

I. STANDARD RESPONSE GUIDELINES

- A. On-duty Driver Operators/Fire Engineers will respond the first due apparatus, with off-duty or qualified volunteer apparatus operators filling out the additional apparatus response according to the following guidelines.
 - 1.) The Incident Commander may request additional units as needed.

- B. Dispatched Incident(s)
 - 1.) Code 45 – Bomb Threat:
 - (a.) Single Engine response from primary response district with a crew of four to five personnel.
 - (1.) Other personnel stage at their respective station for assignment.
 - (2.) All personnel report to the designated (closest) station for assignment or as directed.
 - (b.) Engine and crew stage a minimum of 500 feet from scene, stage preferably near a water source if possible.
 - (c.) Law Enforcement is in charge – this is a crime scene until determined otherwise.
 - (1.) Evacuation is the occupant’s & law enforcement’s decision.
 - (d.) Fire department will not enter or attempt to “search” the building
 - (e.) If a blast does occur, fire personnel do not rush in immediately. Secondary devices are possible and may be designed to lure responders in.
 - 2.) Grass, Woods, Brush: (see special guidelines for Interstate calls)
 - (a.) Single Engine response from primary response district
 - (1.) Station 1 or Station 3
 - (b.) Brush Unit response from Station 2
 - (1.) Primary Station response is 10-33 traffic (emergency)

- (2.) Secondary Station response is 10-86 traffic (routine)
- 3.) Hazardous Materials: (see special guidelines for Interstate calls)
 - (a.) Single Engine response from primary response district
 - (1.) Station 1, Station 2 or Station 3
- 4.) Natural Gas Leak, Propane Gas Leak:
 - (a.) Single Engine response from primary response district
 - (b.) Secondary Engine response from secondary response district
 - (c.) Ladder Company response
 - (d.) Truck 1 (as needed)
 - (e.) Truck 2 (as needed)
 - (f.) Additional Engine Company and / or other apparatus as needed or requested by Incident Command.
- 5.) Motor Vehicle Crashes (10-50) with personal injuries (Vehicle Crash) and or Pin-In (See special guidelines for Interstate incidents)
 - (a.) Single Engine response from primary response district
- 6.) Vehicle Fires, Service Calls, Public Assistance, 10-50 property damage with fuel leak, Fuel Spills, etc.
 - (a.) (See special guidelines for Interstate calls)
 - (b.) Single Engine response from primary response district
 - (1.) Second ENGINE will respond only as needed or as the primary engineer and / or incident commander or as the situation dictates.
 - (2.) Station 1 and Station 2 will respond to all incidents on Interstate 40.
- 7.) Structural Incidents:
 - (a.) (Including fire, explosion, alarm activation, etc. involving any type of structure)

- (b.) Single Engine response from primary response district
 - (c.) Secondary Engine response from secondary response district
 - (d.) Ladder Company response
 - (1.) Ladder 1
 - (e.) Truck 1 (as needed)
 - (f.) Truck 2 (as needed)
 - (g.) Additional Engine Company and / or other apparatus as needed
- 8.) Note: If apparatus and personnel are en-route to a fire alarm activation and Fire Central advises that the alarm is false, the PRIMARY ENGINE or Chief Officer will advise all Conover Fire Department apparatus and personnel to respond 10-86 traffic until the “false alarm activation” is confirmed. The Secondary Engine may opt to stage at an applicable location or continue routine traffic. Ladder Company en-route will stage at the respective station.
- 9.) Note: If the fire department is dispatched to a reported fire alarm activation and cancelled prior to apparatus leaving either station, the primary Station will respond routine traffic to the address location to confirm the false alarm activation. Station 1 on-duty personnel will acknowledge the incident and Fire Central to advise all personnel to cancel with the exception of the primary engine.
- 8.) Assistance requested by Catawba County EMS for assistance to a medical incident
- (a.) Single Engine response from primary response district
 - (b.) Such incidents may include: Cardiac related emergencies, trouble breathing, assaults, auto accidents, general illness, seizures, OB, bleeding and other non-life-threatening injuries
- 9.) Star Team Assistance Response:
- (a.) Single Engine response from primary response district with a crew of four to five personnel.
 - (1.) Other personnel stage at their respective station for assignment.

- (2.) All personnel report to the designated (closest) station for assignment or as directed.
- (b.) Engine and crew will stage a safe distance back from the scene or as directed to staging area by Law Enforcement Command Post
- (c.) Law Enforcement is in charge of the incident until released to the fire department for fire operations (if required).
- (d.) All fire personnel will stage with the engine at all times and will be prepared to move locations if required or perform fire-fighting duties as needed.

II. INTERSTATE 40 INCIDENTS

(ALL TYPE INCIDENTS)

	<u>Interstate 40 Interchanges</u>	<u>Fire District</u>
123	U.S. 321 Exit	Hickory Fire Department
125	Lenoir-Rhyne Blvd. Exit	Hickory Fire Department
126	New U.S. 70-321 Interchange Exit	Hickory Fire Department
128	Fairgrove Church Road Exit	Conover Fire Department / Hickory Fire District Line (As determined by City Limits)
130	Old Hwy. 70-A Exit Railroad Overpass	Conover Fire Department
	County Home Road Overpass	Conover Fire Department
131	Hwy. 16 North(Exit)	Conover Fire Department
	Note: West Bound Exit ramp from Interstate 40 – CLOSED East Bound Entrance ramp to Interstate 40 – CLOSED	
132	Thornburg Drive / 16 North Exit	Conover Fire Department
133	Rock Barn Road Exit	Conover Fire Department (East I-40) Claremont Fire Department (West I-40)
135	Claremont Exit	Claremont Fire Department
138	Oxford School Road Exit	Catawba Fire Department
A.	Due to the hazards involved and associated with interstate incidents, only the necessary apparatus and personal vehicles (POV's) will stop on the Interstate.	
	1. Apparatus should be located and used to protect emergency service personnel from oncoming traffic as much as possible.	
B.	Personal vehicles will stage at a respective interstate access ramp to await specific instructions from an on-scene unit and / or apparatus.	
	1. If responding to scene, all personnel will park on the emergency strip or off the shoulder of the interstate for personnel safety.	
	2. All personnel will park on the same side of the interstate and leave room for	

other responding emergency service vehicles.

3. Park all apparatus and personnel vehicles in a manner not to jeopardize the investigation of the incident by law enforcement.

- i.) Unless it is a life safety issue

C. Interstate 40 incidents between Exit 130 and Exit 133

1. Station 1 apparatus will respond to Exit 133 (Rock Barn Road) and proceed to travel west on Interstate 40.
2. Station 2 apparatus will respond to Exit 130 (Hwy. 70-A) and proceed to travel east on Interstate 40.
 - i.) If incident is not located, apparatus will exit the interstate at an appropriate exit and await further instructions.

D. Interstate 40 incidents between Exit 128 and Exit 130

1. Station 1 apparatus will respond to Exit 132 (Thornburg Drive) and proceed to travel west on Interstate 40.
2. Station 2 apparatus will respond to Exit 130 (Hwy. 70-A) and proceed to travel east on Interstate 40.

E. As apparatus is committed to an incident on Interstate 40, Station 3 will respond to Station 1 for coverage.

I. MUTUAL-AID INCIDENTS

- A. Our mutual aid agreement is to provide assistance to other departments as requested and will be honored at all times unless doing so will place the City and our community in jeopardy due to a depletion of resources including both personnel and / or apparatus.
- B. Station Response to Mutual Aid Incident
 - 1. Station 1 will respond to:
 - a) Claremont Fire Department
 - b) Newton Fire Department
 - 2. Station 2 will respond to:
 - a) St. Stephens Fire Department
 - b) Hickory Fire Department
 - 3. Station 3 will respond to:
 - 4. Oxford Fire Department
- C. Unless otherwise directed via radio to report to another location for assignment.
- D. Apparatus and Personnel Response
 - 1. On-duty Engineer will respond apparatus to mutual aid incident(s).
 - 2. Mutual aid may be requested automatically or by the Incident Commander for direct response to the incident or to stand-by on a “cover” or “move-up” assignment.
 - 3. Stand-by for “covering” or “move-up” assignments at mutual aid stations
 - 4. Personnel will be advised via radio to which Station to respond for staffing apparatus.
- E. For mutual aid assignment requesting Ladder 1 response.
 - 1. Ladder 1 will be staffed with a minimum of four qualified personnel prior to departing Station 1.

- F. Interstate 40 calls between Exit 133 and Exit 135 (automatic mutual aid for Claremont)
 - 1. Will be automatically dispatched by Catawba County Communications Center
 - 2. Station 1 apparatus will respond to Exit 133 (Rock Barn Road) and proceed to travel east on Interstate 40 to Exit 135 (Claremont)
 - 3. Conover Fire Department will stage at Exit 135 unless otherwise directed by Claremont Fire Department.

- G. Catawba Valley Nursing (formerly Heritage Care) (automatic mutual-aid for St. Stephens Fire Department)
 - 1. Engine 2 (Station 2) will respond upon automatic mutual aid dispatch due to the life safety issues involved with this facility.
 - 2. All other qualified personnel will respond in personal vehicles or other fire department vehicles used for personnel transport.

- H. Suburban Propane (automatic mutual-aid for St. Stephens Fire Department)
 - 1. On-duty engineer will respond Engine 2 with qualified personnel crew of four or five personnel.
 - 2. Respond to Highland Ave. and Spencer Road to divert traffic and await further assignment instructions

- I. Qualified apparatus operator(s) will man Ladder 1 and stage at Station 2 for possible response if requested or to staff the station in the event of another dispatched incident.

- J. Air Trailer
 - 1. Disengage brake and tow with either Truck 15 or (POV) personal owned vehicle at safe speed.
 - 2. Driver / operator should be qualified to fill cylinders efficiently and familiar with operation of the unit and different types of air cylinders used in the fire service.

- K. Truck 5
 - 1. Truck 5 with two members if possible

L. Foam

1. A large quantity of foam is kept in the northwest corner of the apparatus bay to be responded in Truck 1 or Truck 15.

M. Personnel Request

1. Request for firefighters and SCBA
2. All members report to Station One for assignment.
3. Five firefighters capable of using SCBA including at least one officer should respond in the respective Engine or Truck 15 with SCBA.
4. Only personnel trained at NFPA 1403 or higher will respond on mutual aid assistance.

N. Engine Company

1. Respective Engine with four personnel

O. Tanker

1. Truck 2 with two members

P. Light Trailer

1. Tow with either Truck 15 or (POV) personal owned vehicle at safe speed.
2. Driver / personnel should be familiar with the operation of the Light Tower prior to pulling the unit.

Q. The following incidents will require the response of the following equipment:

1. Single Engine Response
 - a) Fires
 - (1) Dumpster fires, trash and / or refuge Fires, automobile fires, and other miscellaneous fires not involving structures
 - (2) Interstate 40 will require a two (2) Station response

- (3) Non-Emergency public service / public assistance, investigations of non-fire related incidents, physical assistance incidents
 - (4) Assistant provided to Catawba County E.M.S. and / or a Catawba County Rescue Squad
 - (5) Power Lines down, Tree or other debris down or blocking a roadway
 - (6) Vehicle crashes, industrial accidents, and / or any incident(s) involving possible extrication or disentanglement
2. Two (2) Engine Response and One (1) Ladder Truck Response
- a) Fires
 - (1) All fires involving a structure, reported structure fire(s), fire alarm activation, reported smoke odors in structure(s)
 - (2) Hazardous materials incidents involving natural gas and propane gas leaks
 - (3) Reported Biohazard Incident
3. Single Engine Response and Brush 1
- a) Fires
 - (1) Reported grass fires, reported brush / woods fires, any fire involving woodlands
4. Two (2) Engine Response
- a) Emergency incidents dispatched that are located on Interstate 40
 - b) Reported incident in which the initial dispatch determines the possible need of a two (2) engine response
 - c) As directed by the Fire Chief or their assigned designee
5. Any incident apparatus response may be changed at any time based on the initial report given by communications center and as personnel assistance is needed on the scene. SPECIAL SITUATIONS

R. Severe Weather Stand-by

1. Report to the nearest station.
2. Officer(s) in charge should establish crews and assign apparatus.
3. Only necessary personnel should respond to the incident(s)
4. Other personnel will stand-by ready for additional calls.

S. Bomb Threat

1. Report to station as instructed
2. Officer in charge will assign a crew of five to the respective engine.
3. Apparatus and all personnel response will be routine response traffic unless otherwise requested by Law Enforcement.
4. The responding apparatus will stage at a safe distance from the incident scene. No personnel are to be involved in any type of explosive search or removal operations. Law enforcement is the lead agency; the fire officer in charge will establish a liaison with the law enforcement officer in charge.

II. HIGHWAY INCIDENT MANAGEMENT PLAN

A. In conjunction with the North Carolina Department of Transportation, (NCDOT), the North Carolina State Highway Patrol (NCSHP), Catawba County Emergency Management (CCEM), the Conover Police Department, and other state and local agencies, a Highway Incident Management Plan has been developed.

1. This is primarily for use on Interstate 40 and has two main goals:
 - i.) Too provide for safe and effective emergency response and operations, and too maintain the flow of traffic.
2. Emergency vehicles (ambulances, crash trucks, and fire apparatus) are reserved the closest positions at the incident scene.
3. Law enforcement vehicles, wreckers, and personal vehicles should be parked a greater distance away from the scene.

B. Preplanned Interstate detour routes have been established.

1. The plan for Conover covers Exits 128 (Fairgrove Church Road) to Exit 133 (Rock Barn Road).
 - i.) The basic detour route is Fairgrove Church Road, Conover Blvd. West, and Rock Barn Road.

C. This was designed to keep high volumes of traffic out of the downtown area.

III. SEATBELT POLICY

A. Purpose

1. To establish appropriate and safe behavior regarding the use of safety belts when operating or riding in an emergency vehicle.

B. Scope

1. All fire departmental personnel.

C. Policy

1. All fire department personal driving or riding in fire department apparatus and or vehicles will be seated in approved riding positions with seatbelts or safety restraints fastened at all times when the vehicle is in motion.
2. The apparatus driver / operator will not begin to move the vehicle until all passengers are seated and properly secured.
 - i.) All passengers will remain seated and secured as long as the vehicle is in motion.
 - ii.) Seatbelts will not be loosened or released while enroute to dress or don equipment.
3. Members will not attempt to mount or dismount from a moving vehicle under any circumstances.

D. Exception

1. A fire department member who is providing direct patient care inside an ambulance will be permitted to release momentarily the seat belt while the vehicle is in motion – **IF IT IS ESSENTIAL TO PROVIDE PATIENT CARE.**
2. When the procedure has been completed, the fire department member will refasten the seatbelt.
 - i.) Time without the protection of a seat belt shall be minimized.
3. NFPA 1500 allows this exception for the ambulance patient compartment; however, effective restraint systems are now available for ambulances. NFPA 1500 also permits exceptions to the seat belt policy for hose loading and tiller training, however, strict guidelines must be applied to these activities if the exceptions are included in a departmental policy. The fire

department should carefully consider whether these exceptions should be included in the departmental policy statement.