



**City of Winchester
Fire & Rescue Department
STANDARD OPERATING PROCEDURE**



Section: Administration	SOP: 1.2
Subject: Standard Operating Procedures Program	Issued: September 15, 2010 Revised: September 21, 2010
Approved:  Scott Cullers, Fire Chief	

PURPOSE

To describe the various written Fire and Rescue Department policies and procedures and the process of creating and maintaining them.

PREFACE

The guidelines pertaining to established policies, standard operating procedures and manuals, general orders, safety bulletins, training bulletins, informational bulletins and related information are contained below.

STANDARD OPERATING PROCEDURES

1. Adherence to Standard Operating Procedure's
 - a. A standard operating procedure (SOP) establishes a process which shall be followed by all Fire and Rescue Department personnel. Deviations from SOP's shall not be permitted except under extenuating circumstances. SOP's are part of a continuing program and shall remain valid until a written change is approved and released. Violation of an SOP, without cause, shall be handled as a disciplinary issue.
2. Distinction Between Standard Operating Procedure's and General Orders
 - a. By their continuing nature, SOP's differ from general orders, which are in effect for a specific time period. SOP's shall not be published and issued as general orders. When approved, the general order may contain a notation indicating that an SOP or similar document will follow.
3. Revision of Standard Operating Procedure's
 - a. Revisions to SOP's shall be clearly marked on all copies with the date placed in the revised date area.
 - b. The final approved SOP shall also be annotated with a bright yellow highlight in all areas of change. This will enable personnel to quickly determine and follow the changes.

4. Distribution and Maintenance of Standard Operating Procedure's
 - a. The Department internal website will be the official location of ALL SOP's.
 - b. The Fire and Rescue Department office is responsible for ensuring that **all members have** access to new or revised SOP's. All Fire Department personnel are responsible in reviewing new and revised SOP's as they are released.
 - c. Distribution of a new or revised SOP or document page automatically cancels the existing issue of the same SOP or document, and is identified by a new issue date. Existing SOP's or document pages that have been revised shall be removed from the website and replaced with the new/revised version. The Fire and Rescue Department office will retain ALL revisions electronically in the Department record system.
 - d. Introduction, cancellation, and revision of entire SOP's or separate pages shall be issued by the Fire and Rescue Department office, approved by the Fire and Rescue Chief, and notification given to ALL Department personnel **via known email accounts.**
5. Issuance of Standard Operating Procedure Manuals
 - a. Since SOP's are a critical component of an employee's orientation, they shall be reviewed by the Fire and Rescue Department office during the processing of each new employee, both uniformed and civilian. The new employee will sign their appropriate training manual section indicating that they have reviewed the SOP.
6. Personnel Responsibilities
 - a. Familiarizing themselves with, maintaining a constant awareness of, and following ALL SOP's contained on the Department internal website by acknowledging this on the supervisor check-off sheet.
 - b. Making suggestions for new and/or revised policies and procedures in writing to their supervisor, who will review and forward same to the Fire and Rescue Department office for consideration.
7. Supervisory Personnel Responsibilities
 - a. All supervisory personnel are responsible for compliance by subordinate personnel with applicable policies and procedures. It shall be the responsibility of the supervisor to see that procedures affecting the personnel are brought to the employee's attention.
 - b. All supervisors shall have their subordinates acknowledge read and receipt utilizing the attached check sheet. This shall be maintained by the supervisor for their reference.
8. **Fire and Rescue Chief Responsibilities**
 - a. The Fire and Rescue Chief, or his/her designee, shall be responsible for reviewing all suggestions for new and revised policies and procedures

submitted to them; reviewing draft SOP's for consistency and compatibility with existing documents; editing, determining the appropriate category, finalizing, and assigning an SOP number to new or revised procedures, and updating numerical and subject indexes annually.

GENERAL ORDERS

1. A general order (GO) is a directive that tells one or more persons, either by name or by class/group, to take some specific action. The order shall be in effect for a specific time-span, and thus shall have a stated starting and ending date. Failure to comply with a general order shall be handled as a disciplinary issue.
2. All general orders must be initiated by a supervisor, or higher, prepared on a general order form, and submitted to the Fire and Rescue Chief for approval. Each general order shall state specifically on the first page the subject addressed as well as the effective and expiration dates. If the general order affects other stations, a cover memorandum will be included indicating which ones.
3. When approved, the general order shall be signed and assigned a general order number by the Fire and Rescue Department office. General orders shall be dated after the Fire and Rescue Chief signs them. General orders shall be distributed using the same procedure as in Section "Standard Operating Procedure", Subsection D.
4. As noted previously, if a continuing order is printed as a general order (due to restrictive time frame), an SOP or other appropriate document shall be initiated using the process described in this SOP.
5. General orders shall be maintained until their expiration date, after which they may be discarded at the discretion of the supervisor.

SAFETY BULLETINS

1. Safety bulletins (SB) are issued to serve as references with regard to general and specific safety and health issues which are pertinent to the Fire and Rescue Department.
2. Employees of the Fire and Rescue Department can, and are, encouraged to submit proposed safety bulletins. The proposed safety bulletin may be prepared in standard memorandum format, and submitted to the Fire and Rescue Department office. The appropriate staff shall review the proposed safety bulletin and determine if it is suitable and forward it to the Fire and Rescue Chief for approval. Once approved the safety bulletin will be prepared on the proper form for distribution.
3. The supervisor shall be responsible for ensuring all personnel in his/her supervision review and understand the safety bulletin.
4. A master file of all safety bulletins will be maintained at the Fire and Rescue Department office.

5. Safety Bulletins will be distributed on Department letterhead and contain the words "SAFETY BULLETIN" at the top in bold with a RED background.
6. Safety Bulletins will be numbered "SB-yy###" (i.e. SB-10001 for safety bulletin #001 for 2010)

TRAINING BULLETINS

1. Training bulletins (TB) are issued to serve as references with regard to tested and approved methods of performing tasks.
2. Employees can, and are, encouraged to submit proposed training bulletins. These shall be submitted to the Fire and Rescue Department office through their supervisor. The appropriate staff shall review the proposed bulletin to determine its feasibility and implementation.
3. Any procedure that is issued in the form of a training bulletin shall be followed as it is an approved method for accomplishing a given task.
4. Training bulletins shall be prepared on the Department's Training Bulletin Form, and placed in the designated training bulletin section of the SOP webpage.
5. Training bulletins shall not be removed or changed except upon written notification by the Fire & Rescue Chief or his designee. It shall be the responsibility of the supervisors to ensure that their personnel understand and comply with the training bulletins.
6. Training Bulletins will be distributed on Department letterhead and contain the words "TRAINING BULLETIN" at the top in bold with a GREEN background.
7. Training Bulletins will be numbered "TB-yy###" (i.e. TB-10001 for training bulletin #001 for 2010)

INFORMATIONAL BULLETINS

1. Informational bulletins (IB) are published for the general knowledge of the recipients.
2. Any Fire and Rescue Department personnel may initiate an informational bulletin. The bulletin must follow the standard memorandum format and be forwarded to the appropriate supervisor for review.
3. The supervisor shall forward the information bulletin to the Fire and Rescue Chief for his/her review or approval, then ensure that the bulletin is sent to the appropriate station(s) for posting.
4. The retention of informational bulletins shall be at the discretion of the supervisor.
5. Informational Bulletins will be distributed on Department letterhead and contain

the words "INFORMATIONAL BULLETIN" at the top in bold with a YELLOW background.

6. Informational Bulletins will be numbered "IB-yy###" (i.e. IB-10001 for informational bulletin #001 for 2010)

STANDARD MEMORANDUM FORMAT

1. Formal documentation by ALL personnel shall use the Department letterhead when communicating to others. This standard format can be found on the Department internal website.
2. All fonts shall be "Arial" 12 point.
3. Safety, Training and Informational bulletins shall use this format as a standard.

