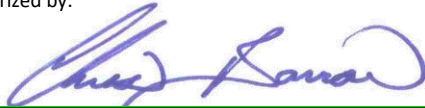
	TRAVIS COUNTY ESD #5 MANCHACA FIRE RESCUE Department Policy	E301.1
	Authorized by:  Fire Chief Chris Barron	Effective: 6/18/2019 Rescinds: E301 Reference: Application: Shift Personnel
Shift Management		

I. Purpose

To establish guidelines and expectations for the Operations staffing of Manchaca Fire Rescue regarding the execution of regularly assigned and recurring duties.

II. Background

In every department, crews have regularly assigned administrative and operational duties that they are expected to complete in the course of their assigned shift. In MFR, there are daily, weekly, and monthly duties that are expected to be performed during every shift. Company Officers and Acting Officers are responsible for ensuring through direct supervision or delegation the completion of these duties to meet regulatory requirements and to meet minimum expectations of the organization.

III. Policy

A. **Expected duties.** The Officer or Acting Officer (aka “Officer”) are expected to manage the following duties to ensure that they are performed as needed.

1. **Shift change pass-on.** At every rank, when a member relieves the off-going member, there should be a face-to-face exchange of information as to the activities of the last shift and any pertinent pass-on information such as equipment issues, supplies needed, apparatus readiness, etc. Any usually assigned duties that were not completed should be included in the pass-on. The oncoming officer will ensure completion of the task unless extenuating circumstances exist. The sharing of pass-on information is considered a standard component of being properly relieved from one’s shift. The Company Officer should document pertinent pass-on information in the PS Trax digital journal application.
2. **Shift briefing.** At the beginning of each shift, the Officer should hold a meeting with the crew to discuss assignments for the day, scheduled events, crew assignments, discuss expectations, cover any pertinent information from the shift change pass-on or other items of interest. This is an excellent opportunity to solicit questions from the crew and cover any expectations with members that do not normally work with that crew.

3. **Staffing check.** As early in the shift as possible, the Officer shall check the scheduling system to confirm the staffing for the shift and that crews next shift as well as any scheduled events that may be posted on the system. Officers should confirm that there is appropriate staffing and the correct qualifications available throughout the shift. Any deficiencies should be addressed in accordance with the staffing policy.
4. **Calendar and email.** As early in the shift as possible, the Officer shall check their department email account and the Watch Officer email account and address any communications as appropriate. The Outlook calendars for those two accounts should also be checked for scheduled events. Additionally, the Officer shall check the Department's online calendars for any posted events. Email should be checked a minimum of every morning and afternoon during the shift.
5. **Phone messages.** As early in the shift as possible, the Officer shall check phone messages and either address, forward, or take note of the information as needed. Once messages are checked, the voice mailbox should be cleared. The phone should be checked for messages a minimum of every morning and afternoon during the shift.
6. **Crew login.** As early in the shift as possible, the on duty crew shall be logged in to the MDC. Any time there is a crew change during a shift, the MDC crew roster shall be modified since the MDC roster is a component of the fireground accountability system at the command post. Additionally, the crewmembers shall be listed on the watch office board with their seat assignments and the board updated as needed.
7. **Apparatus checks.** As close to shift change as possible and on the morning of the second half of the shift, a daily apparatus check shall be performed on the lead engine, brush truck, and tender. The check shall be in accordance with policy D101: Care, Inspection, and Maintenance of Emergency Vehicles and be documented as indicated in the PS Trax application. Additionally, any apparatus flagged for a weekly check on the chore list shall have a weekly check performed and completion of the check logged in PS Trax.
8. **SCBA checks.** In order to maintain compliance with TCFP regulations, SCBAs shall be checked in accordance with the schedule in policy B102: Use, Inspection, & Care of SCBA and PASS. The checks shall be documented as indicated in the PS Trax application.
9. **Medical equipment checks.** Medical bags and equipment (including AED) of all lead apparatus and any weekly check apparatus shall be checked. The checks shall be in accordance with the PS Trax checklist and completion of the check logged.
10. **Weekly and monthly checks.** The Officer shall ensure that the weekly chores for that day are addressed and logged in PS Trax. Additionally, if any chores are passed on from the off-going shift as incomplete, the on-coming shift shall complete them unless there are extenuating circumstances that preclude completion of the task.
11. **Physical fitness.** All on duty shift members should complete a minimum of one hour of physical fitness for each 24-hour period they are on duty.

12. **Company training.** All on duty shift members should participate in company level training during each 24-hour period they are on duty. The training may be facilitated by the Company Officer or delegated to another member of the company. The focus of company level training should be the maintenance or enhancement of basic skills and/or the learning of new skills. Company training shall be logged in the RMS system.
 13. **Documentation of shift activities.** Incident reports, training, equipment checks and other documentation duties shall be maintained in the appropriate system (ESO, When to Work, PS Trax, etc.) in a timely manner. Reports and logs required for that shift should be completed before the conclusion of that shift. An exception would be for incident reports for runs that are concluded within the last two hours of the shift.
 14. **Maintenance of trade and leave logs.** The Officer shall ensure that all trades and leave requests are properly documented in the appropriate log and posted in When to Work. Request for staffing to fill leave requests shall be initiated in accordance with the staffing policy.
 15. **Confirmation of timekeeping.** Before being relieved by the on-coming shift, the Officer shall confirm that When to Work reflects the correct timekeeping.
- B. **General expectations.** At all times, the Officer or acting Officer shall maintain awareness of the following to ensure crew integrity, safe practices, efficiency, and situational awareness.
1. **Policy and procedures.** As one of the Officer's primary responsibilities, they shall insure compliance with department policies and focus on department best practices.
 2. **Incident response.** No member shall refuse to respond to an incident while on duty. No member shall fail to respond promptly to any request for response, including station move-ups.
 3. **Safe practices.** All crewmembers shall be cognizant to perform their duties safely and to perform an appropriate risk assessment for actions taken in the workplace.
 4. **Station care.** Regardless of the chore schedule, the station should be kept neat and clean at all times. Supplies should be restocked as the need is noticed (i.e. paper towels, toilet paper, soap, etc).
 5. **Lockers and storage.** All locations on ESD5 property are under the control of ESD5 and may be subject to inspection at any time. Members shall not store dangerous or inappropriate materials in lockers. Food may only be stored in the kitchen and pantry areas.
 6. **Station phone.** The station phone should be answered promptly and the member should answer by stating "Manchaca Fire/Rescue" followed by their title and name.
 7. **Sleeping.** Normal authorized sleep hours are from 2000 hours until 0730 hours. The Officer may allow other rest periods for temporary illness or for recovery from extended incident operations.

The Officer may also disallow sleeping during authorized hours if there are tasks to perform or training to perform. The dorm area, including the back hall, should be considered a quiet zone when personnel are sleeping. Members must use their own supplied bedding on the mattresses. Members are prohibited from laying directly on the mattress/mattress cover. Personnel bedding must be washed on a regular basis.

8. **Professional behavior and appearance.** All members shall conduct themselves in a professional and courteous manner in their interactions with the public as well as other responders and stakeholders. Members should present themselves at the beginning of their shift in proper uniform and appearance and maintain a professional appearance throughout the shift.
9. **Reporting significant events.** Members should report to their Officer any event that results in damage to the Department's facilities, tools, equipment, or apparatus. Any injury or illness to an on-duty member shall also be reported to the Officer in a timely manner. Members shall also inform the Officer of any event or interaction that may draw attention to the organization due to an adversarial interaction or unique circumstances that may draw the attention of the public, the media, or other responding agencies.
 - a. **Informing Chiefs of incidents.** The Officer shall report to a chief, any incident that may draw media attention, a complaint from a member or public, a complaint from a partner agency, or other adverse event involving Department personnel. Officers shall also report any member injury or staffing shortage that occurs during the shift. Immediate notifications should occur via cell phone or text to the Battalion Chief and then to the Chief of Department if the Battalion Chief is not available. Additionally, the Chiefs should be informed of any exceptional acts of service and actions above the call of duty performed by Department personnel.