



OREM FIRE DEPARTMENT

Policy Manual

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OREM FIRE DEPARTMENT
STANDARD OPERATING POLICIES & PROCEDURES
Daily Staffing Policy

Effective Date: 06/05/2014
Revision Date: 01/21/2015

Policy #: 101

PURPOSE

To ensure that the community is protected with an adequate number of Fire Department members with appropriate skill levels who are available to respond to any request for service. To protect the members of the Department by providing adequate levels of staffing and skills, while ensuring compliance with NFPA Standards.

POLICY

This policy applies to minimum staffing requirements irrespective of the day of the week or holidays. It is the responsibility of the Operations Battalion Chief or Acting Battalion Chief to ensure compliance.

MINIMUM STAFFING – There will be one (1) Operations Battalion Chief on duty at all times. Each fire station should be staffed with a minimum of four (4) personnel during the entire duty period.

POSITION REQUIREMENTS - (Position requirements must be met at all times.)

Paramedic – Two (2) Paramedic qualified personnel per station

Engineer – One (1) Engineer or ADO-Pumper qualified person per station. Position for Station 31 and Station 33 must be ADO-Aerial qualified for Truck operations

Captain – One (1) Captain or AFO (Acting Fire Officer) qualified person per station

Battalion Chief – One (1) Battalion Chief or Battalion Chief qualified person on shift. Cannot be concurrent with apparatus Captain assignment.

MAINTAINING STAFFING

It is the responsibility of the Operations Battalion Chief to maintain staffing levels as set forth in this policy regardless of personnel vacation, comp time or training. Unexpected personnel adjustments should be resolved as soon as possible per Overtime Callback Policy #102. Mandatory Hold-Over of Personnel may be required to maintain minimum staffing. Requests for additional staffing shall be in compliance with Overtime Callback Policy #102.

OREM FIRE DEPARTMENT
STANDARD OPERATING POLICIES & PROCEDURES
OVERTIME CALLBACK

Effective Date: 06/05/2014
Revision Date: 06/26/2015

Policy #: 102

PURPOSE

The purpose of this policy is;

- 1) To ensure the safety of firefighters and the general public,
- 2) To maintain adequate staffing per Staffing Policy 101,
- 3) To ensure that all employees are given an equal opportunity to earn overtime based on their rank/position and qualifications.

Overtime is not a right of employment. It is used to provide an adequate level of service to the public. The callback list is established to allow the assignment of overtime hours to Department employees in an equitable manner.

POLICY

MINIMUM QUALIFICATIONS

Employees called back must possess the minimum rank/position qualifications for the position in which they are being called back to fill. This includes maintaining proficiency requirements as established by the Department.

UNSCHEDULED OVERTIME

In order to fill immediate needs, employees must be within 45 minutes response time to the assigned station from the time of the callback.

SCHEDULED OVERTIME

If overtime is pre-determined to be necessary for a special event, using the callback procedure and the cell phone paging system, a Battalion Chief will open the opportunity for the overtime for 4 hours to ensure an equal opportunity for all employees to respond. Non-immediate overtime needs that are projected into the future can be scheduled and responded to at the appointed time by those living outside the 45 minute limit.

PROBATIONARY EMPLOYEE OVERTIME CALLBACK

Probationary employees are not eligible for overtime callback unless specifically requested by the duty Battalion Chief due to staffing needs.

PROCEDURE

Each morning, the duty Battalion Chief will ascertain their staffing needs and adjust on-duty staffing to best fill the positions needed before calling back. If an overtime callback is needed, the duty Battalion Chief will utilize the cell phone paging system to complete Department staffing.

Immediate needs - Calling back overtime on short notice for an actual emergency to cover an urgent incident or immediate personnel shortfall will be handled by the duty Battalion Chief. The duty Battalion Chief may or may not use the callback list at his/her discretion to mitigate an immediate emergency.

Callback Procedure:

All personnel assigned to off-duty platoons will be paged simultaneously. Personnel are eligible to receive overtime for any position for which they are qualified. Overtime requirements will not be filled by paging specific ranks.

- 1) The duty Battalion Chief will use the cell phone paging system to fill the needed overtime position.
- 2) Using the Everbridge notification system, the duty Battalion Chief will page the off-duty platoons. The duty Battalion Chief will wait a minimum of 5 minutes for response. A list of personnel who are interested in working the overtime will be made as they reply by phone or text. After a minimum of 5 minutes, the duty Battalion Chief will check the current Regular Overtime Callback List to determine who on the interested list has the least amount of overtime and is qualified for the position. That/those individual(s) with the lowest amount of accrued overtime, and qualified, will be awarded the overtime position irrespective of rank.
- 3) The duty Battalion Chief may call or contact personnel at random if the above procedure does not result in a timely response.

Callback List:

The Callback List contains all of the compensated hours received for working overtime. The Callback List will consist of two types of callback;

- 1) Regular Callback to work normal shifts and special events, and
- 2) Special Assignment Callback.
Special assignments are defined as anything other than a shift or event callback. (Examples include: SWAT OT, SRT, Class Instructor, etc.) The Regular Callback List will be utilized to fill all overtime needed to meet normal staffing and special event requirements. Special Assignment Callback is kept for record keeping purposes only.

The Callback List is updated, maintained and published by the Department Administrative Assistant. The Regular Callback List will be posted every two

weeks in conjunction with payroll processing and will be posted in the Overtime Callback shared folder in GroupWise.

Employees who promote or receive certification that would make them eligible for other positions on the Callback List will have those new certifications/promotions listed in their qualification box as soon as the Training Battalion Chief receives a copy of the promotion and/or certification and authorizes the Administrative Assistant to update the Callback List to reflect the new eligibility.

The Callback List will be “zeroed out” and started over July 1st of even numbered years. If the list has been “zeroed out”, it will be organized by hire date with the most senior at the top. The seniority method will be valid for one pay period. The total hours column will be sorted in ascending order, from the least amount of hours at the top of the list to the most hours at the bottom of the list.

All Fire Department personnel will have access to the regular overtime Callback List in the ERS library.

DEFINITIONS

Qualified

- Certified and recognized by the Department as qualified to perform the functions of a position

Duty Battalion Chief

- Battalion Chief (BC) over a Platoon
- Acting Battalion Chief (ABC) acting in the absence of a Battalion Chief
- Administrative Battalion Chief

OREM FIRE DEPARTMENT
STANDARD OPERATING POLICIES & PROCEDURES
Shift Trade Policy

Effective Date: 04/04/2014
Revision Date: 04/04/2014

Policy #: 103

PURPOSE

To allow sworn Operations personnel the privilege of trading shifts with another employee while maintaining staffing requirements as per Daily Staffing Policy #101.

POLICY

Shift trades must be approved by the Captain of each employee involved in the trade. The Operations Battalion Chief of the person requesting the trade shall place the trade on the electronic calendar. The electronic posting will serve as Battalion Chief approval of the trade.

QUALIFICATIONS

The person agreeing to the trade shall be certified to fill the position of the person requesting the trade. The Operations Battalion Chief may approve a trade which involves differing levels of certification as long as the requirements of the Daily Staffing Policy #101 are met.

RECORD OF TRADE

The Operations Battalion Chief of the person requesting the trade is responsible to document the trade on the electronic daily log for the applicable trade date. The record should include the names of both personnel and the time allotment of the trade.

PAYBACK OF TRADE

It is the responsibility of the person requesting the trade to coordinate the date and time of payback. The Department shall not be responsible for documenting trade and payback requirements amongst personnel.

OREM FIRE DEPARTMENT
STANDARD OPERATING POLICIES & PROCEDURES
PERSONAL APPEARANCE POLICY

Effective Date: 06/05/2014
Revision Date: 06/05/2014

Policy #: 104

PURPOSE

In order to project uniformity and neutrality towards the public and other members of the Department, it is the policy of the Department that employees maintain their personal hygiene and appearance to project a professional image appropriate for this department and for their assignment.

POLICY

Employees of the department will practice good personal hygiene and grooming which meets professional business and community standards. Uniforms shall be kept neat and clean. The following appearance standards shall apply to all employees.

PROCEDURE

GROOMING STANDARDS

104.1 HAIR

Hairstyles of all employees shall be neat and clean in appearance. If colored, no shades, tones or highlights shall be used that are not recognized as naturally-occurring hair colors.

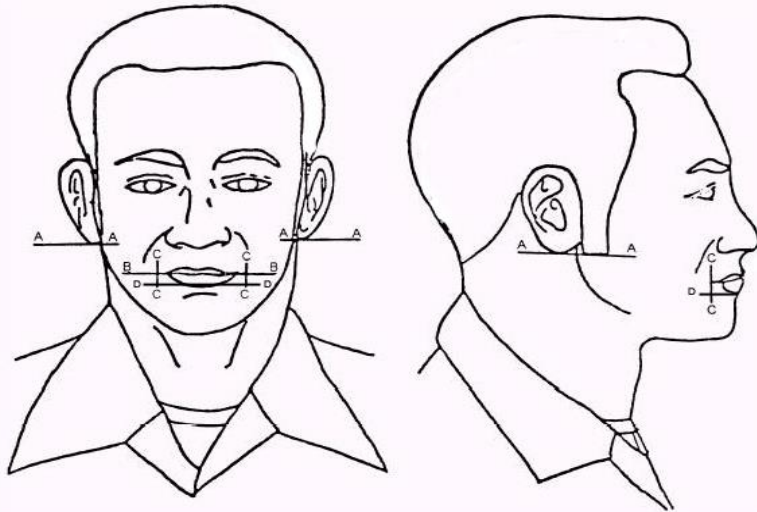
Hair of male employees of the department shall be business-like and professional in appearance, cut, and color. Hair shall be above the ear and hair on the back of the head shall not extend below the top edge of the uniform collar while assuming a normal stance.

Hair of female members shall be worn no longer than the middle of the back while assuming a normal stance. It must be worn up or in a tightly wrapped braid or ponytail.

The length and the fullness of the hair of either gender shall not interfere with their duties or the proper wearing of their helmet, self-contained breathing apparatus face-piece or any other related equipment.

104.2 MUSTACHES

A short and neatly trimmed mustache of natural color may be worn. Mustaches may not extend below the crease of the upper and lower lip. Mustaches shall not extend laterally more than 1/2 inch from the corners of the mouth. Mustaches may not extend below the vermilion border of the lower lip. Handlebar or Fu Manchu style mustaches are not permitted. Sideburns may not extend below the bottom of the earlobe.



A - Sideburns may not extend below the bottom of the earlobe

B - Mustache may not extend below the crease of the upper & lower lip

C - Mustache may not extend more than 1/2" laterally past the corner of the mouth

D - Mustache may not extend below the vermilion border of the lower lip

104.3 SIDEBURNS

Sideburns shall not extend below the bottom of the earlobe. They should end in a clean-shaven, horizontal line with no flaring and shall be trimmed and neat.

104.4 FACIAL HAIR

Facial hair other than sideburns, mustaches and eyebrows shall not be worn unless authorized by the Fire Chief or his/her designee. The employee shall be clean shaven for the duration of the 48 hour shift.

104.5 FINGERNAILS

Fingernails extending beyond the tip of the finger can pose a safety hazard to employees or others. For this reason, fingernails shall be trimmed so that no point of the nail extends beyond the tip of the finger.

104.6 JEWELRY AND ACCESSORIES

No jewelry or personal ornaments shall be worn by sworn personnel on any part of the uniform or equipment except those authorized within this manual. Jewelry, if worn around the neck, shall not be visible above the Class B or Class C shirt collar.

Single stud earrings may be worn by female sworn personnel. Earrings may not be worn by male sworn personnel. Sworn personnel may wear a single bracelet no greater than 1/2 inch in width. Any other jewelry and/or accessories shall not be worn by sworn personnel without permission of the Fire Chief or his/her designee. Only one ring may be worn on each hand of the employee while on-duty.

104.3 TATTOOS AND BRANDINGS

Tattoos shall be covered by a Department-issued uniform or workout clothing when on duty. Sworn personnel may have a single finger tattoo in place of a wedding band.

Persons seeking employment with the Department who have any tattoo or branding which cannot be covered by any and all Department-issued clothing will not be considered for employment.

104.4 BODY PIERCING OR ALTERATION

Body piercing or 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 alterations include, but are not limited to:

- a) Tongue splitting or piercing.
- b) The complete or transdermal implantation of any material other than hair replacement.
- c) Abnormal shaping of the ears, eyes, nose or teeth.
- d) Branding or scarification.

OREM FIRE DEPARTMENT
STANDARD OPERATING POLICIES & PROCEDURES
UNIFORM POLICY

Effective Date: 06/05/2014
Revision Date: 04/06/2016

Policy #: 105

PURPOSE

The Uniform Policy is established to ensure that sworn personnel will be readily identifiable to the public through the proper use and wearing of Department uniforms. Employees should also refer to Personal Appearance Policy 104.

POLICY

The Department will provide uniforms for all sworn personnel. Employees must abide by all requirements as described in this policy. Sworn personnel may not make any visible alterations or additions to the uniforms listed in this policy. The Fire Chief or his/her designee may authorize temporary adjustments to this policy.

PROCEDURE

WEARING AND CONDITION OF UNIFORM AND EQUIPMENT

Sworn personnel wear the uniform to be identified as members of the Orem Fire Department. The uniform serves the purpose of identifying the wearer as a source of assistance in an emergency, crisis, or other time of need.

- a) Uniform and equipment shall be maintained in a serviceable condition and ready at all times for immediate use. Uniforms shall be neat, clean, and appear professionally pressed.
- b) Sworn personnel shall wear only the uniform specified for their rank and assignment.
- c) All supervisors will perform periodic inspections of their personnel to ensure conformance to this policy. Supervisors will perform quarterly inspections of uniforms and PPE.
- d) Visible jewelry, other than those items listed below, shall not be worn with the uniform unless specifically authorized by the Fire Chief or his/her designee.
 - 1) Wrist watch.
 - 2) Wedding ring, class ring or other ring of tasteful design. A maximum of one ring may be worn on each hand.
 - 3) Single stud earrings - sworn female personnel only.

- 4) Medical alert bracelet.
- 5) Single bracelet, no wider than 1/2 inch

HEADWEAR

Department issued headwear may be worn with Class C and Class D uniforms.

- a) The baseball cap must always be worn with the bill forward and centered.
- b) Knit or stocking cap must be worn with the logo forward and centered.
- c) Class A cover may only be worn with the Class A uniform.

OUTERWEAR

Outerwear shall consist of Department issued uniform coats or jackets with Department patch or logo.

BADGES

The Department badges, uniform patches and logos, as well as the likeness of these items, and the name of the Orem Fire Department are property of the Department and their use shall be restricted as set forth in this policy.

The uniform badge shall be issued to Department members as a symbol of authority and identity. The use and display of Department badges shall be in strict compliance with this policy. Only badges authorized by this department shall be displayed, carried, or worn by members while on-duty or otherwise acting in an official or authorized capacity.

Department badges are issued for official use only. The Department badge, uniform patches and logos, or the likeness thereof, or the Department name shall not be used for personal or private reasons including, but not limited to, letters, memoranda and electronic media.

The Fire Chief or his/her designee may allow special use badges at his/her discretion.

Badges shall only be draped at the direction of the Fire Chief or his/her designee.

FOOTWEAR

All sworn personnel are only authorized to wear department issued uniform footwear. Department uniform footwear must meet all applicable NFPA Standards. Personnel may wear other footwear options when inside the station and not in the presence of the public. Optional footwear may only be worn in living quarters. Not applicable to personal activities including physical training (PT).

UNIFORM CLASSES

Class A Uniform

The Class A uniform consists of the following:

- a) Dress Cover as issued
- b) Long-sleeve white uniform shirt
- c) Dress jacket as issued
- d) Department badge (metal)
- e) Badge draping as instructed
- f) Nametag (Shirt only) (metal)
- g) Department issued rank, service insignia or awards (metal)
- h) Uniform tie
 - 1) Tie pin or bar if desired
- i) Black belt
- j) Dress trouser as issued or department uniform trousers
- k) Black high gloss dress shoes or Department uniform footwear

Class B Uniform

The Class B uniform consists of the following:

- a) Button-down blue shirt
- b) Department badge (metal)
- c) Nametag (metal)
- d) Department issued rank, service insignia or awards (metal)
- e) Black belt
- f) Department uniform trousers
- g) Department uniform footwear
- h) Department outerwear (Optional)

Class C Uniform

The Class C uniform consists of the following:

- a) Department issued headwear (If desired)
- b) Department issued T-shirt w/ logo
- c) Black belt
- d) Department uniform trousers
- e) Department uniform footwear
- f) Department outerwear (Optional)

May not be worn during PR activities except for designated water sprays.

Class D Uniform

The Class D uniform consists of the following:

- a) Department issued headwear (If desired)
- b) Department issued T-shirt w/ logo
- c) PT Shorts or Sweatpants (Must be navy blue)
- d) Exercise footwear
- e) Department outerwear (Optional)

Class E Uniform

The Class E uniform consists of the following:

- a) Department issued headwear (If desired)
- b) Department issued T-shirt w/ logo
- c) PT Shorts or Sweatpants (Must be navy blue)
- d) Brush Trousers (Must be navy blue)
- e) Department uniform footwear

May not be worn during PR activities except for designated water sprays.

Honor Guard Uniform

The Honor Guard uniform consists of the following:

- a) Dress cover as issued (Silver scramble with red background, Blood stripe chin strap)
- b) Long sleeve white shirt
- c) Dress jacket as issued
- d) Honor Guard badge
- e) Badge draping as instructed
- f) Red ascot as directed
- g) Shoulder cord
- h) Uniform tie
- i) Black belt
- j) Dress trousers
- k) Black high gloss dress shoes

Specialized Unit Uniforms

The Fire Chief or his/her designee may authorize special uniforms to be worn by personnel in specialized units, such as SWAT, SRT, Bicycle Patrol, and other specialized assignments.

UNIFORM TIMES

Class A and B uniforms may only be worn at the direction of the Fire Chief or his/her designee.

The Class C uniform start time requirement may be modified only when fireground training is being conducted, but no later than 1200 hours.

Uniform classes are authorized during the following times:

- 0700 - 0900 Hours
Class D (During PT only)
- 0700 - 1200 Hours
Class E (During training, See Note)
- 0900-0700 Hours
Class C
- 2200 - 0700 Hours
Class E

NOTE Class E uniform may be worn during transit to and from PT in the morning and afternoon.

STRUCTURAL TURNOUTS

Turnouts consist of helmet, hood, bunker coat, bunker trousers, structural firefighting gloves and structural firefighting boots. The Class B shirt may be removed if the employee is wearing a Class C shirt.

To eliminate cross-contamination, the wearing of structural firefighting PPE should be restricted to firefighting, extrication activities and training and specifically avoided at all other times. An example would be transitioning from a fire response to a medical response.

WILDLAND CLOTHING

Wildland clothing consists of helmet, goggles, brush coat, brush trousers, gloves and department uniform boots. The Class B shirt may be removed if the employee is wearing a Class C shirt.

FIRE TRAFFIC UNIFORMS

All Department members must wear a helmet and reflective safety vest when in proximity to traffic flow.

Department members must wear helmet, goggles/shield, bunker coat, gloves and bunker trousers when performing extrication activities. All department members operating at an incident involving extrication activities, not directly involved in operation of extrication tools, must wear the department issued brush coat.

The fire helmet may be removed while working inside a vehicle or at angles that prohibit its use, otherwise, the helmet is always worn at the scene.

HONOR GUARD UNIFORMS

The Department will provide specialized uniforms for members of the Honor Guard unit. Honor Guard uniforms may only be worn by members of the unit, and only during designated Honor Guard assignments.

SPECIAL ASSIGNMENT UNIFORMS

Other uniform types may be necessary for special assignments, e.g. SWAT, SRT, Bike Patrol, etc. All special assignment uniforms are determined by the Fire Chief or his/her designee.

PATCHES AND INSIGNIA

- a) Patches - Authorized patches supplied by the Department shall be machine stitched to the uniform. Only Department authorized patches may be applied to the uniform.
- b) Service stars - Length of service stars may be worn on Class A and B uniforms. Service stars will be positioned above the nameplate above the right pocket.
- c) The regulation nametag or an authorized sewn-on cloth nametag shall be worn at all times when wearing Class A and Class B uniforms. The nametag shall display the employee's first initial, last name and rank. The nametag shall be worn and placed above the right pocket

located in the middle with equal distance from both sides of the nametag to the outer edge of the pocket.

- d) Special Assignment and Award Insignias - Special assignment and award insignias may be worn as designated by the Fire Chief or his/her designee.
- e) Rank Insignia - The designated insignia indicating the employee's rank must be worn with Class A and Class B uniforms. Metal rank insignia must be worn on both collar tabs centered at a 90 degree angle from the point of the collar.

POLITICAL ACTIVITIES, ENDORSEMENTS, AND ADVERTISEMENTS

Unless specifically authorized by the Fire Chief or his/her designee, Orem Fire Department employees may not wear any part of the uniform, be photographed wearing any part of the uniform, utilize a Department badge, patch, logo or other official insignia, or cause to be posted, published or displayed, the image of another employee, or identify himself/herself as an employee of the Orem Fire Department to do any of the following:

- 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.

UNAUTHORIZED UNIFORMS, EQUIPMENT AND ACCESSORIES

Orem Fire Department employees may not wear any uniform item, accessory or attachment not authorized under this policy.

OREM FIRE DEPARTMENT
STANDARD OPERATING POLICIES & PROCEDURES
Vacation and Calendar Policy

Effective Date: 01/01/2011
Revision Date: 11/23/2015

Policy #: 106

PURPOSE

To provide direction for Operations personnel in scheduling and usage of earned vacation and compensation time. To ensure consistency of scheduling Operations personnel throughout Department.

POLICY

This policy applies to the scheduling and usage of earned vacation and compensation time for Operations personnel. The management of the daily staffing calendar is the responsibility of the Operations Battalion Chief or Acting Operations Battalion Chief. The Fire Chief or his/her designee shall be the only person authorized to approve temporary changes to this policy. The Operations staffing calendar shall consist of (3) three vacation/comp time positions for personnel and (1) one position for the Battalion Chief or Alternate.

PROCEDURE

ANNUAL VACATION SCHEDULING

The Department will conduct an annual vacation draw for each platoon during the month of January, for the applicable calendar year.

- a) Scheduling will be made in a seniority-based order
- b) Special draw days will be scheduled before regular vacation scheduling
- c) Vacation hours will be scheduled in 24 hour blocks only
- d) An employee may schedule up to one year's accrual of vacation during the first round. Special draw days will be counted towards limit
- e) Additional rounds of scheduling may be required and will be done on a seniority-based order

SPECIAL DRAW DATES

Each Platoon, by voting of members present at time of vacation scheduling, may select **any** scheduled work day as a Special Draw Day.

- a) Special draw days will be completed in the following order:
 - 1) Completed >25 yrs of service during the preceding calendar year
 - 2) Completed 20-24 yrs of service during the preceding calendar year
 - 3) Completed 15-19 yrs of service during the preceding calendar year
 - 4) Completed 10-14 yrs of service during the preceding calendar year

- 5) Completed 5-9 yrs of service during the preceding calendar year
- 6) Completed 0-4 yrs of service during the preceding calendar year
- b) Names shall be placed into a container and randomly drawn until all names are exhausted. This will occur for each years of service category, beginning with the most senior.
Employees are not required to participate in the special draw day selection.

EARNED VACATION SCHEDULING

Employee vacation scheduling will occur after all special draw day positions have been filled. Employees will place their name on the vacation calendar according to the seniority list maintained by Fire Administration. In the event that multiple employees have the same hire date, the lowest employee number will be designated as senior.

MAINTAINING THE CALENDAR

The master copy of the vacation selection calendar will reside with the Administrative Battalion Chief. The Operations Battalion Chiefs are responsible to place their personnel on the electronic vacation calendar upon completion of annual vacation scheduling.

The Fire Chief or a Battalion Chief may close any date on the vacation calendar at any time, for any reason. An Acting Operations Battalion Chief may close the calendar at any time during their assigned shift to maintain compliance with Staffing Policy #101.

The Fire Chief or a Battalion Chief may place an employee on the calendar for approved training before scheduled vacations or anytime throughout the calendar year.

The Operations staffing calendar should be limited to (4) four personnel, irrespective of reason for leave. Personnel will not be denied Sick leave at any time. Any time the Operations staffing calendar is populated with four personnel, any and all vacant vacation/comp time positions shall require approval from a Battalion Chief. Any and all vacant vacation/comp time positions shall only be approved, four days prior to the next duty day, after callback staffing has confirmed, in compliance with the Overtime Callback and Staffing Policies. Any and all vacant vacation/comp time positions shall be closed at 0630 each duty day, any time the Operations staffing calendar is populated with (4) four personnel, irrespective of reason for leave.

The Battalion Chief/Alternate position shall only be awarded on the applicable duty day. Any employee(s) listed in the Alternate position shall report for duty.

AUTHORIZED CALENDAR CHANGES

The Fire Chief, Battalion Chiefs or Acting Operations Battalion Chief should be responsible for changes to the electronic vacation calendar. All electronic calendar entries shall include the numbers of scheduled hours, initials of person placing the name and the date of entry. Captains may add personnel to a vacant position on the electronic calendar at the direction of their Battalion Chief.

CANCELLATION OF SCHEDULED VACATION

Employees wishing to cancel scheduled vacation or comp time should do so no less than 24 hours in advance of the scheduled time. The employee shall notify a Battalion Chief or the Acting Operations Battalion Chief. The Operations Battalion Chief or Acting Operations Battalion Chief for the scheduled date may use their discretion in allowing cancellations less than 24 hours in advance.

UNSCHEDULED VACATION

Employees may request to use earned vacation or comp time at any time. The request must be approved by a Battalion Chief and maintain compliance with Staffing Policy #101.

OREM FIRE DEPARTMENT
STANDARD OPERATING POLICIES & PROCEDURES
Position Bid/Trade Policy

Effective Date: 12/15/2016
Revision Date:

Policy #: 107

PURPOSE

To fill vacancies within the Operations division by allowing personnel to select a shift position as per the requirements of this policy. This policy shall apply to non-exempt personnel only.

POLICY

All procedures listed in this policy must maintain compliance with Daily Staffing Policy #101. Employees may only bid or trade a position equal to their current rank and qualifications referenced in this policy. The Fire Chief or his/her designee reserves the right to make staffing assignments and/or changes to maintain operational objectives within the Department. Employees may not exercise the privileges of this policy for the duration of any probation or corrective action. The Fire Chief or his/her designee may deny Bid and/or Trade requests at their discretion.

DEFINITIONS

Bid Position

A vacancy that has been created through retirement, termination, promotion or other action.

Trade Position

Two or more qualified personnel who agree to exchange their current assigned position.

Qualifications

The following certifications and/or functional designations shall be utilized to determine eligibility for this policy:

IFSAC/Pro Board - Apparatus Driver Operator – Pumper
IFSAC/Pro Board - Apparatus Driver Operator – Aerial
Orem ADO Proficiency Currency
Special Response Team Member
IFSAC/Pro Board Officer I
Orem Fire Officer Qualified

BID PROCEDURE

A formal announcement shall be made via the City email and electronic notification systems when a bid vacancy is available. The announcement shall include the position available, platoon, station and personnel requirements, close date and submission instructions. All bid requests shall be submitted by 5:00 pm on the close date. The Bid Award should be given to the senior time-in-grade person. Bid vacancies will be filled in a timely manner. Bid Awards shall be for a minimum period of 24 months. A promotion or involuntary assignment shall vacate the 24 month requirement.

TRADE PROCEDURE

Personnel shall submit a Position Trade Application to their assigned Fire Captain and/or Battalion Chief. Trade Applications shall be submitted to the Fire Chief or his/her designee within 2 business days of receipt from the requesting employee. Trade awards shall be approved by the Fire Chief or his/her designee. Personnel are allowed one (1) Position Trade during a 24 month period. A Position Trade does not prevent a person from submitting for and receiving a Bid Award. Position Trades will be awarded in a timely manner.

VACATION/HOLIDAYS

Bid and Trade awards shall result in forfeiture of selected vacation dates. Employees receiving a Bid or Trade award are not entitled to a calendar position for City holidays or platoon draw days. Employees must select vacation dates and draw days of the awarded platoon as per the Vacation Calendar Policy # 106.

BUMPS

A person may not use his/her seniority to bid a non-vacant position and subsequently bump an individual.

UNBIDDEN POSITIONS

The Fire Chief or his/her designee shall solicit volunteers for unbid positions. In the event that an unbid vacancy receives no volunteers, the Fire Chief or his/her designee may assign the position. Personnel who receive an involuntary assignment, to a new platoon, may receive consideration to allow for selected vacation, holidays and/or draw dates.

INTRA-PLATOON STAFFING

The Fire Chief or his/her designee may make temporary or permanent staffing assignments to maintain operational readiness.

AWARD DATES

All Bid and Trade awards shall take effect at the beginning of a pay period.

COMPENSATION GAIN/LOSS

Employees who receive a Bid or Trade award or an involuntary re-assignment shall maintain compensation corresponding with their expected pay period.

SENIORITY

Seniority will be based on time in grade. Employees who have the same hire or promotion date will have seniority determined by the City issued employee number.

PROMOTIONS

Vacancies that result in a promotion are eligible for a Bid Request. An individual receiving promotion shall receive the vacant position after all bid requests have been awarded.

OREM FIRE DEPARTMENT
STANDARD OPERATING POLICIES & PROCEDURES
Fireground “MAYDAY” Policy

Effective Date: 04/04/2014
Revision Date: 04/04/2014

Policy #: 200

PURPOSE

To provide direction for the Incident Commander (IC) and firefighters in response to an unexpected life safety situation while performing incident mitigation activities. The following policy shall be in compliance with NFPA 1500 and OSHA 1910.134

DEFINITIONS

D = Downed

E = Endangered

L = Lost

T = Trapped

E = Engine/Truck # (Current assignment)

S = Situation

C = Conditions

A = Air supply remaining

P = Position

E = Escape plan

E = Emergency Traffic – Mayday (REPEAT)

R = RIT (ACTIVATE)

U = Upgrade the alarm response

P = PAR check for all personnel

T = Time (RECORD)

T = Tools (Assign/Acquire tools for aggressive search)

POLICY

“MAYDAY” procedures are to be used by personnel operating within or in proximity to Immediately Dangerous to Life and Health (IDLH) atmospheres in the event that a **DELT** situation occurs which requires rescue. The term “MAYDAY” shall be reserved for firefighters only. The term “Emergency Traffic” shall be used to report all other fireground emergencies.

FIREFIGHTER PROCEDURE

The firefighter(s) shall transmit "MAYDAY, MAYDAY, MAYDAY" over the radio. The firefighter(s) shall repeat the "MAYDAY" until acknowledged by IC.

After IC has acknowledged the "MAYDAY", the firefighter shall provide the **ESCAPE** information to the IC.

The firefighter(s) shall implement the following after transmitting the **ESCAPE** information:

- Activate PASS device
- Turn on flashlight
- Stay together
- Follow escape plan if provided
- Retreat to a safe refuge if able
- Remain calm, conserve air

INCIDENT COMMAND PROCEDURE

Upon receipt and acknowledgement of a "MAYDAY" transmission, the IC shall follow the **ERUPTT** procedure.

The IC shall switch fireground operations to OFD 2. The IC shall retain command of fireground operations and assign RIT operations to the Support Officer.

OPERATIONS PERSONNEL PROCEDURE

Firefighters operating on the fireground shall continue with their current assignment. Firefighters not involved in the "MAYDAY" or RIT assignment shall immediately switch to the assigned channel to continue incident operations.

CANCELLING THE "MAYDAY"

The firefighter(s) who activated the "MAYDAY" may cancel an active "MAYDAY" through IC if they are able to exit the IDLH or resolve the **DELT** situation.

TERMINATING "MAYDAY" OPERATIONS

"MAYDAY" operations shall be terminated by the IC once the firefighter(s) have been removed from the IDLH or the "MAYDAY" has been cancelled by the activating firefighter(s).

IC shall obtain a PAR on all personnel operating at the incident.

OREM FIRE DEPARTMENT
STANDARD OPERATING POLICIES & PROCEDURES
Department Apparatus Driving Policy

Effective Date: 06/05/2014
Revision Date: 08/10/2015

Policy #: 201

PURPOSE

To protect firefighters and apparatus from personal injury and property damage, both during incident response and non-response operations. To provide for the safety of citizens within our response areas as well as for department members operating apparatus. To reduce the liability associated with operating emergency vehicles.

POLICY

The following policy applies to the operation of all department apparatus when responding to incidents, regardless of response mode, and while driving during non-response activities. Apparatus may not be driven over raised medians.

PROBATIONARY EMPLOYEES

Probationary employees are not allowed to operate emergency apparatus on public roadways for a period of 60 days for incident response. Probationary employees must complete the department RDO (Rescue Driver Operator) program prior to operation of emergency apparatus for incident response. Probationary employees may operate emergency apparatus in a Code 3 response mode after a period of 120 days from the date of hire.

CODE 3 STOPPING OR YIELDING

Anytime department apparatus are operating in a Code 3 response mode, all apparatus will independently stop or significantly yield to cross traffic when going through intersections, regardless of intersection control or crossing railroad tracks.

Crossing any intersection against a red light should be considered very cautiously.

MULTIPLE APPARATUS RESPONSE

Responding apparatus shall maintain a minimum distance of 300' between apparatus while driving.

INCLEMENT WEATHER OPERATIONS

It is the responsibility of each operator to ensure that driving speeds are commensurate with road conditions.

RAILROAD CROSSING BARRIERS

Department apparatus will never go around activated railroad crossing barriers at any time, even when it appears that the crossing barriers are malfunctioning unless otherwise directed by Railroad authorities.

LANE POSITIONING

Apparatus should be in the farthest left lane when responding Code 3. When approaching an intersection where traffic is blocking the lane of travel, operating left of center is authorized while exercising extreme caution.

USE OF TRAFFIC CONTROL DEVICES

Operators are not authorized to activate traffic control devices (Opticom) independent of emergency operations.

BACKING

All fire department apparatus normally occupied by more than one person must have a spotter when operating in reverse. The spotter should be positioned on the operator side of the vehicle, visible to the operator, in the side view mirror. The spotter shall maintain radio communications with the apparatus operator. The operator shall maintain visual contact with the spotter at all times. In the event the operator loses visual contact, the operator shall immediately stop the apparatus.

OREM FIRE DEPARTMENT
STANDARD OPERATING POLICIES & PROCEDURES
Apparatus Cone/Strobe Policy

Effective Date: 06/05/2014
Revision Date: 06/05/2014

Policy #: 202

PURPOSE

To protect firefighters and apparatus from personal injury and property damage, both during incident response and non-response operations.

POLICY

The following policy applies any time an apparatus is operating on an incident scene or is outside of a fire station. The placement of cones and/or strobes should not detract from patient care or emergent incident mitigation.

Placement of Cones/Strobes

Each emergency scene is unique and it is the Company Officers responsibility to decide and direct the quantity and placement of cones and/or strobes to protect personnel and apparatus operating at an incident. Personnel may assist the Engineer in placement of the cones and/or strobes. Wheel chocks are required for fire apparatus when parking outside of the station.

Incident Response in proximity to continuous traffic flow

Multiple cones and/or strobe lights shall be placed in such a manner as to warn approaching traffic. Placement is generally on the traffic flow side of the apparatus or incident scene. Cones should be used during daylight hours and strobes should be used after sunset. Cone and/or Strobe placement should be sufficient to isolate fire and medical apparatus operating on scene.

Incident Response without continuous traffic flow

A minimum of two cones and/or strobes should be placed at the front and rear of the fire apparatus. Placement is generally on the traffic flow side of the apparatus or incident scene. Cones should be used during daylight hours and strobes should be used after sunset.

Fire Apparatus Parking – Non-Response

A minimum of one cone shall be placed on the Officers side of the front bumper. A minimum of one cone shall also be placed on the Officers side of the tailboard. The Engineer is the only person who shall retrieve the cones when vacating a non-response parking position.

OREM FIRE DEPARTMENT
STANDARD OPERATING POLICIES & PROCEDURES
Vehicle Walk-Around Policy

Effective Date: 06/05/2014
Revision Date: 06/05/2014

Policy #: 203

PURPOSE

To protect firefighters, city owned vehicles and other property from personal injury and property damage.

POLICY

This policy applies to all Fire Department vehicles and any other city owned vehicle operated by Fire Department members. It is the responsibility of the vehicle operator to ensure compliance with this policy.

PROCEDURE

Prior to departing any stationary position, the vehicle operator shall complete a 360 degree walk around, or visually inspect 360 degrees of the vehicle surface and adjoining space. The operator shall verify that all vehicle doors and/or compartments are closed and that all equipment is properly stowed and secured. The operator shall confirm that their intended departure path is clear of obstructions, persons and other vehicles.

OREM FIRE DEPARTMENT
STANDARD OPERATING POLICIES & PROCEDURES
Incident Operational Retreat Policy

Effective Date: 04/04/2014
Revision Date: 04/04/2014

Policy #: 204

PURPOSE

To establish common and nationally recognized communications for firefighters to clear a structure of occupancy and/or in the event of an unexpected emergency which poses an immediate danger to life.

POLICY

The Incident Commander (IC) shall be the only person who authorizes or issues "Evacuation" or "Withdraw" assignments during incident mitigation. All personnel operating on the incident maintain responsibility for safety and may activate "Emergency Traffic, Abandon" when an unexpected, immediately dangerous to life situation is identified.

DEFINITIONS

Evacuation

Term used to clear a structure of non-response personnel.

Withdraw

Term used to notify firefighters to immediately egress, in an orderly manner, from the structure with equipment.

Abandon

This signifies an emergency and imminent threat to life. Term used to order immediate egress from the structure, without tools or equipment, unless necessary for immediate egress.

Emergency Traffic

Term used to alert all operating personnel of an unexpected condition or situation that poses an immediate danger to life. Any firefighter may activate "Emergency Traffic".

PROCEDURE

The IC shall utilize the terms “Evacuation” and “Withdraw” according to policy and in conjunction with incident priorities and mitigation efforts. The term “Emergency Traffic” shall not be used in conjunction with “Evacuation” and “Withdraw”.

The IC shall announce “Emergency Traffic, Abandon ?????”, repeated three times on the operational channel.

The IC should designate an apparatus operator(s) to give three distinct blasts of the apparatus air horn(s), repeated three times.

The IC shall direct dispatch to clear the channel and announce, “Abandon ?????” and activate the “high-low” radio alert tones. Dispatch shall then announce “Abandon ?????”, repeated three times.

The IC shall complete a PAR of all firefighters, to include location.

OREM FIRE DEPARTMENT
STANDARD OPERATING POLICIES & PROCEDURES
Air Management Policy

Effective Date: 06/05/2014
Revision Date: 11/23/2015

Policy #: 300

PURPOSE

To ensure firefighters operating in IDLH (Immediately Dangerous to Life and Health) atmospheres have sufficient breathing air to safely conduct mitigation activities. Provide an acceptable safety margin of breathing air to ensure firefighters can safely exit IDLH atmospheres.

POLICY

Firefighters must perform continuous assessment of air consumption when operating in an IDLH atmosphere. Firefighters are not allowed to selectively remain in an IDLH up to the low air alarm notification.

PRIOR TO ENTERING IDLH

Each firefighter shall check the air level of their SCBA bottle. The bottle pressure shall be a minimum of 5000 psi. The analog bottle gauge and electronic air pressure gauge must be verified. A maximum of 100psi discrepancy is allowed between the bottle gauge and remote gauge.

IDLH EXIT TIME

It is the responsibility of each firefighter to continually assess and report their air consumption and remaining volume to the Company Officer. The Company Officer should notify the IC (Incident Commander) when the first crew member reports 50% volume remaining. The crew should begin exiting the IDLH atmosphere when the first crew member reaches 50% volume remaining.

LOW AIR ALARM ACTIVATION

Activation of the low air alarm is an immediate action item. The Company Officer must notify the IC of the low air alarm activation and immediately initiate egress to the closest exit point.

OREM FIRE DEPARTMENT
STANDARD OPERATING POLICIES & PROCEDURES
Special Training Policy

Effective Date: 04/04/2014
Revision Date: 04/04/2014

Policy #: 400

PURPOSE

To provide training opportunities for sworn personnel, exclusive of crew and/or platoon level training conducted as part of normal activities. To provide direction for sworn personnel to request approval of compensation for training time.

POLICY

Sworn personnel may request special training at any time. Requests must be made using the Department approved form. Submission of a training request shall not imply authorization. Out-of-State training must be approved by the Fire Chief or his/her designee.

Special training requests will be approved by Fire Administration on a case-by-case basis.

PROCEDURE

Employees should complete the Department approved form as early as possible. The form must contain all required information. The employee is responsible to obtain the signature of their Company Officer and Battalion Chief. Upon receipt of the required signature, the employee shall deliver the request to the Training Office.

MANDATORY TRAINING

Employees who attend Orem Fire Department mandated training shall be compensated at a rate of 1.4 x 1.5. This compensation may be in the form of pay or compensatory time, at the discretion of the Fire Chief or his/her designee. The Department shall coordinate and cover staffing needs for employees attending mandated training.

NON-MANDATORY TRAINING

Employees who attend non-mandatory training shall be compensated at a rate of 1.5 or 1.0, at the discretion of the Fire Chief or the Training Battalion Chief. This compensation may be in the form of pay or compensatory time at the discretion of the Fire Chief or his/her designee. The Department may coordinate and cover staffing needs for employees attending non-mandatory training, at the discretion of the Fire Chief or his/her designee. Employees will be notified of staffing

requirements and compensation rate at the time of Training Battalion Chief approval for the requested training.
Certifications required for advancement shall be considered non-mandatory.

STATE OF UTAH FIRE CERTIFICATION COURSES

Employees seeking State of Utah Fire certification should attend an Orem Fire Department sponsored course. The Department will sponsor the following courses no more than annually; Apparatus Driver Operator-Pumper, Apparatus Driver Operator-Aerial, Fire Officer I. These courses may be sponsored at a greater than annual interval based on department needs. Employees attending a department sponsored certification course shall be compensated at a rate of 1.5 in the form of time.

Employees requesting approval to attend a certification course not sponsored by the Department, in the preceding disciplines, may do so. The Department shall not provide staffing coverage for employees to attend. Employees shall be compensated at a rate of 1.0 in the form of time.

CERTIFICATION COURSE TYPES

Employees seeking certification at the following levels shall attend a Utah Fire & Rescue Academy direct delivery course;

Apparatus Driver Operator – Pumper

Apparatus Driver Operator – Aerial

Fire Officer I

Hazardous Materials Technician

Employees may attend a Utah Fire & Rescue Academy supported course in the preceding disciplines if offered through secondary employment. The employees secondary employer shall be responsible for all certification requirements. The Department will recognize all valid certifications issued by the Utah Fire & Rescue Academy.

The Department may offer Utah Fire & Rescue Academy supported courses at the discretion of the Training Battalion Chief. All supported certification courses must be approved by the Training Battalion Chief and Fire Chief.

LODGING & PER DIEM EXPENSES

Employee requests for lodging and per diem, associated with special training, will be approved on a case-by-case basis by the Fire Chief or his/her designee, consistent with City of Orem policy.

TRAVEL

Employee requests for travel reimbursement, associated with special training, will be approved on a case-by-case basis by the Fire Chief or his/her designee.

Employees will generally not receive compensation for travel time to and from the training location. The Fire Chief or his/her designee may approve compensation for travel time on a case-by-case basis.

OREM FIRE DEPARTMENT
STANDARD OPERATING POLICIES & PROCEDURES
Vehicle Maintenance

Effective Date: 02/16/2001
Revision Date: 02/09/2016

Policy #:500

PURPOSE

To provide for the safe operation of emergency vehicles. To ensure vehicle reliability. To reduce the frequency and cost of repairs and to reduce out-of-service time to a minimum.

POLICY

Emergency vehicles shall be maintained as per the Orem Fire Department vehicle maintenance manual. All front line vehicles shall be inspected each day. Reserve vehicles shall be inspected the first day of each 48 hour work period. The station Captain shall ensure that all requirements of this policy are adhered to.

PROCEDURES

DAILY VEHICLE INSPECTION

Emergency vehicles shall be inspected as per the daily inspection requirements of the Orem Fire Department vehicle maintenance manual and this policy. All front line vehicles shall be fully inspected prior to 0800 each day. Reserve vehicles shall be fully inspected by 1200 as per the policy.

WEEKLY VEHICLE INSPECTION

All emergency vehicles shall be inspected as per the weekly inspection requirements of the Orem Fire Dept. vehicle maintenance manual. Weekly inspections should be conducted on each Monday.

MANDATED SAFETY INSPECTION

All emergency vehicles shall be scheduled annually at the request of the Orem City Shops for safety inspections. Safety inspections shall be conducted by Orem City Shops personnel or their designee.

REGULAR INTERVAL VEHICLE SERVICING

All emergency vehicles shall receive regular interval servicing. This servicing shall include, but not limited to, oil and filter changes. This servicing shall occur at the interval designated by the Orem City Shops or their designee.

SEMI-ANNUAL INSPECTION

All emergency vehicles shall receive semi-annual inspections as per the requirements of the Orem City Shops or their designee. The Orem City Shops should schedule these inspections with Fire Administration. It is encouraged that the personnel operating the apparatus on the scheduled date participate in the semi-annual inspection.

REPORTING VEHICLE MECHANICAL DEFICIENCIES

The assigned operator of the vehicle shall immediately report any and all mechanical deficiencies to the station Captain. The operator shall create an electronic work order in ERS. If the operator and/or station Captain feel the mechanical deficiency poses a hazard to the operation of the vehicle, the vehicle shall be taken to the City Shops for inspection. Mechanical deficiencies that do not pose a hazard to the operation of the vehicle will be scheduled for maintenance by the Administrative Battalion Chief. The Orem City Shops and/or their designee shall make final determination of the operational status of emergency vehicles.

REPORTING VEHICLE EQUIPMENT DEFICIENCIES

The assigned operator of the vehicle shall immediately report any and all vehicle equipment deficiencies to the station Captain. If the deficiency cannot be corrected by the operator, the station Captain shall notify the person responsible for equipment distribution.

ANNUAL FIRE VEHICLE PUMP TESTING

All fire vehicles consisting of a water pump shall be tested annually as per the requirements of NFPA 1911.

ANNUAL AERIAL LADDER TESTING

All fire vehicles consisting of an aerial ladder shall be inspected annually as per the requirements of NFPA 1914.

VEHICLE INSPECTION RECORDS

Vehicle inspection records shall be submitted to the Administrative Battalion Chief. The frequency of submission shall be compliant with the designation of the inspection record.

OREM FIRE DEPARTMENT
STANDARD OPERATING POLICIES & PROCEDURES
Portable Electronic Devices

Effective Date: 08/17/2015
Revision Date: 11/23/2015

Policy #:600

PURPOSE

To ensure security of sensitive electronic information and protected health information. To ensure compliance with all local, State and Federal guidelines and policies regarding electronic communications. This policy does not supersede City of Orem policy.

POLICY

All portable electronic devices issued by the Department shall only be used for operational purposes. Portable electronic devices issued to an individual are exempt from this policy, whereas City of Orem policy shall apply.

DEVICE SECURITY

All portable electronic devices shall require a password to access the contents of the device. Devices that include an auto-lock option shall have the option set to a maximum of 5 minutes. Devices shall allow for remote lock and/or removal of all data.

INTERNET

Internet access shall be limited to operational needs. Websites authorized for use are listed within this policy and will be updated as operational needs arise.

CAMERAS & PHOTOS

Cameras shall only be used to capture images which have a direct impact on incident mitigation and/or patient care. Photos shall not include any personally identifiable information. All electronic images belong to the City of Orem and shall not be used for personal use. Images may not be electronically communicated to a personally owned device, email or social media account or any other personally owned medium. Photos shall be deleted from the device upon meeting operational needs.

ELECTRONIC DOCUMENTS

Documents containing personal sensitive information shall not be stored on any portable electronic device. Documents containing such information shall be deleted from the device or returned to a blank document at such time the information has been transferred to a cloud system or entered into an electronic reporting system.

APPLICATIONS

Approved applications shall be installed by Fire Administration. Approved applications are contained within this policy and will be updated as operational needs arise.

ACCOUNTABILITY

Apparatus operators shall note device accountability on the Daily Inspection Report. Any loss in device accountability must be immediately reported to the Administrative Battalion Chief.

APPROVED WEBSITES

Google Maps
Emergency Reporting Systems
Spillman
Spillman Touch

APPROVED APPLICATIONS

PDF Expert
Scanner Pro
Dropbox
Wiser

OREM FIRE DEPARTMENT
STANDARD OPERATING POLICIES & PROCEDURES
Knox Access Control Device Policy

Effective Date: 11/23/2015
Revision Date: 11/23/2015

Policy #: 700

PURPOSE

To provide security and accountability for Knox access control devices issued by, and in possession of Orem Fire Department, for the cities of Orem, Lindon and Vineyard.

POLICY

The Fire Prevention Bureau shall maintain responsibility for issuance, accountability and record keeping of all Knox access control devices for the Department. Each Knox access control device shall be individually numbered and recorded in a master record.

ISSUANCE OF KNOX ACCESS CONTROL DEVICES

Knox access control devices shall be issued only at the direction of the Fire Chief or his/her designee.

OPERATIONAL KNOX ASSIGNMENTS

A single Knox access control device, of each type, shall be placed on all primary response fire and command apparatus. A single Knox access control device, of each type, shall be issued to each member of the Fire Prevention Bureau.

SECURITY

Knox access control devices placed on apparatus shall be secured in a hard mounted, locking box. The locking box shall consist of a keypad entry. Knox access control devices issued to individuals shall be kept in possession of the person at all times and may not be temporarily delegated at any time.

ACCOUNTABILITY

Operators of apparatus with assigned Knox access control devices shall verify and document accountability of each device on the Daily Inspection Report. Missing and/or damaged Knox access control devices shall immediately be reported to the Fire Prevention Bureau.

MISSING DEVICES

An inquiry shall be conducted to identify the cause of and resolution for missing Knox access control devices. In the event that device accountability cannot be reinstated, the Fire Prevention Bureau shall notify all Knox control users that security cannot be guaranteed. The Fire Prevention Bureau shall work with local law enforcement, Knox control users and all other vested parties for final resolution of Knox security within the Departments jurisdiction.

DAMAGED DEVICES

Any damaged Knox access control device shall be removed from service and rendered inoperable. The master record shall be updated to reflect the device being rendered inoperable, but not deleted from the master record.