

1993

POLICIES

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MICHAEL J. YENNI  
PARISH PRESIDENT

# JEFFERSON PARISH LOUISIANA

JEFFERSON PARISH FIRE DEPARTMENT



DONALD T. BOCK  
SUPERINTENDENT OF FIRE

TO: OFFICERS AND MEMBERS, JEFFERSON PARISH FIRE DEPARTMENT

SUBJECT: CLEAR TEXT

EFFECTIVE DATE: MARCH 1, 1993  
AMENDED MAY 15, 1993

EXPIRATION DATE: NONE

POLICY: 1-93

- I. The Incident Command System by the National Fire Academy, taught to all members of this Fire Department, requires the use of "clear text". Basically, what will happen is that some of the ten (10) codes presently utilized will not be applied, and the terminology that the code stands for will. Many codes are seldom, if ever, used (i.e.: 10-3 (stop transmitting); 10-27 (can handle with units in route), etc.). So, instead of the transmission: Fire Alarm from Engine 118, 10-16 L.P. & L., use: Fire Alarm from Engine 118 send L.P. & L.

The following ten (10) codes will remain in effect:

10-2	(Received well)
10-4	(Message received)
10-7	(Out of service)
10-8	(Responding)
10-10	(In quarters)
10-11	(In service)
10-25	False alarm or false call
10-25A	Unnecessary call
10-97	(Arrived at scene) followed by disposition of what is seen and being performed (i.e.: working fire at a single story residence; two (2) story business with smoke showing, will investigate; etc.).

Additionally, use 10-55 (send Sheriff/State Police) followed by the letter D (for disturbance), F (for fight), M (for mental situation) and R (for riot), since it may cause more harm using clear text for these situations.

In the event of a fatality, clear text WILL NOT be used. Family or friends may be present when the broadcast is made. A fatality will be broadcasted as: Fire Alarm from Engine 118, POSSIBLE Signal 29. The reason for using Signal 29 is the inter-agency clarity. JPSO, LA. State Police, and EMS are the agencies we communicate with in the event of a fatality, and Signal 29 is the code that is used.


All contingencies cannot be covered in this Policy, but listed below is the clear text that will replace the other ten (10) codes:

<u>CLEAR TEXT</u>	<u>instead of</u>	<u>10 CODE</u>
Fire Out		10-0
Picking up hose		10-01
Receiving poorly or coming in broken up		10-1
Stop transmitting		10-3
Pickup or deliver		10-5
Call your home		10-6
Repeat		10-9
Advise weather/road conditions		10-13
Your destination		10-14
Send Electric/L. P. & L.; send Gas/LA. Gas; send Roads and Bridges		10-16
Return for additional information		10-18
Returning to quarters or return to _____		10-19
What is your location		10-20
Call by phone or call on landline		10-21
Check origin of call or do you have further information		10-22
Holding all companies		10-23
Holding specific companies		10-24
Working fire with (i.e.: Single story residence; two (2) story metal building; etc.)		10-26
Can handle with units in route		10-27
Fire under control		10-29
No fire/Faulty alarm		10-30
Chief needed on scene		10-32
Extra Ambulance requested		10-37
Extra Engine needed for water supply or manpower		10-38
Item and time received		10-53
JPSO or State Police needed for Traffic Control		10-55
Chemical situation		10-60
Natural or LPG leak		10-65

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POLICY: 1-93 AMENDED MAY 15, 1993 (Continued):

<u>CLEAR TEXT</u>	<u>instead of</u>	<u>10 CODE</u>
Gasoline or diesel leak		10-67
Fire prevention needed		10-70
Photographer needed		10-71
Fire investigator needed		10-72
Cancel last assignment		10-82
Nothing showing or will investigate		10-83
Unit involved in accident		10-90
Tow truck request		10-91
Completed last assignment		10-98
Go to channel _____		10-99
Dispatching too rapidly		10-100

  
DONALD T. BOCK  
SUPERINTENDENT OF FIRE  
JEFFERSON PARISH FIRE DEPARTMENT



MICHAEL J. YENNI  
PARISH PRESIDENT

# JEFFERSON PARISH LOUISIANA

JEFFERSON PARISH FIRE DEPARTMENT



DONALD T. BOCK  
SUPERINTENDENT OF FIRE

DB

TO: OFFICERS AND MEMBERS, EAST BANK CONSOLIDATED  
FIRE DEPARTMENT

SUBJECT: PUBLIC INFORMATION OFFICER

EFFECTIVE DATE: MARCH 31, 1993

EXPIRATION DATE: NONE

POLICY: 2-93

## STANDARD OPERATING PROCEDURE

### PUBLIC INFORMATION OFFICER

#### 1.0 PURPOSE

To provide a twenty-four hour information service to the media and establish guidelines for a Public Information Officer (PIO) to support the Incident Commander (IC) on major incidents.

#### 2.0 SCOPE

This procedure shall be used at emergencies which meet the standards considered newsworthy (described in definitions 3.3).

#### 3.0 DEFINITIONS

- 3.1 PUBLIC RELATIONS Directing relations with the public by the dissemination of information.
- 3.2 PUBLIC INFORMATION OFFICER (PIO) One whose task is to create better relations with the public through providing information.
- 3.3 NEWSWORTHY INCIDENT an emergency which meets the following criteria:
- When the IC determines it may be beneficial that the public be informed of high hazard situations.

- The IC may request the public be alerted to avoid and not hinder emergency operations.
- If an interest story may assist person(s) in the public or department.
- On all second alarm incidents or incidents that the IC deems appropriate.
- All incidents involving injury and/or fatalities.

#### 4.0 RESPONSIBILITIES

- 4.1 The INCIDENT COMMANDER shall be responsible for determining the need for public relations and the necessity of a PIO. The information to be released is determined by the IC. Fire Alarm shall be given a media response by the IC when deemed necessary.
- 4.2 The PUBLIC RELATIONS OFFICER shall be responsible to the IC to assist in the dissemination of information the IC wishes released to the media.

#### 5.0 PROCEDURE

- 5.1 The Fire Education Officer (FEO) shall act as the PIO during working hours on business days.
- 5.2 In the absence of the FEO, a designated fire suppression person will be utilized as PIO.
- 5.3 The PIO shall be activated by the IC.
- 5.4 When a suppression person is utilized as PIO, the IC shall notify the District Chief not involved at the incident. This District Chief shall then notify the designated PIO.



MICHAEL J. YENNI  
PARISH PRESIDENT

## JEFFERSON PARISH LOUISIANA

JEFFERSON PARISH FIRE DEPARTMENT



DONALD T. BOCK  
SUPERINTENDENT OF FIRE

March 31, 1993

From: Donald T. Bock, Superintendent of Fire <sup>DB</sup>  
To: All Personnel  
Subject: Public Information Officers

I am seeking individuals who would like to be considered as Public Information Officers (P.I.O.), while on duty. The Public Relations Committee (P.R.) has established guidelines (attached), which I have approved, to implement on-duty P.I.O.'s after normal business hours.

Members of the Public Relations Committee WILL NOT submit their names for consideration.

If you would like to be a Public Information Officer, while on duty, please submit your name by written request. The request should be forwarded by the normal means, to my office. Applications MUST be at the Yenni Building no later than Friday, April 16, at 12:00 noon.

Note: If a favorable response is not received, then members of the Public Relations Committee may present their names for consideration.



MICHAEL J. YENNI  
PARISH PRESIDENT

# JEFFERSON PARISH LOUISIANA

JEFFERSON PARISH FIRE DEPARTMENT



DONALD T. BOCK  
SUPERINTENDENT OF FIRE

TO: OFFICERS AND MEMBERS, EAST BANK CONSOLIDATED  
FIRE DEPARTMENT

SUBJECT: GUIDELINES AND PROCEDURES FOR "SAFE ESCAPE  
HOUSE"

EFFECTIVE DATE: IMMEDIATELY

EXPIRATION DATE: NONE

POLICY: 3-93

The purpose of this order is to establish a policy and procedure of requirements concerning the guidelines and procedures for the "Safe Escape House" as follows in the attached outline.

## EMPLOYEE ACKNOWLEDGEMENT

Each policy is accompanied by a form for each employee to acknowledge that they have read and understood the order.

Donald T. Bock  
Superintendent of Fire  
East Bank Consolidated  
Fire Department



# "SAFE ESCAPE HOUSE"

## GUIDELINES AND PROCEDURES

### Transportation:

The Assistant Chief shall be responsible for assigning two (2) men, designated as the "coordinators" to transport the "Safe Escape House" to its committed location.

The two (2) men needed to transport the house shall, with the Assistant Chief, arrange the following:

- 1) go to the Assistant Chief's quarters and pick up the keys to the spare vehicle (with an overhead light bar) and the spare portable radio marked "Smoke House";
- 2) go to the Yenni Building and pick up the spare vehicle;
- 3) pick up the "Safe Escape House" from its parked location (usually the old Rheem building on Jefferson Highway);
  - a) MAKE SURE that ALL jacks on the house are raised, the fifth wheel is locked into place and the light (trailer) connections are attached and working;
  - b) make a visual inspection to verify that the house is ready to be transported;
  - c) a set of keys for the "Safe Escape House" and the tow vehicle are located in the guard house at the old Rheem building: these are the keys to be used when the house is picked up and they **MUST** be returned to the guards when the house is brought back. The guard house is manned twenty-four (24) hours a day, seven (7) days a week;
  - d) the designated vehicle numbers are: the tow vehicle is #21 and the "Safe Escape House" is #22.
- 4) transport the house to its designated location.

WHILE THE "SAFE ESCAPE HOUSE" IS IN TRANSIT, THE SECOND VEHICLE MUST REMAIN BEHIND THE HOUSE TO INSURE SAFETY. ALSO, THE OVERHEAD EMERGENCY LIGHTS ON BOTH VEHICLES ARE TO REMAIN ON AT ALL TIMES.

COMMUNICATIONS BETWEEN THE TOW VEHICLE AND THE SAFETY VEHICLE ARE TO BE CARRIED OUT ON FIRE GROUND #6 (CHANNEL #4).

### Program Delivery:

THE ASSISTANT CHIEF WILL ASSIGN AN ENGINE/LADDER COMPANY TO ASSIST IN THE DELIVERY OF THE SAFE ESCAPE DRILL. THIS COMPANY WILL BE FROM THE STATION WHOSE AREA THE PROGRAM WILL BE DELIVERED IN. SHOULD THAT STATION BE UNAVAILABLE FOR WHATEVER REASON, THE ASSISTANT CHIEF WILL ASSIGN AN ALTERNATE ENGINE/LADDER COMPANY TO ASSIST WITH THE PROGRAM.

The coordinators will be responsible for all aspects of the "Safe Escape House" program. This will include, but are not limited to:

- 1) transporting the house to and from the assigned location;
- 2) preparing the house for use, that is, stabilizing (placing all jacks in the down position), checking all systems and securing for use;
- 3) delivering the "E.D.I.T.H." program in the classroom to the children before using the "Safe Escape House";
- 4) organize the assignments of all personnel who will assist in the safe escape drill.

### Clean Up Procedures:

Once the safe escape drill has been completed, then the coordinators are to organize a "cleaning party" consisting of ALL personnel who participated in the drill. The cleaning party is to:

- 1) COMPLETELY VACUUM the house (upstairs, downstairs and the control room, also the closets if necessary);

### Clean Up Procedures:

(continued)

- 2) straighten any and all cushions;
- 3) replace the caps on the pipes extending from the walls;
- 4) place all objects that are subject to topple over or otherwise become unstable, into a secure position (especially the microphone in the control room and the liquid smoke container(s) in the closet under the stairs);
- 5) REFILL the smoke machine with the liquid smoke located in the closet under the stairs.

**THE "SAFE ESCAPE HOUSE" MUST BE THOROUGHLY CLEANED BEFORE IT IS RETURNED TO ITS STORED LOCATION.**

### Securing The House For Transport:

Upon completion of the clean up procedures, the coordinators are to establish that the house is safe for transport back to its stored location. They must confirm that:

- 1) ALL interior doors are closed;
- 2) ALL objects inside the house are secure;
- 3) ALL electrical switches are turned off;
- 4) ALL circuit breakers in the panel box are off;
- 5) ALL exterior doors are closed and locked (both the dead bolt and the door knob);
- 6) ALL jacks are up and locked for transport;
- 7) the REAR STEPS are secured in the up position.

## Securing The Vehicles For Storage:

**AFTER EACH USE** THE TOW VEHICLE (#21) MUST BE BROUGHT TO STATION #11 FOR REFUELING. THE STATION GASOLINE KEY IS TO BE USED FOR THIS VEHICLE.

ANY PROBLEMS, DISCREPANCIES OR UNUSUAL CIRCUMSTANCES WITH EITHER THE TOW VEHICLE (#21) OR THE "SAFE ESCAPE HOUSE" (#22), MUST BE REPORTED IMMEDIATELY TO THE ASSISTANT CHIEF AND THE EDUCATION OFFICER. ALSO, ANY MATERIALS NEEDED FOR THE HOUSE (HAND OUT LITERATURE, LIQUID SMOKE, ETC.) MUST BE REPORTED TO THE EDUCATION OFFICER.

Two containers of liquid smoke will be stored in the closet under the stairs. When there is ONE container left, the Education Officer is to be notified so that it may be replaced.

Once the house and tow vehicle have backed into its assigned location at the old Rheem building, the coordinators are to do the following:

- 1) make sure that BOTH vehicles are completely out of the weather, under the shed;
- 2) check on the overall condition of BOTH vehicles and report any abnormalities;
- 3) confirm that all doors on BOTH vehicles are closed and locked;
- 4) return the keys to the guard on duty;
- 5) if applicable, return the spare vehicle to the Yenni Building;
- 6) if applicable, return the spare portable and/or the keys to the spare vehicle to the Assistant Chief's quarters.



MICHAEL J. YENNI  
PARISH PRESIDENT

# JEFFERSON PARISH LOUISIANA

JEFFERSON PARISH FIRE DEPARTMENT



DONALD T. BOCK  
SUPERINTENDENT OF FIRE

TO: OFFICERS AND MEMBERS, EAST BANK CONSOLIDATED  
FIRE DEPARTMENT

SUBJECT: GUIDELINES AND PROCEDURES FOR PUBLIC RELATIONS  
SCHEDULING

EFFECTIVE DATE: IMMEDIATELY

EXPIRATION DATE: NONE

POLICY: 4-93

The purpose of this order is to establish a policy and procedure of requirements concerning the scheduling of Public Relations as follows in the attached outline.

## EMPLOYEE ACKNOWLEDGEMENT

Each policy is accompanied by a form for each employee to acknowledge that they have read and understood the order.

Donald T. Bock  
Superintendent of Fire  
East Bank Consolidated  
Fire Department

## PUBLIC RELATIONS SCHEDULING

ALL Public Relation programs WILL BE scheduled by the Education Officer. The Education Officer will schedule programs ONLY after checking the monthly calendar located in the Assistant Chief's office.

Public Relation programs include, but are not limited to:

- 1) the "Safe Escape House";
- 2) Station Tours;
- 3) Fire Prevention Programs given by Station Personnel.

When the Education Officer schedules a program, he is to fill out the appropriate form(s), and forward them to the concerned personnel.

When a schedule change is made pertaining to ANY Public Relation program, the Education Officer is to be notified IMMEDIATELY so that subsequent arrangements may be made with the Assistant and District Chiefs to accommodate the public. This is to alleviate any and all embarrassment which may result from cancelling a scheduled Public Relations program without sufficient notice.

**"SAFE ESCAPE HOUSE"**

**SCHEDULED PROGRAMS**

Date Confirmed: \_\_\_\_\_

Date Issued: \_\_\_\_\_

Date: \_\_\_\_\_

Platoon: \_\_\_\_\_

Time: \_\_\_\_\_

Station's Area: \_\_\_\_\_

Location: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Home Phone No.: \_\_\_\_\_

Work Phone No.: \_\_\_\_\_

Number of Children: \_\_\_\_\_

Grade/Ages: \_\_\_\_\_

Forwarded to:

Assistant Chief: \_\_\_\_\_

District Chief: \_\_\_\_\_

Platoon Coordinator: \_\_\_\_\_

Station Captain: \_\_\_\_\_

All of the information listed above has been confirmed with the party/parties requesting the "Safe Escape House". Please keep this form available for future reference. Should a problem arise or if there are any questions please contact me at 6248.

Joe Klumpp  
Fire Education Officer

"STATION TOURS"

Date Confirmed: \_\_\_\_\_

Date Issued: \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Platoon: \_\_\_\_\_

Station: \_\_\_\_\_

School Name, Scout Pack or Den Number, etc,: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Home Phone No.: \_\_\_\_\_

Work Phone No.: \_\_\_\_\_

Number of Children: \_\_\_\_\_

Ages: \_\_\_\_\_

Forwarded to:

Assistant Chief: \_\_\_\_\_

District Chief: \_\_\_\_\_

Platoon Coordinator: \_\_\_\_\_

Station Captain: \_\_\_\_\_

All of the information listed above has been confirmed with the party/parties requesting the Station Tour. Please keep this form available for future reference. Should a problem arise or if there are any questions please contact me at 6248.

Joe Klumpp  
Fire Education Officer



FIRE PREVENTION PROGRAMS

Given by:  
STATION PERSONNEL

Date Confirmed: \_\_\_\_\_

Date Issued: \_\_\_\_\_

Date: \_\_\_\_\_

Platoon: \_\_\_\_\_

Time: \_\_\_\_\_

Station's Area: \_\_\_\_\_

Firefighter To Give Program: \_\_\_\_\_

Location: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Home Phone No.: \_\_\_\_\_

Work Phone No.: \_\_\_\_\_

Type Of Program Requested: \_\_\_\_\_

Number of People to Attend: \_\_\_\_\_

Forwarded to:

Assistant Chief: \_\_\_\_\_

District Chief: \_\_\_\_\_

Platoon Coordinator: \_\_\_\_\_

Firefighter's Captain: \_\_\_\_\_

All of the information listed above has been confirmed with the party/parties requesting the Fire Prevention Program. Please keep this form available for future reference. Should a problem arise or if there are any questions please contact me at 6248.

Joe Klumpp  
Fire Education Officer



MICHAEL J. YENNI  
PARISH PRESIDENT

# JEFFERSON PARISH LOUISIANA


JEFFERSON PARISH FIRE DEPARTMENT



DONALD T. BOCK  
SUPERINTENDENT OF FIRE

## INTER-OFFICE MEMO

TO: All Members of the East Bank Consolidated Fire Department

FROM: Superintendent Donald T. Bock 

DATE: May 17, 1993

SUBJECT: PIO Procedures

Attached is the Public Information Officer While On Duty Procedures to be used in conjunction with Policy 2-93 (Standard Operating Procedure Public Information Officer).



MICHAEL J. YENNI  
PARISH PRESIDENT

# JEFFERSON PARISH LOUISIANA

JEFFERSON PARISH FIRE DEPARTMENT



DONALD T. BOCK  
SUPERINTENDENT OF FIRE

## Public Information Officer On Duty Procedures

The Assistant Chief or his replacement will assign an On Duty Public Information Officer (P.I.O.) and at least one back-up at the beginning of the work tour or at the beginning of each work day. This assignment will be left to the discretion of the Assistant Chief; however, both the District Chiefs will be notified of these assignments. The District Chiefs will in turn notify his station officers as to the identity of the On Duty Public Information Officer and his back-up.

The On Duty Public Information Officer **WILL BE NOTIFIED** for **ALL OF THE FOLLOWING:**

- a) all incidents involving fire related injuries and/or fatalities (civilian or fire department personnel)
- b) all working structure fires
- c) all incidents which will convey a safety message or exemplify "what not to do", such as a smoke detector saving a family's life or not storing gasoline next to open flames (hot water heaters, gas clothes dryers, etc.)

When one of the above mentioned situations is encountered, the responding District Chief will notify the Assistant Chief of the conditions at the scene. The Assistant Chief will then notify the on duty P.I.O. See Policy 2-93, 5.4. The Assistant Chief's spare radio will be turned over to the on duty P.I.O for use on the scene. At the end of the incident the radio will be returned to the Assistant Chief. If the on duty P.I.O. is on the scene and is fighting the fire, the Incident Commander will determine if the back-up P.I.O should be used. This decision will normally be determined by the manpower at the scene.

Public Information Office  
on Duty Procedures  
(continued)

The first arriving officer, District Chief, Assistant Chief or the P.I.O. should activate the Media Response through Fire Alarm as situations warrant. Situations which WILL warrant activating the media response are:

- a) long duration fires (in excess of one hour)
- b) fires which have or will have high dollar loss
- c) hazardous material incidents which will possibly be detrimental to the public (need for evacuation, etc.)
- d) when an heroic act is performed by a Fireman

Situations which DO NOT warrant a media response are:

- a) second alarm fires used for manpower only
- b) automobile fatalities; if not fire related
- c) minor hazardous material incidents where the public is NOT at risk

When the Media Response is activated, it is the responsibility of the Assistant Chief to make certain that the Superintendent is notified.

The P.I.O., while on the scene, is responsible for gathering all information necessary to forward to the news media. Information shall be cleared with IC before being released to news media. This information will be relayed to the Public Information Officer's Response Form. If the Media Response has not been activated, the P.I.O. will call by telephone media representatives on the media response form and advise them of the conditions of the incident. The P.I.O. will then forward to the office, by way of the Assistant or District Chief, his Response Form.

The P.I.O., while on the scene, is also responsible for establishing a staging area for the news media. He is to act as the liaison between the Incident Commander and the news media. It is very important that he keep the news media "under control" while they are on the scene, by establishing a "safe zone" for the media to congregate. Before letting the media out of the safe zone for pictures and such, he should clear it with the IC.



MICHAEL J. YENNI  
PARISH PRESIDENT

# JEFFERSON PARISH LOUISIANA

JEFFERSON PARISH FIRE DEPARTMENT

## BULLETIN BOARD



DONALD T. BOCK  
SUPERINTENDENT OF FIRE

March 31, 1993

From: Donald T. Bock, Superintendent of Fire *DB*  
To: All Personnel  
Subject: Hug-A-Bear Program

The Public Relations Committee (P.R.) has established guidelines (attached), which I have approved, to implement a Hug-A-Bear Program. This program is designed to provide comfort to small children who are the victims of "traumatic" experience.

These Hug-A-Bears ARE NOT to be given to children at station tours, station visits or for any reason not meeting the guidelines of the program.

The South Central Bell Pioneers have graciously provided us with these bears and will continue to provide them as our needs warrant. Therefore, proper distribution and records are absolutely necessary.

This program will become effective immediately and will be implemented indefinitely.

## HUG-A-BEAR

### PURPOSE

To provide a program within the fire service to render an immediate start in providing comfort to those children who may have suffered a traumatic experience.

### SCOPE

This program shall be used at all emergency scenes in which a child has been exposed to a situation which could cause mental or emotional stress.

### RESPONSIBILITIES

The Incident Commander shall be responsible for determining if the situation warrants a Hug-A-Bear.

The District Chief shall be responsible for storage of the Hug-A-Bears.

Additional Hug-A-Bears will be stored at the Assistant Chiefs' Quarters.

District Chief is responsible for filling out form for the issuing of Hug-A-Bears.

**"HUG-A-BEAR"**

DATE \_\_\_\_\_ DATE ISSUED \_\_\_\_\_

TIME \_\_\_\_\_ PLATOON \_\_\_\_\_

ITEM # \_\_\_\_\_

LOCATION OF INCIDENT \_\_\_\_\_

CHILD'S NAME \_\_\_\_\_ AGE \_\_\_\_\_

ADDRESS \_\_\_\_\_

PARENT'S NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

HOME PHONE \_\_\_\_\_

WORK PHONE \_\_\_\_\_

DISTRICT CHIEF \_\_\_\_\_

All information on this form to be filled out when issuing HUG-A-Bear. Return form to Fire Education Officer.