29 CFR 825.200). This type of leave is available to a family member of a person in the National Guard, Reserves, or members of the regular Armed Forces deployed to a foreign country. Qualifying exigencies include (29 CFR 825.126):

- Addressing issues that arise from a short notice (seven or less days) deployment.
- Attending military events related to the active duty or call to duty.
- Attending family support or assistance programs.
- Making child care or educational arrangements or attending school activities arising from active duty or a call to active duty.
- Making financial and legal arrangements.
- Spending time with a military member who is on short-term rest-and-recuperation leave during a period of deployment.
- Attending post-deployment activities.
- Addressing issues that arise from the death of a military member, such as making funeral arrangements.
- Caring for a military employee's parent who is incapable of self-care, such as providing care on an immediate need basis or arranging for alternative care.

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#### 1033.4.4 MILITARY CAREGIVER LEAVE

Eligible employees may take up to 26 weeks of leave in a single 12-month period to care for a spouse, son, daughter, parent, or next of kin who has incurred an injury or illness in the line of duty while on active duty in the Armed Forces, provided that such injury or illness may render the family member medically unfit to perform work (29 USC § 2612; 29 CFR 825.200).

Military caregiver leave is also available to family members of covered veterans who were members of the Armed Forces, including the National Guard or Reserves, at any point in the five years preceding the date on which the veteran undergoes medical treatment, recuperation, or therapy (29 USC § 2612; 29 CFR 825.127).

During the single 12-month period, employees are entitled to no more than a combined total of 26 weeks of FMLA leave. In any case in which both spouses are employed by the Truro Fire Department, the combined number of work weeks of leave is limited to 26 work weeks during any 12-month period (29 USC § 2612(f); 29 CFR 825.127).

Service member FMLA leave runs concurrent with other leave entitlements provided under federal, state, and local law. Where FMLA leave qualifies as both military caregiver leave and care for a family member with a serious health condition, the leave will be designated as military caregiver leave first.

#### 1033.4.5 INTERMITTENT LEAVE

An employee may take leave for the employee's own serious health condition, for the serious health condition of the employee's spouse, child, or parent, or to care for a covered service member with a serious injury or illness, intermittently or on a reduced schedule if medically necessary, and if that medical need can best be accommodated by an intermittent schedule as defined in federal law (29 USC § 2612(b); 29 CFR 825.202; 29 CFR 825.124).

Leave due to a military exigency may be taken on an intermittent or reduced-leave schedule (29 CFR 825.202).

Intermittent leave for the birth, adoption, or foster care placement of a child is only available if granted at the discretion of the Fire Chief, unless the employee has a serious health condition in connection with the birth or if the newborn child has a serious health condition (29 CFR 825.120; 29 CFR 825.121).

Intermittent leave for any employee shall be tracked and calculated.

#### 1033.4.6 PREGNANCY DISABILITY LEAVE

Employees who are disabled by pregnancy may be entitled to a disability leave in addition to any FMLA leave. The duration of leave is dependent on the circumstances. The Department shall defer to a pregnant member's qualified health care professional in assessing the member's ability to work (G.L. c. 151B, § 4; 804 CMR § 8.01).

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### **1033.5 EMPLOYEE BENEFITS WHILE ON LEAVE**

While on leave, employees will continue to be covered by any group health insurance to the same extent that coverage is provided while the employee is on the job (29 USC § 2614(c); 29 CFR 825.209). However, employees will not continue to be covered under non-health benefit plans.

Employees are responsible for any health plan employee contributions while on leave (29 CFR 825.210). Employee contribution rates are subject to any change in rates that occurs while the employee is on leave. If an employee fails to return to work after his/her leave entitlement has been exhausted or expires, the Department may recover its share of health plan premiums for the entire leave period unless the employee does not return because of the continuation, recurrence, or onset of a serious health condition of the employee or his/her family member that would entitle the employee to leave, or because of circumstances beyond the employee's control (29 CFR 825.213). The Department may recover premiums through deduction from any sums (e.g., unpaid wages, vacation pay).

Employees may not earn additional time off while on unpaid leave.

### **1033.6 SUBSTITUTION OF PAID ACCRUED LEAVES**

Except in cases of parental leave under G.L. c. 149, § 105D, and subject to applicable collective bargaining agreements and civil service rules, employees are required to exhaust all applicable paid leave before taking unpaid leave. Paid accrued leave includes vacation leave, sick leave, personal leave, and compensatory time earned in lieu of overtime, pursuant to the Fair Labor Standards Act, during FMLA leave. Employees may not use paid accrued leave to extend FMLA leave beyond 12 work weeks per year.

### **1033.7 USE OF FMLA LEAVE**

If an employee takes a leave of absence for any reason that is FMLA qualifying, the Department may designate that non-FMLA leave as running concurrently with the employee's 12-week FMLA leave entitlement.

### **1033.8 PROCEDURES**

The following procedures will apply for all employees requesting leave under FMLA:

- (a) When a leave is requested for a medical or other FMLA-related treatment appointment, the employee must make a reasonable effort to schedule the appointment at a time that minimizes disruption to the department's operations (29 USC § 2612; 29 CFR 825.302).
- (b) An employee who wishes to take FMLA must provide his/her supervisor with 30 days' advanced notice when the leave is foreseeable or as soon as practicable if the need for leave is not foreseeable (29 USC § 2612; 29 CFR 825.302; 29 CFR 825.303).
- (c) At the time of the request, the employee must complete a FMLA request form.

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Requests for medical leave shall be accompanied by a qualified health care professional statement, including the date on which the serious health condition began and the estimated date of return to work (29 USC § 2613; 29 CFR 825.302).

Once the leave is requested or designated by the Department, the supervisor should forward the request and any medical certifications to the Assistant Town Manager and ensure the employee is provided the necessary forms and FMLA information within five days (29 CFR 825.300).

Employees are required to provide medical certification of a qualified health care professional or military documentation, if requested (29 CFR 825.305; 29 CFR 825.308; 29 CFR 825.309; 29 CFR 825.310).

Employees shall be required to periodically report on their status and intent to return to work (29 USC § 2614; 29 CFR 825.311). This may assist in avoiding a delay in reinstatement when the employee is ready to return to work.

Employees returning from a medical leave from the employee's own serious health condition will be required to present medical verification from a qualified health care professional of the employee's ability to return to work and a list of any restrictions that need to be accommodated (29 USC § 2614; 29 CFR 825.100; 29 CFR 825.312).

### **1033.9 REINSTATEMENT FOLLOWING LEAVE**

Generally, employees returning from FMLA leave within the qualified period will be restored to their original job or to an equivalent job with equivalent pay and benefits (but not seniority), unless the employee would not otherwise have been employed at the time reinstatement is requested (e.g., in the case of a layoff) (29 USC § 2614; 29 CFR 825.214; 29 CFR 825.216).

If the same position is no longer available, such as in a layoff, the employee will be entitled to a position that is comparable in pay, job content, and promotional opportunities, and geographic location, if such a comparable position exists.

If upon return from leave an employee is unable to perform the essential functions of the job because of a physical or mental disability, the supervisor should work with the Assistant Town Manager or legal counsel to engage in an interactive process with the employee to identify a potential reasonable accommodation.

After exhausting paid FMLA leave, non-paid leave will continue until the conclusion of the protected 12- or 26-week time limit. Following the protected leave, the Fire Chief, in consultation with the legal counsel or the Assistant Town Manager, will determine whether non-FMLA leave should apply.

### **1033.10 LEAVE UNDER SNLA**

The Massachusetts Small Necessities Leave Act (SNLA) allows employees eligible for FMLA to take up to 24 hours of leave during any 12-month period for the following (G.L. c. 149, § 52D):

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- (a) To participate in school activities relating to the education of a child such as parent/teacher conferences or interviewing for a new school.
- (b) To accompany a child or elderly relative on routine medical or dental appointments.
- (c) To accompany an elderly relative on appointments for other professional services related to care of the elderly relative such as interviewing nursing or group homes.

When foreseeable, employees shall provide seven days' notice of the need for SNLA leave. SNLA leave may be taken intermittently or on a reduced leave schedule.

#### **1033.11 LEAVE UNDER MPLA**

After completing three months of employment or an initial probationary period, whichever is shorter, full-time employees are entitled to eight weeks of leave upon the birth or placement of a child. For purposes of the Massachusetts Parental Leave Act (MPLA), a child is a person under the age of 18 or a person under the age of 23, if the person is mentally or physically disabled (G.L. c. 149, § 105D).

If both parents are employed by the Truro Fire Department, the combined number of work weeks of leave is limited to 8 work weeks (G.L. c. 149, § 105D).

Employees are required to provide two weeks' notice of the date the employee expects to begin parental leave unless, for reasons beyond the control of the employee, such notice is not possible in which case notice shall be provided as soon as practicable (G.L. c. 149, § 105D).

The Truro Fire Department shall conspicuously post notices that describe the department policy for parental leave and employee rights under the MPLA as required by G.L. c. 149, § 105D.

#### **1033.12 LEAVE FOR VICTIMS OF ABUSIVE BEHAVIOR**

Eligible employees may take up to 15 days of leave in any 12-month period if the employee or a family member of the employee is the victim of domestic violence, stalking, sexual assault, or kidnapping and needs leave for any of the purposes specified in G.L. c. 149, § 52E.

Advance notice of leave is required except in cases of imminent danger to the health or safety of the employee or to the family member of the employee. Employees shall provide documentation to support the leave. Employees are required to first exhaust any personal or sick leave prior to seeking domestic violence leave. All information relating to this leave shall be kept confidential (G.L. c. 149, § 52E).

#### **1033.13 RESPONSIBILITY**

Supervisors should work with the Assistant Town Manager or legal counsel regarding questions relating to leave or reinstatement from leave under this policy. The Assistant Town Manager should advise the supervisor and inform members of their rights and responsibilities.



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#### **1033.14 RECORDS**

The Department will maintain leave-related records as required by 29 CFR 825.500 for at least three years and in compliance with the department's established records retention schedule.

Records and documents related to doctor certifications and other medical information created for purposes of complying with leaves available under this policy shall be maintained as confidential medical records in separate files from employee personnel files.

#### **1033.15 NOTICE TO EMPLOYEES**

The Assistant Town Manager should ensure that a notice explaining the FMLA's provisions and procedures is prominently posted in conspicuous places in the Department where it can be readily seen by all employees and applicants for employment. Electronic posting is sufficient as long as the other posting requirements have been met as provided by 29 CFR 825.300 (29 CFR 825.300).

## Military Leave

### 1034.1 PURPOSE AND SCOPE

This policy provides general guidance regarding leave to perform military service as a member of the Reserves or National Guard, for active duty in the U.S. Armed Forces and for service in the armed forces of the commonwealth or the armed forces of another state or territory (Uniformed Services Employment and Reemployment Rights Act (USERRA); 38 USC § 4301 et seq.; G.L. c. 33, § 13).

This policy does not address every situation or circumstance that may arise when an employee is performing military service or ordered to active duty. As military leave situations arise, supervisors should consult with the Assistant Town Manager or legal counsel to obtain specific guidance regarding military leave rights.

### 1034.2 POLICY

The Truro Fire Department supports employees who may be called or who volunteer to serve in the military. The Department will comply with USERRA and state laws relating to military leave (G.L. c. 33, § 13).

### 1034.3 MILITARY LEAVE

Generally, employees on military leave are entitled to the same rights and benefits that are provided to employees having similar seniority, status and pay who are on furlough or leave of absence (38 USC § 4316).

#### 1034.3.1 LENGTH OF LEAVE

Employees are entitled to military leave of absence for up to a maximum of five years. Military leave is available for both voluntary and mandatory service (38 USC § 4303; 38 USC § 4312).

There are exceptions to the five-year cumulative total, including inactive duty training (drills), annual training, involuntary recall or retention in support of war, national emergency, certain operational missions, or training or retraining requirements (38 USC § 4312).

#### 1034.3.2 TEMPORARY MILITARY DUTY LEAVE OF ABSENCE

If adopted by the Town, employees may be entitled to certain additional paid leave as provided in G.L. c. 33, § 59.

### 1034.4 PROCEDURES AND RESPONSIBILITIES

Employees requesting military leave shall:

- (a) Provide as much advance notice of the pending service as reasonably possible (38 USC § 4312).
- (b) Provide copies of official orders or other official documentation.
- (c) Select the benefit options desired during absence, if applicable.

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- (d) Retain copies of all submitted documents.

Upon receipt of a request, the Truro Fire Department will determine eligibility for military leave and notify the employee in writing of the determination.

### **1034.5 COORDINATION WITH CONTRACTS, PRACTICES AND OTHER RULES**

Wherever USERRA has more generous protections and benefits than state or local law, any applicable collective bargaining agreement or local policy or practice, the Department will apply the more beneficial right or benefit (38 USC § 4302).

### **1034.6 LEAVE ACCRUALS**

Employees are not required to use accrued leave while on military leave. However, employees may choose to use accrued annual leave or earned compensatory time, at their discretion (38 USC § 4316).

Employees will not accrue sick days or paid time-off days during any period of military leave without pay. However, upon return, military leave time will be included in determining leave accruals. For example, if vacation accrual increases from two weeks to three weeks upon completion of five years of service, then a person who works for two years, serves two years on active duty and then returns, would be entitled to three weeks of vacation one year after reemployment.

### **1034.7 HEALTH CARE BENEFITS**

Employees on approved military leave may elect to purchase continuing health care coverage for a period of time that is the lesser of:

- (a) The 24-month period beginning on the first day of the employee's absence for military leave.
- (b) The period beginning on the first day of the employee's absence for military leave and ending on the date that he/she fails to return from service or apply for reemployment.

If the duration of an employee's approved military service is less than 31 days, the employee may purchase continuing health care coverage under the department's health plan for no more than the regular employee share. If the approved military service is 31 days or more, the Department will charge the employee for no more than 102 percent of the full premium of the health care plan (38 USC § 4317).

### **1034.8 RETURN FROM DUTY**

Employees returning from approved military leave of absence must report to work as follows (38 USC § 4312):

- (a) For periods of service less than 31 days, employees must report back to work no later than the beginning of the first shift that begins on the first full day that follows the end of the employee's service period, plus a reasonable time to travel to the employee's residence, plus eight hours. If reporting within this period is impossible or

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unreasonable through no fault of the employee, the employee must return as soon as possible after expiration of the eight-hour period.

- (b) For periods of service of more than 30 days but less than 181 days, employees must submit an application for reemployment no later than 14 days after completing service, or, if impossible or unreasonable to do so through no fault of the employee, no later than the next first full calendar day when it is possible to do so.
- (c) For periods of service of more than 180 days, employees must submit an application for reemployment no later than 90 days after completion of service.

Employees who are recovering from an illness or injury incurred in or aggravated during military service must report to the Department or apply for reemployment as provided in this policy at the end of the period necessary to recover from such illness or injury. The recovery period may not exceed two years, except when circumstances beyond the employee's control exist.

An employee who fails to report or apply for reemployment in a timely manner will be subject to the department's rules of conduct and established policies covering absence from scheduled work.

#### **1034.9 REEMPLOYMENT RIGHTS**

An employee returning from an approved temporary military duty leave of absence is generally entitled to reinstatement to the position and benefits he/she would have attained if not absent for military duty or, in some cases, a comparable job.

##### **1034.9.1 FORMER POSITION**

An employee returning from approved regular active military leave is entitled to reinstatement in the position that he/she would have attained had the employee not taken leave. If the leave exceeded 90 days, the employee is also entitled to a position of like seniority, status and pay (38 USC § 4313).

If an employee returning from approved military leave is not able to perform the essential duties of the position the employee would have attained, the Department will make reasonable efforts to help the employee become qualified (20 CFR 1002.198). If the employee remains unable to perform the essential duties of the position after the department's reasonable efforts, the employee is entitled to his/her previously held position at the time of departure or, in the case the leave exceeded 90 days, a position of like seniority, status and pay. Where an employee remains unqualified for both of these positions after reasonable efforts by the Department, the employee is entitled to the nearest approximation to these positions (38 USC § 4313).

When a returning employee cannot become qualified because of a disability incurred in or aggravated during uniformed service, the Department, after making reasonable accommodations, must find a position of equivalent seniority, status and pay for which the employee is qualified, or the nearest equivalent (38 USC § 4313; 20 CFR 1002.198).

# Truro Fire Department

## Policy Manual

### *Military Leave*

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#### 1034.9.2 COMPENSATION AND BENEFITS

Upon return from regular active military duty, an employee is entitled to seniority and seniority-based rights and benefits, including, but not limited to:

- (a) Receiving credit for the time spent in uniformed service under honorable conditions for purposes of seniority, retirement, promotion and merit salary increases (20 CFR 1002.210).
- (b) Receiving credit for time spent on approved military leave for purposes of calculating eligibility for leave under the Family and Medical Leave Act (20 CFR 1002.210).
- (c) Returning to the level in the salary range that the employee would have attained had he/she not left on approved military leave (20 CFR 1002.236).
- (d) Receiving the same contribution to retirement benefits upon reemployment that the Department would have contributed had he/she not taken leave (20 CFR 1002.261).
- (e) Being treated as not having a break in service for purposes of participation, vesting and accrual of pension benefits (38 USC § 4316; 38 USC § 4318).
- (f) Reenrolling in department health benefits without any waiting period.
- (g) Restoring benefits that were elected by the employee and his/her dependents at the time military service began, as well as to any other benefits that began during the leave for which the employee would reasonably have become eligible.

#### 1034.9.3 EMPLOYEE REEMPLOYMENT RESPONSIBILITIES

An employee returning from approved regular active military leave is entitled to reinstatement rights only if he/she (38 USC § 4312):

- (a) Has given advance written or verbal notice of such service, unless precluded by military necessity.
- (b) Has served in the uniformed service for no more than five years cumulatively while employed at the Truro Fire Department, except as provided in 38 USC § 4312(c).
- (c) Has been issued a discharge under honorable conditions.
- (d) Reports to the Truro Fire Department or applies for reemployment in a timely manner as provided in this policy.
  - 1. In the case that the approved military leave exceeds 30 days, submits documentation showing:
    - (a) The application for reemployment is timely.
    - (b) The employee has not exceeded the cumulative five-year limit of service in the uniformed services, except as provided in 38 USC § 4312(c).

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### *Military Leave*

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#### 1034.9.4 DEPARTMENT REEMPLOYMENT RESPONSIBILITIES

The Department shall promptly reinstate employees entitled to reinstatement but no later than 14 days after a request for reinstatement. In the case of unusual circumstances, the Department shall reinstate employees as soon as practicable (20 CFR 1002.181).

The Department is not required to reemploy a person after approved military leave if any of the following conditions exist (38 USC § 4312):

- (a) The department's circumstances have so changed as to make such reemployment impossible or unreasonable.
- (b) Such reemployment would impose an undue hardship upon the Department.
- (c) The person held a nonrecurrent job for a brief period of time and had no reasonable expectation that such employment would continue.

Supervisors should consult with the Assistant Town Manager or legal counsel before determining whether any of these conditions exist.

#### **1034.10 RETENTION**

An employee who is reinstated after returning from approved military leave may not be discharged, except for cause (38 USC § 4316; 20 CFR 1002.247):

- (a) For 180 days after the date of reemployment if the most recent period of military service was more than 30 days and less than 181 days.
- (b) For one year after the date of reemployment if the most recent period of military service was more than 180 days.

#### **1034.11 DISCRIMINATION AND RETALIATION PROHIBITED**

Discrimination or retaliation against any employee for participation in military service is prohibited, whether the employee volunteers or is ordered to active military service (38 USC § 4311).

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## Driver's License Requirements

### 1035.1 PURPOSE AND SCOPE

The purpose of this policy is to establish procedures to ensure that all Truro Fire Department members who drive as a part of their duties have and maintain driver's licenses as required by Massachusetts law (540 CMR § 2.06).

### 1035.2 POLICY

In order to promote driver safety, it is the policy of the Truro Fire Department that any member who is assigned duties that require him/her to drive department vehicles or equipment, or drive a privately owned vehicle while conducting department business, has and maintains driving privileges and a valid driver's license (540 CMR § 2.06).

### 1035.3 REQUIREMENTS

Any member who is assigned duties that require him/her to drive department vehicles, equipment or private vehicles shall be required to obtain and maintain a valid driver's license.

#### 1035.3.1 REVIEW OF RECORDS

The Fire Chief shall appoint an officer to monitor the driving records of all members who are assigned duties that require driving while conducting department business, to confirm each driver has a valid driver's license and to monitor driving records for potential problem behavior.

The officer appointed to monitor driving records shall be responsible for reviewing the driver's license reports as part of the hiring process and any time an incident occurs that affects a member's eligibility to drive.

Whenever the officer appointed to monitor driving records becomes aware of changes that could affect a member's eligibility to drive, the officer should notify the affected member, the member's immediate supervisor and the Health and Safety Officer.

#### 1035.3.2 NEW EMPLOYEES

Prospective member driving records shall be evaluated to confirm that the applicant has a valid driver's license and to review the type and number of traffic violations and accidents on the record.

At the time of hire, a new member whose duties require driving a vehicle while conducting department business shall be required to present a valid driver's license.

#### 1035.3.3 CURRENT EMPLOYEES

Driving records of existing members shall be evaluated to confirm that the member has a valid driver's license and to review any traffic violations and accidents.

Any member who drives a vehicle while conducting department business must immediately notify his/her supervisor of any suspension, revocation or other change in the status of his/her driver's

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## Policy Manual

### *Driver's License Requirements*

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license. Any violation of this procedure may result in disciplinary action, up to and including termination.

Any member who does not possess a valid driver's license shall not drive any vehicle while conducting department business.

If a member's driver's license is suspended, revoked or becomes invalid, the Department may, at its discretion, take any combination of the following actions:

- (a) Assign a member to duties which do not require driving, for up to 60 calendar days from the date of the Massachusetts Registry of Motor Vehicles (RMV) report, to allow the member an opportunity to seek the reinstatement of his/her driver's license, provided:
  - 1. The member can still perform the majority of his/her job duties.
  - 2. There is minimal impact on the Department work output.
- (b) Place a member on leave without pay for up to a maximum of six months from the date of the RMV report pending license reinstatement, or up to a maximum of four months if the member has already been assigned to non-driving duties for 60 calendar days.

Any member who is unable to obtain reinstatement of his/her driver's license may be subject to disciplinary action, up to and including termination.



## Nepotism and Conflicting Relationships

### 1036.1 PURPOSE AND SCOPE

The purpose of this policy is to ensure equal opportunity and effective employment practices by avoiding actual or perceived favoritism, discrimination or actual or potential conflicts of interest by or between members of this department. These employment practices include: recruiting, testing, hiring, compensation, assignment, promotion, use of facilities, access to training opportunities, supervision, performance appraisal, discipline and workplace safety and security.

#### 1036.1.1 DEFINITIONS

Definitions related to this policy include:

**Business relationship** - Serving as an employee, independent contractor, compensated consultant, owner, board member, shareholder or investor in an outside business, company, partnership, corporation, venture or other transaction, where the employee's annual interest, compensation, investment or obligation is greater than \$250.

**Conflict of interest** - Any actual, perceived or potential conflict of interest in which it reasonably appears that an employee's action, inaction or decisions are or may be influenced by the employee's personal or business relationship.

**Nepotism** - The practice of showing favoritism to relatives over others in appointment, employment, promotion or advancement by any public official in a position to influence these personnel decisions.

**Personal relationship** - Includes marriage, cohabitation, dating or any other intimate relationship beyond mere friendship.

**Public official** - A supervisor, officer or employee vested with authority by law, rule or regulation or to whom authority has been delegated.

**Relative** - An employee's parent, stepparent, spouse, domestic partner, significant other, child (natural, adopted or step), sibling or grandparent.

**Subordinate** - An employee who is subject to the temporary or ongoing direct or indirect authority of a supervisor.

**Supervisor** - An employee who has temporary or ongoing direct or indirect authority over the actions, decisions, evaluation and/or performance of a subordinate employee.

### 1036.2 POLICY

The Truro Fire Department is committed to fair and equitable treatment of all members and to creating a work atmosphere that is free of both actual and apparent conflicts of interest that could compromise this principle.

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## Policy Manual

### *Nepotism and Conflicting Relationships*

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#### **1036.3 RESTRICTED DUTIES AND ASSIGNMENTS**

The Department will not prohibit all personal or business relationships between employees. However, in order to avoid nepotism or other inappropriate conflicts, the following reasonable restrictions should apply:

- (a) Employees are prohibited from directly supervising, occupying a position in the line of supervision or being directly supervised by any other employee who is a relative or with whom they are involved in a personal or business relationship.
  - 1. If circumstances require that such a supervisor/subordinate relationship exist temporarily, the supervisor should make every reasonable effort to defer matters pertaining to the involved employee to an uninvolved supervisor.
  - 2. When personnel and circumstances permit, the Department will attempt to make every reasonable effort to avoid placing such employees in supervisor/subordinate situations. The Department, however, reserves the right to transfer or reassign any employee to another position within the same classification in order to avoid conflicts with any provision of this policy.
- (b) Employees are prohibited from participating in, contributing to or recommending promotions, assignments, performance evaluations, transfers or other personnel decisions affecting an employee who is a relative or with whom they are involved in a personal or business relationship.
- (c) Whenever possible, trainers should not be assigned to train relatives. Trainers are prohibited from entering into or maintaining personal or business relationships with any member they are assigned to train until such time as the training has been successfully completed and, if an employee, off probation.
- (d) To avoid actual or perceived conflicts of interest, members of this department should refrain from developing or maintaining personal or financial relationships with victims, witnesses or other individuals during the course of or as a direct result of any official contact.
- (e) Except as required in the performance of official duties, or in the case of immediate relatives, employees should not develop or maintain personal or financial relationships with any individual they know or reasonably should know is under criminal investigation, is a convicted felon, parolee, fugitive, registered sex or arson offender, or who engages in serious violations of state or federal laws.

##### **1036.3.1 EMPLOYEE RESPONSIBILITY**

Prior to entering into any personal or business relationship, or other circumstance which the employee knows or reasonably should know could create a conflict of interest or other violation of this policy, the employee should promptly notify his/her uninvolved, next highest level of supervisor.

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### *Nepotism and Conflicting Relationships*

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Whenever any employee is placed in circumstances that would require the employee to take enforcement action or provide official information or services to any relative or individual with whom the employee is involved in a personal or business relationship, the employee should promptly notify his/her uninvolved, immediate supervisor. In the event that no uninvolved supervisor is immediately available, the employee should promptly notify dispatch to have another uninvolved employee either relieve the involved employee or, minimally, remain present to witness the action.

#### 1036.3.2 SUPERVISOR'S RESPONSIBILITY

Upon being notified of, or otherwise becoming aware of any circumstance that could result in or constitute an actual or potential violation of this policy, a supervisor should take all reasonable steps to promptly mitigate or avoid such violations whenever possible.

Supervisors should also promptly notify the Fire Chief of such actual or potential violations through the chain of command.

# Member Speech, Expression and Social Networking

## 1037.1 PURPOSE AND SCOPE

This policy is intended to address issues associated with member use of social networking sites and to provide guidelines for the regulation and balancing of member speech and expression with the needs of the Department.

Nothing in this policy is intended to prohibit or infringe upon any communication, speech or expression that is protected or privileged under law. This includes speech and expression protected under state or federal constitutions as well as labor or other applicable laws. For example, this policy does not limit an employee from speaking as a private citizen, including acting as an authorized member of a recognized bargaining unit, about matters of public concern, such as misconduct or corruption.

Members are encouraged to consult with their supervisor regarding any questions arising from the application or potential application of this policy.

### 1037.1.1 APPLICABILITY

This policy applies to all forms of communication including, but not limited to, film, video, print media, public or private speech, and use of all Internet services, including the Web, email, file transfer, remote computer access, news services, social networking, social media, instant messaging, blogs, forums, video and other file-sharing sites.

## 1037.2 POLICY

Public employees occupy a trusted position in the community, and thus, their statements have the potential to contravene the policies and performance of this department. Due to the nature of the work and influence associated with the fire profession, it is necessary that members of this department be subject to certain reasonable limitations on their speech and expression. To achieve its mission and efficiently provide service to the public, the Truro Fire Department will carefully balance the individual member's rights against the department's needs and interests when exercising a reasonable degree of control over its members' speech and expression.

## 1037.3 SAFETY

Members should consider carefully the implications of their speech or any other form of expression when using the Internet. Speech and expression that may negatively affect the safety of the Truro Fire Department members, such as posting personal information in a public forum, can result in compromising a member's home address or family ties. Members should therefore not disseminate or post any information on any forum or medium that could reasonably be anticipated to compromise the safety of any member, a member's family or associates. Examples of the type of information that could reasonably be expected to compromise safety include:

- Disclosing the address of a fellow firefighter.

# Truro Fire Department

## Policy Manual

### *Member Speech, Expression and Social Networking*

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- Otherwise disclosing where another firefighter can be located off-duty.

#### **1037.4 PROHIBITED SPEECH, EXPRESSION AND CONDUCT**

To meet the department's safety, performance and public-trust needs, the following is prohibited unless the speech is otherwise protected (for example, an employee speaking as a private citizen, including acting as an authorized member of a recognized bargaining unit, on a matter of public concern):

- (a) Speech or expression made pursuant to an official duty that tends to compromise or damage the mission, function, reputation or professionalism of the Truro Fire Department or its members.
- (b) Speech or expression that, while not made pursuant to an official duty, is significantly linked to, or related to, the Truro Fire Department and tends to compromise or damage the mission, function, reputation or professionalism of the Truro Fire Department or its members. Examples may include:
  1. Statements that indicate disregard for the law of the state or U.S. Constitution.
  2. Expression that demonstrates support for criminal activity.
  3. Participating in sexually explicit photographs or videos for compensation or distribution.
- (c) Speech or expression that could reasonably be foreseen as having a negative impact on the credibility of the member as a witness. For example, posting statements or expressions to a website that glorify or endorse dishonesty, unlawful discrimination or illegal behavior.
- (d) Speech or expression of any form that could reasonably be foreseen as having a negative impact on the safety of the members of the Department.
- (e) Speech or expression that is contrary to the canons of the Firefighters' Code of Ethics as adopted by the Truro Fire Department.
- (f) Use or disclosure, through whatever means, of any information, photograph, video or other recording obtained or accessible as a result of employment with the Department for financial or personal gain, or any disclosure of such materials without the express authorization of the Fire Chief or the authorized designee.
- (g) Posting, transmitting or disseminating any photographs, video or audio recordings, likenesses or images of department logos, emblems, uniforms, badges, patches, marked vehicles, equipment or other material that specifically identifies the Truro Fire Department on any personal or social networking or other website or web page, without the express authorization of the Fire Chief.
- (h) Accessing websites for non-authorized purposes, or use of any personal communication device, game device or media device, whether personally or

# Truro Fire Department

## Policy Manual

### *Member Speech, Expression and Social Networking*

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department-owned, for personal purposes while on-duty, except in the following circumstances:

1. When brief personal communication may be warranted by the circumstances (e.g., inform family of extended hours).
2. During authorized breaks; however, such usage should be limited as much as practicable to areas out of sight and sound of the public and shall not be disruptive to the work environment.

Members must take reasonable and prompt action to remove any content, including content posted by others, that is in violation of this policy from any web page or website maintained by the member (e.g., social or personal website).

#### 1037.4.1 UNAUTHORIZED ENDORSEMENTS AND ADVERTISEMENTS

Although members are not restricted from engaging in the following activities as private citizens or as authorized members of a recognized bargaining unit, members may not represent the Truro Fire Department or identify themselves in any way that could be reasonably perceived as representing the Truro Fire Department in order to do any of the following, unless specifically authorized by the Fire Chief:

- (a) Endorse, support, oppose or contradict any political campaign or initiative
- (b) Endorse, support, oppose or contradict any social issue, cause or religion
- (c) Endorse, support or oppose any product, service, company or other commercial entity
- (d) Appear in any commercial, social or nonprofit publication or any motion picture, film, video, public broadcast or on any website

Additionally, when it can reasonably be construed that a member, acting in his/her individual capacity or through an outside group or organization (e.g., bargaining group), is affiliated with this department, the member shall give a specific disclaiming statement that any such speech or expression is not representative of the Truro Fire Department.

Members retain their right to vote as they choose, to support candidates of their choice and to express their opinions as private citizens, including as authorized members of a recognized bargaining unit, on political subjects and candidates at all times while off-duty. However, members may not use their official authority or influence to interfere with or affect the result of an election or a nomination for office. Members are also prohibited from directly or indirectly using their official authority to coerce, command or advise another member to pay, lend or contribute anything of value to a party, committee, organization, agency or person for political purposes (5 USC § 1502).

#### 1037.4.2 STATE RESTRICTIONS RELATED TO POLITICAL FUNDS

Members shall not violate laws related to the disclosure and regulation of campaign expenditures and contributions (G.L. c. 55, § 13; G.L. c. 268A, § 23; 970 CMR § 1.24).

## *Member Speech, Expression and Social Networking*

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### **1037.5 PRIVACY EXPECTATION**

Members forfeit any expectation of privacy with regard to emails, texts or anything published, shared, transmitted or maintained through file-sharing software or any Internet site that is accessed, transmitted, received or reviewed on any department technology system.

The Department reserves the right to access, audit and disclose, for whatever reason, any message, including attachments, and any information accessed, transmitted, received or reviewed over any technology that is issued or maintained by the Department, including the department email system, computer network or any information placed into storage on any department system or device. This includes records of all keystrokes or Web-browsing history made at any department computer or over any department network. The fact that access to a database, service or website requires a username or password will not create an expectation of privacy if it is accessed through department computers, electronic devices or networks.

However, the Department will not require a member to disclose a personal username or password or open a personal social website, unless otherwise allowed under Massachusetts law.

### **1037.6 CONSIDERATIONS**

In determining whether to grant authorization of any speech or conduct that is prohibited under this policy, the factors that the Fire Chief or the authorized designee should consider include:

- (a) Whether the speech or conduct would negatively affect the efficiency of delivering public services.
- (b) Whether the speech or conduct would be contrary to the good order of the Department or the efficiency or morale of its members.
- (c) Whether the speech or conduct would reflect unfavorably upon the Department.
- (d) Whether the speech or conduct would negatively affect the member's appearance of impartiality in the performance of his/her duties.
- (e) Whether similar speech or conduct has been previously authorized.
- (f) Whether the speech or conduct may be protected and outweighs any interest of the Department.

### **1037.7 TRAINING**

Subject to available resources, the Department should provide training regarding member speech and the use of social networking to firefighters and supervisors.

## Anti-Retaliation

### 1038.1 PURPOSE AND SCOPE

This policy prohibits retaliation against members who identify workplace issues, such as fraud, waste, abuse of authority, gross mismanagement or any inappropriate conduct or practices, including violations that may pose a threat to the health, safety or well-being of members.

This policy does not prohibit actions taken for nondiscriminatory or non-retaliatory reasons, such as discipline for cause.

These guidelines are intended to supplement and not limit members' access to other applicable remedies. Nothing in this policy shall diminish the rights or remedies of a member pursuant to any applicable federal law, provision of the U.S. Constitution, law, ordinance or collective bargaining agreement.

### 1038.2 POLICY

The Truro Fire Department has a zero tolerance for retaliation and is committed to taking reasonable steps to protect from retaliation members who, in good faith, engage in permitted behavior or who report or participate in the reporting or investigation of workplace issues. All complaints of retaliation will be taken seriously and will be promptly and appropriately investigated.

### 1038.3 RETALIATION PROHIBITED

No member may retaliate against any person for engaging in lawful or otherwise permitted behavior; for opposing a practice believed to be unlawful, unethical, discriminatory or retaliatory; for reporting or making a complaint under this policy; or for participating in any investigation related to a complaint under this or any other policy.

Retaliation includes any adverse action or conduct, including but not limited to:

- Refusing to hire or denying a promotion.
- Extending the probationary period.
- Unjustified reassignment of duties or change of work schedule.
- Real or implied threats or other forms of intimidation to dissuade the reporting of wrongdoing or filing of a complaint, or as a consequence of having reported or participated in protected activity.
- Taking unwarranted disciplinary action.
- Spreading rumors about the person filing the complaint or about the alleged wrongdoing.
- Shunning or unreasonably avoiding a person because he/she has engaged in protected activity.



## *Anti-Retaliation*

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### **1038.4 COMPLAINTS OF RETALIATION**

Any member who feels he/she has been retaliated against in violation of this policy should promptly report the matter to any supervisor, a command staff member, the Fire Chief or the Town Assistant Town Manager.

Members shall act in good faith, not engage in unwarranted reporting of trivial or minor deviations or transgressions, and make reasonable efforts to verify facts before making any complaint in order to avoid baseless allegations. Members shall not report or state an intention to report information or an allegation knowing it to be false or with willful or reckless disregard for the truth or falsity of the information, or otherwise act in bad faith.

Investigations are generally more effective when the identity of the reporting member is known, thereby allowing investigators to obtain additional information from the reporting member. However, complaints may be made anonymously. All reasonable efforts shall be made to protect the reporting member's identity. However, confidential information may be disclosed to the extent required by law or to the degree necessary to conduct an adequate investigation and make a determination regarding a complaint. In some situations, the investigative process may not be complete unless the source of the information and a statement by the member is part of the investigative process.

### **1038.5 SUPERVISOR RESPONSIBILITIES**

Supervisors are expected to remain familiar with this policy and ensure that members under their command are aware of its provisions.

The responsibilities of supervisors include but are not limited to:

- (a) Ensuring complaints of retaliation are investigated as provided in the Personnel Complaints Policy.
- (b) Receiving all complaints in a fair and impartial manner.
- (c) Documenting the complaint and any steps taken to resolve the problem.
- (d) Acknowledging receipt of the complaint, notifying the Fire Chief via the chain of command and explaining to the member how the complaint will be handled.
- (e) Taking appropriate and reasonable steps to mitigate any further violations of this policy.
- (f) Monitoring the work environment to ensure that any member making a complaint is not subjected to further retaliation.
- (g) Periodically following up with the complainant to ensure that retaliation is not continuing.
- (h) Not interfering with or denying the right of a member to make any complaint.
- (i) Taking reasonable steps to accommodate requests for assignment or schedule changes made by a member who may be the target of retaliation if it would likely mitigate the potential for further violations of this policy.

## *Anti-Retaliation*

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### **1038.6 COMMAND STAFF RESPONSIBILITIES**

The Fire Chief should communicate to all supervisors the prohibition against retaliation.

Command staff shall treat all complaints as serious matters and shall ensure that prompt actions take place, including but not limited to:

- (a) Communicating to all members the prohibition against retaliation.
- (b) Reviewing complaint investigations in a timely manner.
- (c) Taking steps toward remediation of any inappropriate conduct or condition and instituting measures to eliminate or minimize the likelihood of recurrence.
- (d) Communicating the outcome to the complainant in a timely manner.

### **1038.7 WHISTLE-BLOWING**

State law protects employees in certain circumstances who have reported a misuse of public funds or violations of the law concerning public health, safety, or the environment (G.L. c. 12A, § 14; G.L. c. 149, § 185). Members who believe they have been the subject of retaliation for engaging in such protected behaviors should promptly report it to a supervisor. Supervisors should refer the complaint to the Fire Chief or the authorized designee through the appropriate supervisory chain of command for investigation pursuant to the Personnel Complaints Policy.

#### **1038.7.1 NOTICE REQUIREMENT**

Notices informing employees of the whistleblower protections and obligations shall be conspicuously posted as required by G.L. c. 149, § 185(g).

### **1038.8 RECORDS RETENTION AND RELEASE**

The Keeper of Records shall ensure that documentation of investigations is maintained in accordance with the established records retention schedules.

### **1038.9 TRAINING**

This policy should be reviewed with each new member.

All members should receive periodic refresher training on the requirements of this policy.

## Chapter 11 - Facility

## Facility Security

### 1100.1 PURPOSE AND SCOPE

The purpose of this policy is to establish guidelines for the physical security of fire stations and other department facilities. The safety and security of department members is the primary purpose of this policy. Department members should be mindful of their responsibility to protect themselves from any potential physical threats and to protect the security of department facilities.

### 1100.2 POLICY

It is the policy of the Truro Fire Department to provide physical security measures for all facilities under department control.

### 1100.3 GUIDELINES

Members are responsible for ensuring that all department facilities remain secured from unauthorized access at all times.

Department members should apply the following guidelines whenever practicable.

#### 1100.3.1 ADMINISTRATION, FIRE PREVENTION AND OTHER PUBLIC ACCESS AREAS

Public access facilities should only be accessible to the public during published business hours and only when sufficient staffing is available to monitor the movement of visitors and restrict access to areas containing confidential or sensitive materials or information. Any facility allowing access to the public should have a designated reception area and some method of limiting public access to controlled areas.

A visitor control process should be implemented at each facility that allows public access. The control process should include a visitor's log. Each visitor should record his/her name and purpose of the visit. Completed visitor logs should be retained for the period prescribed in the department's records retention schedule. All visitors entering controlled areas of any facility that allows public access should be issued a visitor's badge. The badge should be prominently displayed on the outermost layer of the visitor's clothing throughout the visitor's stay in the facility. Visitors should be accompanied at all times while inside the controlled areas of the facility and monitored throughout the visit.

Members of the public should be prohibited from using photographic, electronic imaging or recording equipment while inside the controlled areas of the facility, unless such use is necessary for the business purpose of the visit and then only with the approval of the facility's manager or a chief officer.

No public access to the facility should be permitted outside of the published business hours. The facility should be secured against unauthorized entry when closed or when sufficient department personnel are not available to monitor visitor access.

# Truro Fire Department

## Policy Manual

### *Facility Security*

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#### 1100.3.2 FIRE STATIONS

Fire stations are considered secure facilities with limited public access. Public access to a fire station shall only be permitted into the designated public access area, which should be kept free of confidential records, reports or other protected materials.

A member of the Department should accompany any visitor entering the controlled areas of the fire station. All visitors should be monitored throughout their stay in the fire station. The public should not be allowed access to the member sleeping quarters of the station or to any area where members have private lockers or storage for personal belongings. Visitors should not be allowed to take photographs, electronic images or other recordings while inside a fire station, unless it is essential to the purpose of the visit.

All fire station exterior doors should be equipped with self-closing and self-locking doors. All exterior doors should be kept closed and locked at all times, including apparatus bay doors, unless a member is present to prevent unauthorized access. All points of access to the fire station should be closed and locked any time no members are present. All exterior storage rooms, lockers or other facilities should remain locked at all times unless directly observed by a member. Secure parking areas (fenced/gated) should be kept secured at all times unless directly observed by a member.

#### 1100.3.3 BREACH OF SECURITY

All members are responsible for assisting in maintaining the security of department facilities.

Any breach in security should be reported as soon as practicable, through the chain of command, to the chief officer or division manager responsible for the facility.

Any criminal activity that occurs and that poses a threat to department members should immediately be reported to local law enforcement. If warranted by conditions or circumstances, all on-duty members should be notified of the incident and any recommended precautions as soon as practicable. Other members of the Department should be notified of the incident as soon as practicable, given the totality of the circumstances.

#### 1100.3.4 SUSPICIOUS ACTIVITY

Department members should be vigilant about any suspicious activity occurring in or around department facilities and should report any such activity, through the chain of command, to the chief officer or division manager responsible for the facility. In some circumstances it may be necessary to immediately contact law enforcement to investigate a suspicious activity or circumstance. Suspicious activity may include, but is not limited to:

- Anyone loitering in the vicinity of the facility for an extended period of time.
- Unknown individuals photographing or taking images of the facility, of members of the Department assigned to the facility or of department vehicles or apparatus.
- Unknown individuals who appear to be monitoring the activities taking place at the facility.

# Truro Fire Department

## Policy Manual

### *Facility Security*

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- Anyone attempting to gain access or requesting access to department facilities without proper authorization.
- Any abandoned packages or other items left on department grounds or adjacent to department facilities.
- Any unknown or abandoned vehicles left on department grounds or adjacent to the department facility.

## Emergency Power

### 1101.1 PURPOSE AND SCOPE

The purpose of this policy is to establish a process for identifying emergency power needs or relocation plans for critical facilities and/or equipment. The Department provides critical emergency services to the community and must be able to respond to incidents with fully functioning equipment, regardless of commercial power failures.

### 1101.2 POLICY

It is the policy of the Truro Fire Department to provide emergency power sources at its facilities that are in compliance with NFPA 110, Standard for Emergency and Standby Power Systems where necessary (Fire Code § 11.7.3.1).

### 1101.3 RESPONSIBILITIES

The Fire Chief or the authorized designee shall develop a plan to:

- (a) Identify critical resources and the equipment necessary for the department's mission and determine the department's needs for emergency power.
- (b) Equip facilities and/or equipment identified as crucial to the mission of the Department with electrical generators, uninterruptible power sources or other means of sustaining critical business components in the event of a loss of commercial power.
  1. All emergency power sources selected shall be in compliance with all building codes, environmental codes, the Massachusetts Comprehensive Fire Safety Code and Department of Labor Standards (DLS) regulations governing the use of such equipment.
- (c) In the event that an alternative source of power for critical equipment cannot be found, relocate the equipment to reduce the risk of having inoperative equipment.

### 1101.4 PROCEDURE

The following aspects of maintaining and operating emergency power sources for fire stations and other facilities should be identified in the plan:

- Specific apparatus, equipment, computers or systems that should be served by the emergency power at each facility
- Permit requirements associated with the type of equipment proposed in the plan
- Identification of the person responsible for periodically testing and maintaining the proposed equipment
- Fueling procedure for any generator fuel tanks in the proposed system
- Details of any fuel service contracts

# Truro Fire Department

## Policy Manual

### *Emergency Power*

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- Identification of the person responsible for ensuring the tanks are full at all times and for refilling the tanks during/following a protracted event
- Identification of the person responsible for annually procuring a maintenance contract for the proposed equipment
- Identification of the vendor and how the vendor is contacted, during and after regular business hours
- Details of the record-keeping system for testing and maintenance of the proposed equipment
- Contingency plans for a failure of the backup system
- If there is no contingency plan for the backup system, identification of alternatives to the critical equipment or apparatus needed to accomplish the mission



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## Flag Display

### 1102.1 PURPOSE AND SCOPE

The purpose of this policy is to provide guidance to members of the Truro Fire Department regarding the proper display of the flags of both the United States and the Commonwealth of Massachusetts.

### 1102.2 POLICY

It is the policy of the Truro Fire Department to display flags at department facilities in compliance with Massachusetts and federal laws.

### 1102.3 DISPLAYING THE FLAG OF THE UNITED STATES

Federal law providing for the use and the display of the U.S. flag is contained in Title 4 Chapter 1 of the United States Code, commonly referred to as the "Flag Code." Members of this department will display the flag of the United States in accordance with the provisions of 4 USC § 1 through 4 USC § 10.

#### 1102.3.1 DISPLAY OF THE U.S. FLAG IN DAILY OPERATIONS

Department members should consult the Flag Code for guidance whenever the flag of the United States is to be displayed in any manner. This is to ensure that the display is presented in accordance with the Flag Code and as follows:

- (a) The United States flag should be conspicuously posted on all department facilities during hours of operation.
- (b) It is the universal custom to display the flag only from sunrise to sunset on buildings and on a stationary flagstaff in the open. However, the flag may be displayed 24 hours a day if it is properly illuminated during the hours of darkness (4 USC § 6).
- (c) The flag should not be displayed on days when the weather is inclement, except when an all-weather flag is displayed (4 USC § 6).
- (d) The U.S. flag may only be flown at half-staff by Presidential or Gubernatorial decree, and on Memorial Day until noon (4 USC § 7).

Whenever the U.S. flag is displayed in conjunction with other flags or symbols it should occupy the "Place of Honor" (4 USC § 7).

### 1102.4 DISPLAY OF THE COMMONWEALTH OF MASSACHUSETTS FLAG

Members of the Truro Fire Department will display the Commonwealth of Massachusetts flag prominently and in the proper position of honor in accordance with the United States Flag Code.

# Truro Fire Department

## Policy Manual

### *Flag Display*

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#### 1102.4.1 DISPLAY OF THE COMMONWEALTH OF MASSACHUSETTS FLAG IN DAILY OPERATIONS

Department members should consult Massachusetts law for guidance whenever the flag is to be displayed in any manner to ensure that the display is presented appropriately (G.L. c. 2, § 6).

Displays of the flag should be consistent with the following protocol:

- (a) The flag should be conspicuously posted on all department facilities during hours of operation.
- (b) Generally, the flag should be displayed only from sunrise to sunset on buildings and on a stationary flagstaff in the open. However, the flag may be displayed 24 hours a day if it is properly illuminated during the hours of darkness.
- (c) The flag should not be displayed on days when the weather is inclement, except when an all-weather flag is displayed.
- (d) The flag shall be flown at half-staff whenever the flag of the United States is flown at half-staff, and may only be flown at half-staff at other times by order of the Governor of Massachusetts.
- (e) Whenever the flag is displayed in conjunction with the United States flag, the United States flag shall occupy the position of first honor (4 USC § 7). When the flag is displayed in conjunction with other flags or symbols, it should occupy the position of honor.

For flag display protocol subsequent to a line-of-duty death, see the Line-of-Duty Death Policy.

# Department Use of Fire Detection and Suppression Systems

## 1103.1 PURPOSE AND SCOPE

Automatic fire detection and suppression systems can enhance safety and preserve property in the event of a fire. This policy addresses the limitations and requirements of using facilities equipped with automatic fire detection and suppression systems for department-sponsored functions.

## 1103.2 POLICY

It is the policy of the Truro Fire Department to enhance the safety of its members and preserve property by providing workspace equipped with fire detection and suppression systems when reasonably practicable. Department members should also promote the use of space equipped with fire detection and suppression systems within the community.

## 1103.3 PROCEDURE

When reasonably practicable, the Department should use only those facilities with automatic fire detection and suppression systems installed throughout when renting or acquiring office space, conference rooms or other facilities for department-sponsored functions.

Department members should also encourage fire service and other groups to use facilities and lodging that are protected by automatic fire detection and suppression systems for their sponsored activities.

Subject to available resources, the Truro Fire Department will upgrade to current standards any department-owned or operated facilities that do not have automatic fire detection and suppression systems.

Members traveling on Town business shall seek hotel or motel accommodations that are protected by automatic fire detection and suppression systems. When protected lodging is not available within a reasonable distance from the traveler's destination, or if the cost of protected lodging is 25 percent above the cost of unprotected lodging, unprotected lodging facilities may be used with the approval of the Chief Assigned.

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## Fire Station Living

### 1104.1 PURPOSE AND SCOPE

The purpose of this policy is to provide for the health of all members and visitors by establishing guidelines for fire station cleanliness and maintenance, to ensure that stations and equipment are properly maintained and that clean and sanitary conditions exist in the living spaces.

### 1104.2 POLICY

It is the policy of the Truro Fire Department that routine care, maintenance and cleaning shall be conducted daily at each station by members on all shifts.

### 1104.3 PROCEDURE

Each company shall be assigned responsibility for a specific area of the station and should cooperate with other companies to ensure all duties are completed during the course of a shift.

All fire stations and equipment shall be inspected periodically by the Fire Chief. The focus of the inspections shall be the proper maintenance and overall cleanliness of the station and equipment.

All members should keep desks, cars, beds and lockers in a neat and clean condition. Supervisors are responsible for monitoring member housekeeping and hygiene, and immediately addressing any issue that disrupts the good working order of the station or detracts from a professional image.

- (a) The station and equipment shall be maintained in a clean, orderly and sanitary condition. Daily tasks to accomplish this shall include, but are not limited to:
  - 1. Vacuuming
  - 2. Sweeping and mopping floors
  - 3. Dusting
  - 4. Polishing
  - 5. Cleaning restrooms
  - 6. Cleaning apparatus bays
- (b) Additional station and equipment maintenance and cleaning should be conducted weekly or on an as-needed basis. Sporadic tasks shall be divided between shifts so there is a shared responsibility for the overall condition of the station and the equipment.
- (c) Safety considerations regarding cleaning and maintenance may include, but are not limited to:
  - 1. Avoiding the use of compressed air to blow dust and debris from clothing while the clothing is being worn.
  - 2. Maintaining cooking appliances and eating utensils in good working order.
  - 3. Providing and clearly labeling first-aid supplies.

# Truro Fire Department

## Policy Manual

### *Fire Station Living*

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4. Posting signs in all restrooms reminding employees/visitors to wash their hands.
- (d) All members shall follow established policies and procedures regarding:
1. Beginning and end of shift preparation, readiness, equipment inventory and testing.
  2. Shift change station cleanup.
  3. Sleeping quarter assignments.
  4. Permissible and restricted activities and hours.
  5. Use of technology and electronics on-duty.

Any disputes shall be resolved by a supervisor.

## Attachments

## Organization Chart.pdf

# Truro FD, MA Fire Policy Manual

## Policy Manual

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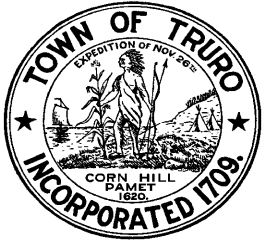
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# TOWN OF TRURO

## Select Board Agenda Item

**DEPARTMENT:** Administration

**REQUESTOR:** Rae Ann Palmer, Town Manager

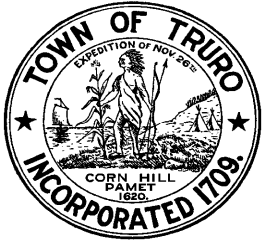
**REQUESTED MEETING DATE:** September 8, 2020

**ITEM:** Update on Culvert Projects

**EXPLANATION:** Vice Chair Kristen Reed requested an update on the various culvert projects that staff is working on. DPW Director Jarrod Cabral and Conservation Agent Emily Beebe will provide an update.

**SUGGESTED ACTION:** *None Required, for Discussion Only*

**ATTACHMENTS:** None



# TOWN OF TRURO

## Select Board Agenda Item

**DEPARTMENT:** Administration

**REQUESTOR:** Rae Ann Palmer, Town Manager

**REQUESTED MEETING DATE:** September 8, 2020

**ITEM:** Approval of October One-Twelfth Budget

**EXPLANATION:** As noted in June, due to the COVID-19 Public Health Emergency, we implemented the alternative budget process approved by the Commonwealth. This process requires the development of a minimum one twelfth budget, approval of the budget by the Select Board and approval by the Department of Revenue. Attached for your review and approval is a one-twelfth budget for October to be submitted to DOR only if the Town is not able to hold the scheduled September 26<sup>th</sup> Annual Town Meeting for FY 2021.

**SUGGESTED ACTION:** *MOTION TO approve the October 2020 One Twelfth Budget and to authorize the Town Manager to forward the budget to the Department of Revenue for approval, if needed.*

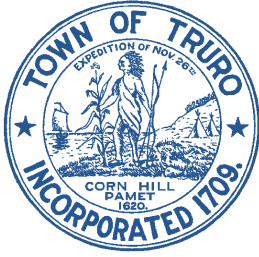
**ATTACHMENTS:**

1. FY 2021 Spending Plan for October 2020



|  |                      |                      |   |                                |                              |
|--|----------------------|----------------------|---|--------------------------------|------------------------------|
| Water Resources Oversight Committee                          | 7,300.00             |                      | 608.00                                      | 1/12                           |                              |
| Senior/Community Services (COA)                              | 305,903.00           |                      | 25,492.00                                   | 1/12                           |                              |
| Veterans' Services   | 31,773.00            |                      | 2,648.00                                    | 1/12                           |                              |
| Disabilities Committee                                       | 200.00               |                      | 17.00                                       | 1/12                           |                              |
| <b>Culture and Recreation</b>                                | <b>1,133,863.00</b>  |                      | <b>94,489.99</b>                            |                                | 8.33%                        |
| Truro Public Library   | 422,586.00           |                      | 35,216.00                                   | 1/12                           |                              |
| Truro Recreation Program                                     | 272,112.00           |                      | 22,676.00                                   | 1/12                           |                              |
| Bike & Walkways Committee                                    | 2,000.00             |                      | 167.00                                      | 1/12                           |                              |
| Truro Beach Program  | 203,630.00           |                      | 16,969.00                                   | 1/12                           |                              |
| Pamet Harbor Commission                                      | 325.00               |                      | 27.00                                       | 1/12                           |                              |
| Harbor and Shellfish Operations                              | 138,635.00           |                      | 11,553.00                                   | 1/12                           |                              |
| Pamet Harbor Dredging Program                                | 94,400.00            |                      | 7,867.00                                    | 1/12                           |                              |
| Truro Historical Commission                                  | 175.00               |                      | 15.00                                       | 1/12                           |                              |
| <b>Debt</b>  | <b>615,868.00</b>    |                      | <b>51,323.00</b>                            |                                |                              |
| Principal on LT Debt (General Fund)                          | 470,000.00           |                      | 39,167.00                                   | 1/12                           |                              |
| Interest on LT Debt (General Fund)                           | 79,525.00            |                      | 6,627.00                                    | 1/12                           |                              |
| Short term borrowing interest                                | 66,343.00            |                      | 5,529.00                                    | 1/12                           |                              |
| <b>State Assessments</b>                                     | <b>667,666.00</b>    |                      | <b>55,639.00</b>                            |                                |                              |
|  | 667,666.00           |                      | 55,639.00                                   | 1/12                           |                              |
| <b>Employee Benefits - Town Share</b>                        | <b>2,920,056.00</b>  |                      | <b>202,437.00</b>                           |                                | 6.93%                        |
| County Retirement Assessment                                 | 1,166,488.00         |                      | 0.00  | Assessment paid in July        | (97,207.33)                  |
| Workers Compenstaion   | 78,500.00            |                      | 47,847.00                                   | 1/12+ 41,305 Balance of remium | 41,305.33                    |
| Unemployment Insurance                                       | 73,500.00            |                      | 6,125.00                                    | 1/12                           |                              |
| Group Health Insurance                                       | 1,463,925.00         |                      | 136,994.00                                  | 1/12 + Known premium increases | 15,000.25                    |
| Group Life Insurance   | 2,071.00             |                      | 173.00                                      | 1/12                           |                              |
| FICA/Medicare  | 135,572.00           |                      | 11,298.00                                   | 1/12                           |                              |
| <b>Insurance</b>   |                      |                      | <b>19,625.00</b>                            |                                |                              |
| Municipal Liability Insurances                               | 235,500.00           | 235,500.00           | 19,625.00                                   | 1/12                           | 8.33%                        |
| <b>Totals: Operating Budget:</b>                             | <b>20,755,791.00</b> | <b>20,755,791.00</b> | <b>1,834,030.99 = October Spending plan</b> |                                | <b>8.84%</b>                 |
|  |                      |                      | 1,729,649.25 = 1/12 of '20 Budget (8.33%)   |                                | 104,377.75                   |
|  |                      |                      | Minimum Monthly Budget Amounts:             |                                |                              |
| CPA  | 635,672.00           |                      |   |                                |                              |
| MWPAT  | 10,400.00            |                      |   |                                |                              |
| Budgeted Transfers to other Funds (OPEB)                     | 400,000.00           |                      |   |                                |                              |
| '19 Budget Amendments on '20 Recap                           | 461,081.43           |                      |   |                                |                              |
| CS Offsets on '20 Recap                                      | 116,190.00           |                      |   |                                |                              |
| Provision for Abates & Exempts on '20 Recap                  | 104,212.96           |                      |   |                                |                              |
| <b>Total Amount To Be Raised on FY 2020 ReCap (Item Ia.)</b> | <b>22,483,347.39</b> |                      |   |                                |                              |
| Municipal Expenditures:                                      | 1,271,367.00         |                      |   |                                |                              |
| School Expenditures  | 562,663.99           |                      |   |                                |                              |
| Enterprise Funds   | 0.00                 |                      |   |                                |                              |
| August FY 2021 requested amount                              | <b>1,834,030.99</b>  | -                    | <b>1,729,649.25</b>                         |                                | 104,377.75                   |
|  |                      |                      | Minimum requirement                         |                                | Request in excess of minimum |





# TOWN OF TRURO

P.O. Box 2030, Truro, MA 02666

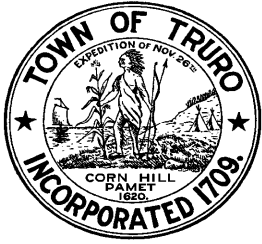
Tel: 508-349-7004, Extension: 110 or 124 Fax: 508-349-5505

## 6. **CONSENT AGENDA**

A. Review/Approve and Authorize Signature:

1. *Reappointment of Susan Howe to the Community Preservation Committee*
2. *Reappointment of Jennifer Shannon to the Taxation Aid Committee*
3. *Review and Approve Entertainment Application for Truro Vineyards of Cape Cod*

B. Review and Approve Select Board Minutes: *None*



# TOWN OF TRURO

## Select Board Agenda Item

**DEPARTMENT:** Administration

**REQUESTOR:** Nicole Tudor, Executive Assistant

**REQUESTED MEETING DATE:** September 8, 2020

**ITEM:** Reappointments of Board, Committee, Commission Members

**EXPLANATION:** Susan Howe, current Member-at-Large to the Community Preservation Committee, has submitted an application to be re-appointed to the Community Preservation Committee for a three-year term. All forms/paperwork are up-to-date.

Jennifer Shannon, current member on the Taxation Aid Committee, has submitted an application to be re-appointed to the Taxation Aid Committee for a three-year term. All forms/paperwork are up-to-date.

**FINANCIAL SOURCE (IF APPLICABLE):** N/A

**IMPACT IF NOT APPROVED:** Applicants will not be able to serve on the Board, Commission or Committee they have applied to.

**SUGGESTED ACTION:**

*MOTION TO appoint Susan Howe, as a Member-at-Large to the Community Preservation Committee for a three-year term, expiring on June 30, 2023.*

*Motion to reappoint Jennifer Shannon to a three-year term on the Taxation Aid Committee Committee, expiring on June 30, 2023.*



**ATTACHMENTS:**

1. Application to Serve and Chair's Endorsement-Susan Howe
2. Application to Serve and Chair's Endorsement-Jennifer Shannon

RECD 2020AUG31 PM 12:01  
ADMINISTRATIVE OFFICE  
TOWN OF TRURO



# TOWN OF TRURO

P.O. Box 2030, Truro MA 02666  
Tel: (508) 349-7004 Fax: (508) 349-5505

## APPLICATION TO SERVE ON AN APPOINTED MULTI-MEMBER BODY

NAME: Susan Howe HOME TELEPHONE: [REDACTED]

ADDRESS: 12 Houser Way WORK PHONE: [REDACTED]

MAILING ADDRESS: PO Box 973, Truro E-MAIL: [REDACTED]

FAX: \_\_\_\_\_ MULTI-MEMBER BODY ON WHICH I WISH TO SERVE: \_\_\_\_\_

Community Preservation Committee

SPECIAL QUALIFICATIONS OR INTEREST: I have been on the CPC for one year and have learned a great deal about the mechanics of the committee's tasks. Previous experience applying for CPC grants and this experience on the committee help me to

COMMENTS: see all sides of the CPC program. I am committed to providing advice to the townspeople about funding all program areas: affordable housing, open space, historic preservation and recreation so that they can be voted on at our annual Town Meeting.

SIGNATURE: Susan Howe DATE: 8-1-20

COMMENT/RECOMENDATION OF CHAIRPERSON OF MULTI-MEMBER BODY (OPTIONAL) \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

INTERVIEW DATE: \_\_\_\_\_ APPOINTMENT DATE (IF APPLICABLE): \_\_\_\_\_

**From:** [Mary Rose](#)  
**To:** [Nicole Tudor](#); [Mary Rose](#)  
**Cc:** [Mary Rogers](#)  
**Subject:** RE: Application to serve Susan Howe (CPC)  
**Date:** Tuesday, August 25, 2020 9:32:10 AM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)

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We have been very happy with having Susan as a member of the Community Preservation Committee and I fully endorse her as a continuing member.

Thank you,  
Mary Rose  
Co-Chair CPC

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**From:** Nicole Tudor <[ntudor@truro-ma.gov](mailto:ntudor@truro-ma.gov)>  
**Sent:** Tuesday, August 25, 2020 8:51 AM  
**To:** Mary Rose <[REDACTED]> Mary Rose <[REDACTED]>  
**Cc:** Mary Rogers <[REDACTED]>  
**Subject:** FW: Application to serve Susan Howe (CPC)

Hi Mary,

When you have a moment would you kindly endorse/comment on Susan Howe's application to remain a Member-at-Large on the CPC.

Thank you, Nicole

*Best Regards,*

*Nicole Tudor*

Executive Assistant  
Administration and Select Board Office  
Truro Town Hall | PO Box 2030  
24 Town Hall Road | Truro, MA 02666  
Direct Line: (508) 214-0925  
Extension: (508) 349-7004 Ext 110  
Fax: (508) 349-5505  
Email: [ntudor@truro-ma.gov](mailto:ntudor@truro-ma.gov)



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**From:** Nicole Tudor  
**Sent:** Tuesday, August 18, 2020 11:52 AM  
**To:** Mary Rose <[REDACTED]>



# TOWN OF TRURO

P.O. Box 2030, Truro MA 02666 RCVD 2020AUG20 09:03

Tel: (508) 349-7004 Fax: (508) 349-5505

ADMINISTRATIVE OFFICE  
TOWN OF TRURO

## APPLICATION TO SERVE ON AN APPOINTED MULTI-MEMBER BODY

NAME: Jennifer Shannon HOME TELEPHONE: [REDACTED]

ADDRESS: 17 South Hollow Rd., No. Truro, MA WORK PHONE [REDACTED]

MAILING ADDRESS: PO box 1045, No Truro, 02652 E-MAIL: [REDACTED]

FAX: \_\_\_\_\_ MULTI-MEMBER BODY ON WHICH I WISH TO SERVE: \_\_\_\_\_

Taxation Aid Committee

SPECIAL QUALIFICATIONS OR INTEREST: I've served on the board since it started. I helped develop the guidelines and application. I have reviewed applications and determined eligibility since it's the committee started.

COMMENTS: I AM DELIGHTED THAT JENNIFER HAS DECIDED TO CONTINUE HER WELL-QUALIFIED ALLEGIANCE TO THE T.A.C. JENNIFER IS A VALUABLE CONTRIBUTOR TO THE T.A.C., HAS THE RESPECT OF THE OTHER MEMBERS OF THE T.A.C. AND HAS A COMPREHENSIVE UNDERSTANDING OF THE ENORMOUS IMPLICATIONS AND IMPORTANCE OF THE APPLICATION PROCESS TO THE PETITIONER. I WELCOME JENNIFER WITH MUCH APPRECIATION.

[Signature], CHAIR

SIGNATURE: [Signature] DATE: 8/19/20

COMMENT/RECOMENDATION OF CHAIRPERSON OF MULTI-MEMBER BODY (OPTIONAL) \_\_\_\_\_

SIGNATURE: [Signature], CHAIR. DATE: 8/28/2020

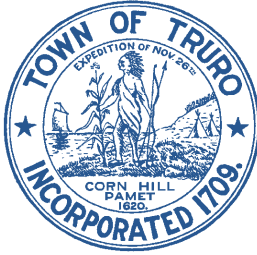
INTERVIEW DATE: \_\_\_\_\_ APPOINTMENT DATE (IF APPLICABLE): \_\_\_\_\_

# TOWN OF TRURO

P.O. Box 2030, Truro, MA 02666

**Office of the Select Board**

Tel: 508-349-7004, Extension: 110 or 124 Fax: 508-349-5505



## Committees/Commissions/Board Members Seeking Reappointment

Committee/Commission/Board Name: Community Preservation Committee

Committee/Commission/Board Member Name: Susan Howe

Length of term: **3 Year Term**

Chair's endorsement of reappointment

Standards of Professional Conduct signed

On-Line Ethics Training Completed *Certificates good for 2 years*

Signed Acknowledgment/Summary of Conflict of Interest Law

Sexual Harassment Board of Selectmen Policy #19

Committee/Commission/Board Name: Taxation Aid Committee

Committee/Commission/Board Member Name: Jennifer Shannon

Length of term: **3 Year Term**

Chair's endorsement of reappointment

Standards of Professional Conduct signed

On-Line Ethics Training Completed *Certificates good for 2 years*

Signed Acknowledgment/Summary of Conflict of Interest Law

Sexual Harassment Board of Selectmen Policy #19

Committee/Commission/Board Name:

Committee/Commission/Board Member Name:

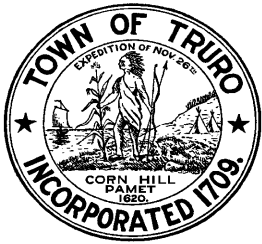
Length of term: **3 Year Term**

Chair's endorsement of reappointment

Standards of Professional Conduct signed

On-Line Ethics Training Completed *Certificates good for 2 years*

Signed Acknowledgment/Summary of Conflict of Interest Law



# TOWN OF TRURO

## Select Board Agenda Item

**DEPARTMENT:** Licensing Department

**REQUESTOR:** Nicole Tudor, Executive Assistant

**REQUESTED MEETING DATE:** September 8, 2020

**ITEM:** Approval of Entertainment Application – Truro Vineyards of Cape Cod, 11 Shore Road

**EXPLANATION:** MGL Chapter 140 § 181 provides local authority to license performance events. Truro Vineyards of Cape Cod has submitted an Entertainment License application for the dates of September 9, 16, 23 and 30<sup>th</sup>. The entertainment request is for the Vineyard's Wednesday night Wine and Dine being held from 6:00-8:00pm, with recorded background music. The Entertainment application has been reviewed and approved by the Chief of Police.

**IMPACT IF NOT APPROVED:** Entertainment (recorded music) will not be held at Truro Vineyards of Cape Cod Wednesday night Wine and Dine, for the dates of September 9, 16, 23, and 30<sup>th</sup> from 6:00pm-8:00pm.

**SUGGESTED ACTION:** *MOTION TO approve the Entertainment License Application for Truro Vineyards of Cape Cod, 11 Shore Road, for the dates of September 9, 16, 23, and 30<sup>th</sup> from 6:00pm-8:00pm and to Authorize the Chair to electronically sign the application and the Board to electronically sign the Entertainment license.*

**ATTACHMENTS:**

1. 2020 Entertainment Application



# TOWN OF TRURO

## Licensing Department

PO Box 2030, Truro, MA 02666

PH: 508-349-7004, Ext. 110 or 124 Fax: 508-349-5505

Email: [ntudora@truro-ma.gov](mailto:ntudora@truro-ma.gov) or [nscoullan@truro-ma.gov](mailto:nscoullan@truro-ma.gov)

### Application for an Entertainment License

Weekday     Saturday     Sunday

\*Please complete the Commonwealth's Public Entertainment on Sunday Application

The undersigned hereby applies for a license in accordance with the provisions of Mass. General Laws, c.140 §183A amended, Ch. 140§181 & Ch.136§4

#### BUSINESS/ORGANIZATION INFORMATION

Kristen Roberts Truro Vineyards of Cape Cod  
 Name of Applicant Business/Organization Name  
 P.O. Box 834 North Truro, MA 02652  
 Mailing Address of Business/Organization

Is this a Non-profit or For-profit Entity (Check the appropriate box)     Yes     No  
 If yes, proof of Non-profit status **must** accompany this application

Kristen Roberts [REDACTED] [REDACTED]  
 Contact Person Phone Number Email

#### INDIVIDUAL APPLICANT INFORMATION

Individual's Name Mailing Address  
 Phone Number Email Address

#### EVENT INFORMATION

Wed. Sept 9, 16, 23, 30 Wine & Dine  
 Day (s)/Date (s) of Event for License to be issued Purpose of Event (example: fundraiser)  
 Hours of Event (from - to) 6pm-8pm

11 Shore Road North Truro, MA 02652 Event is:  Indoor  Outdoor Event  
 Location (Must provide facility name, if any, street number and name) (Please check applicable box)

Kristen Roberts [REDACTED]  
 Property Owner Name and Address Phone number  
 Seating Capacity: 50 Occupancy Number: \_\_\_\_\_

Name of Caterer (if applicable) Approximate number of people attending \_\_\_\_\_



If the event is catered please return Caterer Food Service Form to Health Agent at Fax # 508.349.5508

Will an admission fee be collected?  Yes  No

Will there be a One Day Alcohol License  Yes  No **If yes; you must also apply for a One Day Alcohol License**

Will there be Police Traffic Control?  Yes  No

**ENTERTAINMENT INFORMATION**

Type of Entertainment: Please check the appropriate boxes.

**Dancing:**  By Patron  By Entertainers  No Dancing  
**Music:**  Recorded  Juke Box  Live  No Music  
 Number of Musicians & Instruments (Type) background dinner music  
 Amplified System:  Yes  No  
**Shows:**  Theater  Movies  Floor Show  Light Show  
 No Show  
**Other:**  Video Games  Pool/Billiard Tables (Please indicate quantity) \_\_\_\_\_

**Applicant's Signature**

I certify under the pains and penalties of perjury that the above information is true and that I will comply with all applicable regulations of the Town of Truro.

[Signature] \_\_\_\_\_  
Signature Date

- A valid entertainment license must be on the premises before the entertainment is commenced.
- No entertainment shall be offered, conducted, or otherwise provided by any establishment licensed under MGL Chapter 140 without first obtaining an entertainment license from the Select Board
- Sunday entertainment must be specifically requested and addressed in the permitting process, under MGL 136.
- These regulations are intended to allow the Select Board to determine the appropriate parameters to limit impacts to the neighbors of the establishment and to the community by the establishment and the entertainment provided therein.
- A copy of the required Fire Safety Inspection Certificate of the facility must be provided, if applicable.
- The Local Licensing Authority may impose restrictions and/or conditions.

**Office Use Only**

Fee \$50.00

**APPROVAL**

License No **2020-02ENT**

Select Board \_\_\_\_\_ Meeting Date \_\_\_\_\_

Police Department Jamie M Calise \_\_\_\_\_ Date **Aug 28, 2020**  
Jamie M Calise (Aug 28, 2020 09:25 EDT)

Restrictions/Conditions attached to the license by the Select Board or its Delegate: \_\_\_\_\_