

OREM FIRE DEPARTMENT

STANDARD OPERATING POLICIES & PROCEDURES

Award Recognition Criteria & Policy

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1. Overview

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This document shall serve as the basis for evaluating service & actions for formal recognition. It is understood that the circumstances surrounding individual nominations will vary. Therefore, the Fire Chief or designee or a designated committee shall exercise their best judgment when reviewing a nomination against this criteria.

Occasionally, variances within a nomination will fail to seamlessly match the criteria. In such cases, an award may be authorized if the majority of the criteria has been adequately met. Any such recognition shall be in keeping with the intent and tradition of the specific award to be presented, and the service or actions of the recipient clearly warrant that level of recognition.

Award nominations may be submitted by any Orem citizen or member of Orem FD, PD, or City to the Fire Chief or Deputy Fire Chief. Understand, some criteria may have specific nomination recommendations. In order to adequately prepare for the same year recognition event, nominations must be submitted by September 15th of that year. Any nominations after September 15th will be considered for the following year recognition event.

2. Individual Awards

A. This category contains awards for recognizing the actions and service of individual members. Unless otherwise stated in the criteria, eligibility for individual awards will be established as follows:

1) Recognition for Service

- a) OFD member who performed a service or achieved an accomplishment, either as a part of their assigned duties or in addition to their assigned duties.
- b) Discipline Provision: An OFD member may not be eligible for a service award if they were under any discipline, suspension, probation (except routine probation following a promotion), or similar circumstance during the period of service being considered for recognition. The Fire Chief may approve exceptions.

2) Recognition for Actions

- a) OFD member with a duty to act, during any emergency incident, public disaster, or hostile situation where the department has an operational responsibility or a designated presence.
- b) OFD member without a specific duty to act (civilian staff, support staff, off duty members, etc.), during any emergency incident, public disaster, or hostile situation, where the member voluntarily acted, and was not in the service of another public safety agency, military duty, or similar organization.
- c) During the performance of the action, the member did not: display a wanton recklessness, negligence, incompetence, or cowardice; *OR* cause an unreasonable risk to the life or health of other responders or the public; *OR* cause a catastrophic failure of the operation.
- d) Discipline Provision: A OFD member, who is under any form of discipline, may still be eligible for an award if the member was authorized for regular duty status at the time of the action.

B. **Medal of Honor (MOH):**

- 1) Criteria: Awarded for extraordinary acts of heroism where the recipient conspicuously distinguished himself/herself by valor and intrepidity, under an imminent and significant risk to his/her own life or health, above and beyond the call of duty. The actions performed were a clear display of personal bravery, exhibited while directly saving a human life, or attempting to save a human life.
 - a) Recipient was in a position of imminent and significant risk to his/her life or health; *AND*...
 - b) Recipient had a reasonable understanding of the *extent* of personal risk involved and took action in spite of this risk; *AND*...
 - c) Actions were performed to directly effect: saving a human life; *OR* attempting to save a human life; *AND*...
 - d) Recipient conspicuously displayed extraordinary heroism and intrepidity, through actions above and beyond the common display of duty under similar circumstances.

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C. **Medal of Courage (MOC):**

- 1) **Criteria:** Awarded for remarkable acts of heroism where the recipient distinguished himself/herself by courage and fortitude, under an operational risk to his/her own life or health. The actions were performed while directly saving a life, attempting to save a life, preventing further serious injury, or protecting a population from notable harm.
 - a) The recipient was in a position of operational risk to his/her life or health; *AND...*
 - b) Actions were performed to directly effect: saving a life; *OR* attempting to save a life; *OR* preventing further serious injury; *OR* protecting a population from notable harm; *AND...*
 - c) Recipient displayed courage and fortitude, through actions taken while performing his/her duties remarkably well.

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D. **Fire Distinguished Service Medal (FDS):**

- 1) **Criteria – Service:** Awarded for exemplary service, where the recipient conspicuously distinguished himself/herself by exhibiting exceptional expertise and fortitude through a dedication of time, effort, thought, and action, in a position or role of considerable responsibility or worth.
 - a) In a position or role of considerable responsibility or worth, recipient performed an exemplary service in the form of a task, project, accomplishment, duty, or similar activity; *AND...*
 - b) Service was sustained over a notable period of time, and was conspicuously above the common display of duty under similar circumstances; *AND...*
 - c) Recipient provided and exceptional: intellectual contribution; *OR* a material contribution (monetary or physical materials); *OR* devotion of time (voluntary or compensated); *AND...*
 - d) Recipient performed the service either alone, or as a significant contributor; *AND...*
 - e) Service performed had an exceptionally profound impact: to the Orem Fire Department or its membership as a whole; *OR* to the local, regional, or national fire/EMS community; *OR* to the general population.
 - f) For career long service, recipient conspicuously and continually distinguished himself/herself by exhibiting exceptional expertise, professionalism, dedication and devotion to the City, the fire department, fellow peers, and the citizens.
- 2) **Criteria – Actions:** Awarded for exemplary action, where the recipient conspicuously distinguished himself/herself by exceptional expertise, boldness of action, and fortitude, in the presence of a difficult challenge. Actions were performed either directly, or in direct support of operations to prevent a loss of life or further serious injury, protect a population from considerable harm, or stabilize a significant public danger.
 - a) Recipient conspicuously displayed exceptional expertise and fortitude through exemplary actions, above the common display of duty under similar circumstances; *AND...*

- b) Actions were performed directly, or in direct support of operations to effect: preventing a loss of life or further serious injury; *OR* protecting a population from considerable harm; *OR* stabilizing a significant public danger; *AND*...
- c) Actions were performed in the face of a difficult challenge, and do not warrant recognition for a heroism award.

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F. **Jim Reams Distinguished Service Medal (JRDS):**

- 1) **Criteria – History:** James Aubin Reams “Jim”, was born October 23, 1956. He was raised in Virginia. He moved to Utah in 1974. He graduated from Brigham Young University with a Master’s Degree in Public Administration and spent his professional career in Utah. Jim served as the *City Manager* for the City of Orem from 1996 until his death on September 28th 2010.
- 2) **Criteria –Service:** The Jim Reams Distinguished Service Medal is awarded to any department member who consistently delivers public service in a manner that embodies the Mission and Core Values of the City of Orem Fire Department. The department members are to be recognized for their compassion towards others, their excellence in public service, and/or shows acts of selflessness, personal courage, and devotion to the community.
- 3) **Criteria – Actions:** Awarded where the recipient distinguished himself/herself by remarkable competence, swiftness of action, and perseverance, in the presence of a notable challenge. Actions were performed either directly, or in direct support of operations to prevent a loss of life or further notable injury, protect a population from unreasonable harm, protect the environment or a property of substantial value, or stabilize a sizeable public danger.
 - a) Recipient displayed professional competence and perseverance through distinguished service while performing his/her duties exceptionally well and do not warrant recognition for a Honor, Courage, or Purple Cross medal/award.

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I. **Purple Heart (PH)**

- 1) **Criteria:** Awarded to individuals who have been injured or killed while in the performance of their official duties during any assignment, serious accident, emergency incident, public disaster, hostile situation, or similar circumstance.
 - a) The recipient was injured or killed while in the performance of their official duties, or as a result of performing their official duties; *AND...*
 - b) The recipient received a notable injury, died immediately, or died at a later time; *AND...*
 - c) At a minimum, the injury either required, or reasonable should have required, medical transportation and/or a physician's evaluation (NOTE: very minor injuries, typical in nature to normal operational duties, do not alone meet the criteria for the Purple Heart); *AND...*
 - d) The cause of injury or death was not the result of clearly incompetent behavior, wanton recklessness, or gross negligence on the part of the recipient (The presence of errors in judgment or tactical mistakes do not alone exclude the recipient, unless they meet the description above).
 - e) For purposes of this award, an injury is considered as any illness or wound to any part of the body, external or internal, caused or exasperated by any etiology, including but not limited to: a thermal source, disease pathology, traumatic force, CBRN agent, or other similar factors.
 - f) A member may be awarded the Purple Heart only once for injuries received during the same incident or situation, regardless of the number and/or differences between injuries, the unforeseen extent of injuries, overall prognosis, or eventual death.
 - g) The Purple Heart is awarded independent of all other forms of recognition. The recipient may receive additional appropriate recognition for their actions during the same incident.

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J. **Fire Chief's Citation (FCC)**

- 1) **Eligibility:** The Fire Chief has sole discretion for determining eligible recipients, which may include fire department members or the public. The nomination shall be made by an OFD Chief Officer.
- 2) **Criteria:** This prestigious award is presented by the Fire Chief to an individual who demonstrated the highest degree of excellence, professionalism, quality, and innovation while developing or implementing an innovative program that clearly enhances the Mission of the fire department, improves operational capabilities, provides better community service, or produces a notable savings in organizational cost.
 - a) Recipient shall be nominated by an OFD Chief Officer; *AND...*
 - b) Recipient's actions displayed excellence, professionalism, quality, and innovation; *AND...*
 - c) Recipient's actions or service were performed while developing or implementing an innovative program that clearly: enhances the Mission of the fire department; *OR* improves the operational capabilities of the fire department; *OR* provides better community service; *OR* produces a notable savings in organizational cost



K. **Fire Service Cross (FSC)**

- 1) **Eligibility:** Orem Fire Department members who meet the requirements for the specific recipient categories, and who served in their position for the majority of the calendar year under consideration.
- 2) **Disciplinary Exclusion:** Individuals who were subject to any formal discipline during the calendar year under consideration are not eligible to be selected for this award.
- 3) **Criteria:** This noble award is presented to honor the recipient's exceptional and dedicated service, their professional commitment to the department Mission, Core Values of *Integrity, Honor, Respect, Courage, Bravery, Excellence, Professionalism, Teamwork, and Brotherhood*, and for setting an example that others may emulate. Nominated recipients will be selected annually by a panel of their peers.
- 4) **Specific Recipient Categories:**
 - a) **Chief Officer of the Year:** Orem Fire Department Chief Officer who continually performs competent and exemplarily service, through actions as a leader and as a manager.
 - b) **Fire Officer of the Year:** Orem Fire Department Captain who continually performs competent and exemplarily service, through actions as a leader and as a manager.
 - c) **Firefighter of the Year:** Orem Fire Department Firefighter, Fire Engineer, Fire Inspector or Specialist who continually performs exemplarily service in the performance of his or her duties.
 - d) **Civilian of the Year:** Civilian or Civilian Employee who continually performs exemplarily service in the performance of his or her duties.



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3. Company and Division Awards

- A. This category contains recognition that may be awarded to an operations company or support division for actions that were accomplished through a collaborated effort of its members. Such awards become a permanent part of the company or division's history and are designed to enrich the team's heritage and tradition. Members of the company or division (including temporary members), who participated in the action or service, shall be recognized in the award and are authorized to wear the award citation.
- 1) Members may also receive individual recognition for their specific actions during the same incident or situation for where the company or division award was earned.
 - 2) If award is being presented to a non-OFD public safety unit, the word "company" may be substituted with the appropriate designation of the recipient group (i.e. team, squad, crew, etc.)
- B. Unless otherwise stated in the criteria, eligibility for company awards will be established as follows:
- 1) **Recognition for Service**
 - a) OFD Company who, through a collaborated effort of its members, performed a service or accomplishment.
 - b) Non-Orem Fire Department company or public safety team who, through a collaborated effort of its members, performed a service for, or on behalf of, the Orem Fire Department.
 - 2) **Recognition for Actions**
 - a) OFD Company, during any emergency incident, public disaster, or hostile situation where the department has an operational responsibility or a designated presence.
 - b) Non-Orem Fire Department Company or public safety team, during any emergency incident, public disaster, or hostile situation where OFD has, or reasonably should have, the primary operational responsibility.
- C. **Fire Chief Company Award (CCA)**
- 1) **Criteria**: Awarded for remarkable acts where the company, through a collaborative effort of its members, distinguished themselves by courage and fortitude, under an operational risk to their own lives or health. The actions were performed while directly saving a life, attempting to save a life, preventing further serious injury, or protecting a population from notable harm.
 - a) As a minimum, the actions of the company meet the criteria for the Fire Chief's Citation.



D. **Meritorious Company Award (MCA)**

- 1) **Criteria – Service:** Awarded for meritorious service, where the company, through a collaborative effort of its members, distinguished themselves by exhibiting remarkable competence and perseverance through a dedication of time, effort, thought, and action in a position or role of importance or worth.
- 2) **Criteria – Actions:** Awarded for meritorious service and/or action, where the company, through a collaborative effort of its members, distinguished themselves by remarkable competence, swiftness of action, and perseverance, in the presence of a notable challenge. Actions were performed either directly, or in direct support of operations to prevent a loss of life or further notable injury, protect a population from unreasonable harm, protect the environment or a property of substantial value, or stabilize a sizeable public danger.



L. **Armed Forces Service Award (AFSA)**

- 1) **Eligibility:** Orem Fire Department members who have served, or who are currently serving in a branch of the United States Armed Forces, in either an active duty or reserve capacity. A member who was dishonorably discharged from the Armed Forces is not eligible for this citation.
- 2) **Criteria:** Presented to Orem Fire Department members in recognition of their dedicated and honorable service in defense of the United States of America, while serving in any of the organized branches of the Armed Forces.
 - a) Recipient served, or is currently serving in the United States *Army, Navy, Air Force, Marine Corps, or Coast Guard*, in an active duty, reserve, or National Guard capacity.



M. **Physical Fitness Award (PFA)**

- 1) **Eligibility:** Any member of the Orem Fire Department can earn this award through the semi-annual PT evaluation sessions.
- 2) **Criteria:** Recipients must meet the performance criteria for superior fitness during the semi-annual PT evaluation session.



N. Organizational Citations

- 3) **General Provisions:** Organizational citations are presented to members who have completed and maintain the requirements for a specific organization function or role. Requirements and eligibility may be established by the division or organization having authority for the specific function or role. Approved citations include:
- a) **Special Response Team (SRT):** Presented to OFD members who currently are or previously have served as an OFD member of the Utah Valley Metro Special Response Team (SRT).
 - b) **SWAT Medic:** Presented to OFD members who are or have been designated as a SWAT Medic for the Orem Fire Department.
 - c) **Law Enforcement Officer:** Presented to OFD members who have obtained a Utah law enforcement certification and who are serving or have served in any LEO capacity for the OFD.
 - d) **OFD Honor Guard:** Presented to OFD members who are designated as either active or honorary members in good standing with the OFD Honor Guard.

O. Letter of Commendation

- 1) **General Provisions:** A letter of commendation may be prepared by any OFD officer or supervisor, and presented to a member whose actions or service they deem worthy of recognition. A copy of the letter may be submitted to the fire department human resource representative for placement in the recipients personnel file. A letter of commendation may not be considered formal recognition under the Award and Recognition Program. Receiving a letter of commendation does not render the recipient ineligible to be awarded formal recognition for the same actions or service.

4. Citizen Awards

- A. This category contains awards for honoring citizens who perform a notable and dedicated service for the Orem Fire Department; or for honoring citizens who take action during a hazardous situation. Unless otherwise stated in the criteria, eligibility for citizen awards will be established as follows:
- 1) Any citizen, or group of citizens, who performed a service for, or on behalf of, the Orem Fire Department. May include citizens who were contracted to perform a service, or who voluntarily performed a service.
 - 2) Any citizen, or group of citizens, who took action during any emergency incident, public disaster, or hostile situation where the Orem Fire Department has, or reasonably should have, the primary operational responsibility. May include members of the public, as well as citizens who are members of a safety team, CERT team, first aid providers, or similarly trained individuals, but does not include designated public safety responders.
 - a) A citizen is not eligible for recognition if they caused the incident due to clearly incompetent behavior, wanton recklessness, or gross negligence, or if they hampered the efforts of emergency responders.
- B. **Citizen Heroism Medal (CHM)**
- 1) **Criteria:** Awarded to a citizen for acts of heroism, which preserve the Orem Fire Department's Mission, Core Values and highest priority of life safety. The citizen displayed remarkable courage, under a risk to his/her own life or health, while directly saving a life, attempting to save a life, preventing further serious injury, or protecting a population from notable harm.
 - a) The citizen displayed remarkable courage through their actions; *AND...*

- b) The citizen was in a position of risk to his/her life or health; *AND...*
- c) Actions were performed to directly effect: saving a life; *OR* attempting to save a life; *OR* preventing further serious injury; *OR* protecting a population from notable harm.

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C. **Citizen Commendation Medal (CCM)**

- 1) **Criteria – Service**: Awarded for remarkable service, where the citizen distinguished himself/herself by expertise and perseverance through a notable dedication of time, effort, thought, and action.
 - a) The citizen performed a remarkable service in the form of a task, project, accomplishment, or similar activity; *AND...*
 - b) Service performed was sustained over a period of time, and was clearly above the expectation for a citizen in similar situations; *AND...*
 - c) The citizen provided a notable: intellectual contribution; *OR* material contribution (monetary or physical materials); *OR* devotion of time (voluntary or compensated); *AND...*
 - d) Service performed had a remarkably positive impact: to the Orem Fire Department members; *OR* to the general population on behalf of the Orem Fire Department.
- 2) **Criteria – Actions**: Awarded to a citizen for remarkable action, through a display of courage and boldness in the presence of a difficult challenge. The citizen took action to save a life, attempt to save a life, prevent further injury, or protect a population from harm.
 - a) The citizen displayed courage and boldness in the presence of a difficult challenge; *AND...*
 - b) Actions were performed to effect: saving a life; *OR* attempting to save a life; *OR* preventing further injury; *OR* protecting a population from harm; *AND...*
 - c) The citizen was not in a position of notable risk to their own life or health.

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D. **Certificate of Appreciation** (COA)

- 1) **Criteria:** Presented for a notable act of service to the Orem Fire Department, or to the general population on behalf of the OFD.
 - a) The citizen performed a service in the form of a task, project, accomplishment, or similar activity; *AND...*
 - b) Service performed had a positive impact: to the Orem Fire Department members; *OR* to the general population on behalf of the OFD.

5. **Explanation of Terms & Glossary**

A. Explanation of Terms

- 1) **Above the Common Display of Duty:** While a specific action or service may be highly desired, or within the extreme scope of the individuals duties, it is considered to be above the common display of duty if such behavior or performance is not what is, or would be normally displayed from other individuals in the same situation.
- 2) **Attempting to save a life:** Refers to actions that were taken during an incident, where the responders reasonably believed that a life could be saved, regardless of any negative outcome for either the victim or for the responder taking action.
- 3) **Direct Action:** Considered the physical execution of a task to accomplish something specific (i.e. a firefighter who physically rescued a victim from a building). Direct action could also include others who immediately and proximally participated in completing the task (i.e. two firefighters raised a ladder. One firefighter footed the ladder so that the other could safely climb it and rescue a victim. In this example, both firefighters are considered as having taken direct action).
- 4) **In Direct Support of Action:** Considered a physical execution of a task which aided others in accomplishing something specific (i.e. a crew performed ventilation ahead of a search team, and the ventilation efforts directly assisted in locating and rescuing a victim). However, just participating in operations at an incident does not alone constitute direct support (i.e. a crew performed ventilation on the structure, however the search team found a victim in the basement without the benefit of ventilation). Direct support may also be considered for command and support operations (i.e. an Incident Commander who, through leadership and command presence, manages an operation to affect its overall success).

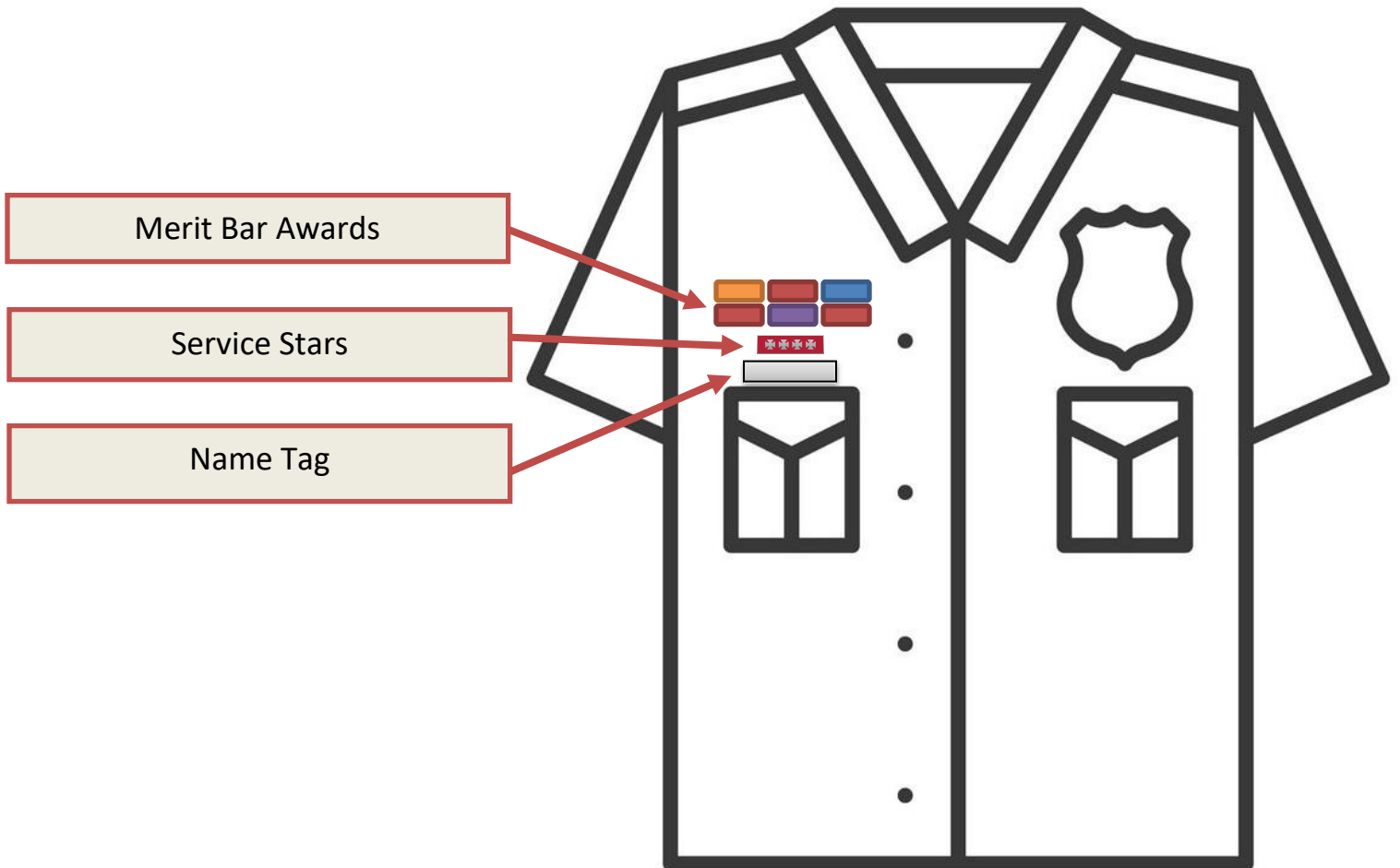
B. Glossary

- 1) **Bravery:** Quality of mind that enables an individual to display courage & resolution in the face of danger.
- 2) **Catastrophic:** A sudden, extensive, and notable disaster.
- 3) **Commitment:** To dedicate oneself to a set of principles, or to the completion of a specific task.
- 4) **Conspicuously:** The performance of an action or service which is immediately observable by others.
- 5) **Courage:** Strength of mind that enables an individual to display perseverance and withstand difficult challenges, danger, and fear.
- 6) **Dauntless:** A quality of mind that is fearless, bold, and not easily intimidated.
- 7) **Dedication:** A wholehearted commitment to professional quality, personal ethics, & sustained performance.
- 8) **Distinguished:** An action or service which is marked by eminence, distinction, and excellence.
- 9) **Duty:** An action or task which is required or implied by virtue of one's position or function.
- 10) **Emulation:** Following the example set by another, in an attempt to achieve a similar level of performance.
- 11) **Excellence:** The quality of excelling in the performance of actions or in displaying extreme merit.

- 12) **Exceptional:** Performing an unusually excellent service or displaying superior actions.
- 13) **Exemplary:** Outstanding service or action that is worthy of emulation.
- 14) **Extraordinary:** Remarkable action or service that is beyond what is ordinary, usual, or expected.
- 15) **Fortitude:** A mental and emotional strength, displayed when courageously facing difficulty or danger.
- 16) **Gallantry:** Strength of mind that enables an individual to display conspicuously heroic courage and noble-minded actions.
- 17) **Heroism:** Actions that display boldness, daring, and extreme measure, exhibited while fulfilling a noble purpose.
- 18) **Intrepidity:** A quality of mind that is characterized by resolute fearlessness, fortitude, and endurance.
- 19) **Meritorious:** An action or service which is marked by superior quality, fortitude, endurance, and excellence.
- 20) **Negligent:** A displayed lack of attention to detail and careless neglect of duty.
- 21) **Notable:** A distinct action or service worthy of note and attention.
- 22) **Perilous:** A situation that is full of danger, involving a grave risk of death or other peril.
- 23) **Perseverance:** A steadfast persistence in the presence of difficulties, obstacles, or discouragement.
- 24) **Population:** A group of two or more people in a given location.
- 25) **Precedence:** The ceremonial order and ranking of one award in comparison to another.
- 26) **Recklessness:** Having no regard for danger while being utterly unconcerned about consequence.
- 27) **Remarkable:** A prominent action or service worthy of remembrance.
- 28) **Risk:** Being exposed to a reasonable chance of injury or loss.
- 29) **Serious:** A situation that is grave in nature.
- 30) **Significant:** A situation or circumstance of importance and notability.
- 31) **Valor:** Strength of mind which enables a person to boldly face great danger with determination and firmness.
- 32) **Wanton:** Displaying unnecessarily destructive behavior without regard for what is right or just.

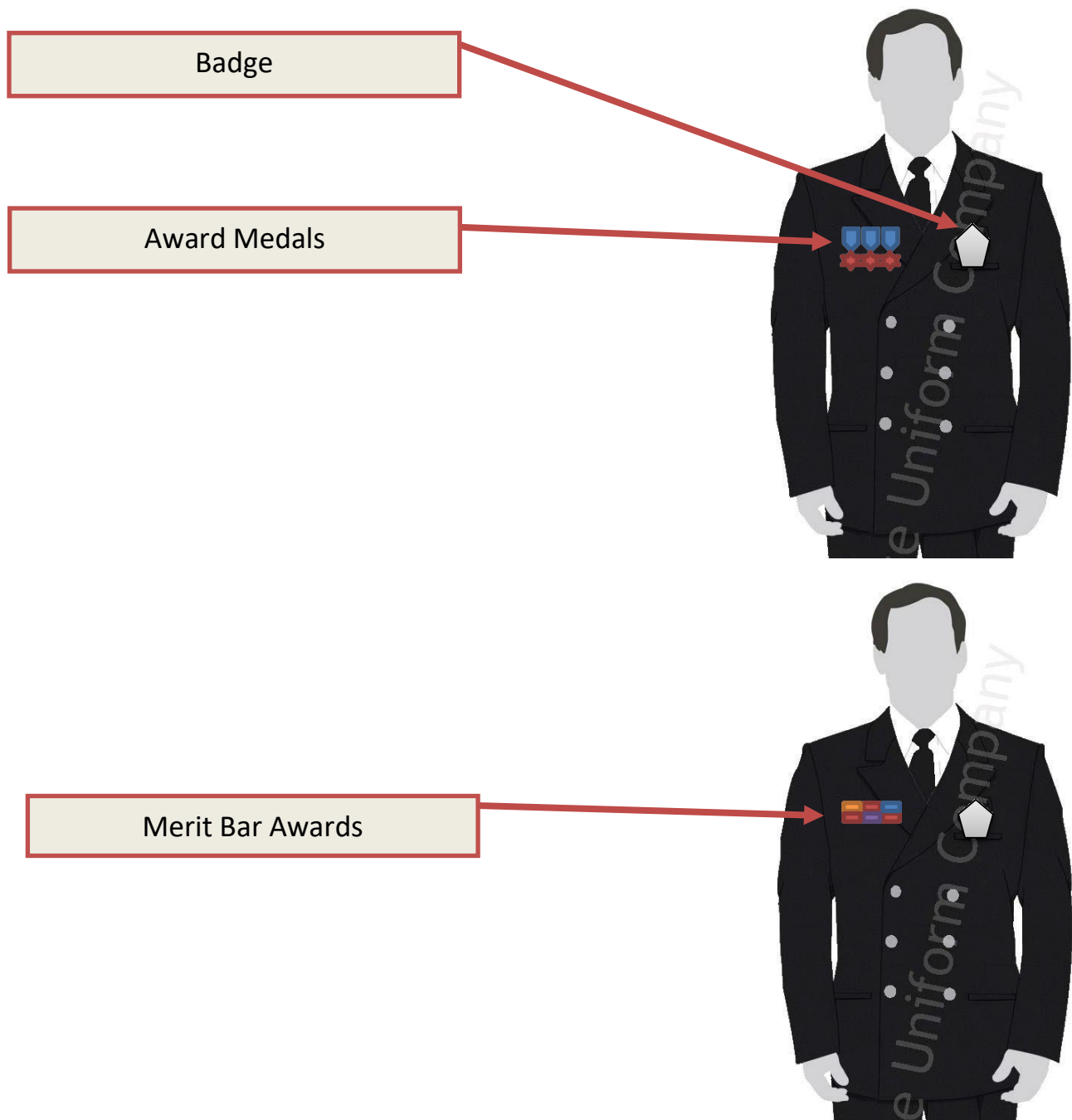
6. Award Display Protocol for Class B and Class A

- a. Class B
 - i. Only Merit Bars are to be displayed on Class B uniforms.
 - ii. Center the Merit Bars on the name tag and expand up to three wide from there.
 - iii. Refer to the diagram below for an example of the approved award display.



b. Class A

- i. Award Medals are to be displayed on Class A Uniforms only.
- ii. Merit Bars may be displayed on Class A uniforms but not the medal and merit bar together. It must be one or the other.
- iii. Award Medals/Merit Bar are to be displayed on the name tag side of the jacket, the ribbon/ top of merit bar should be attached even with the top of the badge.
- iv. The award medal/merit bar should be centered on the name tag side and displayed up to three wide. Review the illustrated example below to ensure the medal/merit bar are displayed appropriately.
- v. When displaying the merit bar, the slide holder must be used. The merit bar/clutch pin fastener is not approved.



Orem City and OFD Center Seal Logo's



OREM CITY

Concept Design

by Blackinton

We are inspired by the pride you have in wearing the badge.
Since 1852, our job has been to breathe life into a piece of metal to help portray honor, pride, and courage –this artwork is a representation of our vision.
We hope you love the design.

Thank you for this opportunity to work with you.

1/2" SEALS

11/16" SEAL

METAL
FINISH

Gold Finish

SEAL
COLORING



This artistic rendition is as accurate as possible. Due to variations among different media the colors and finishes are not exact representation of the finished product.

Please review and verify all details carefully. Once artwork is approved, there is often a cost associated with modifications.

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6/20/2019