



**GLASTONBURY FIRE DEPARTMENT
STANDARD OPERATING GUIDELINES**



SOG NUMBER: FDO-009 ISSUED DATE: 11-15-11 EFFECTIVE DATE: 11-15-11
REVISION #: 1 REVISED DATE: 01-11-16 EFFECTIVE DATE: 01-11-16
CATEGORY: EMERGENCY OPERATIONS - GENERAL
SUB-CATEGORY: INCIDENT COMMAND SYSTEM
SUBJECT: COMMAND LEVEL SUPPORT
RELATED GUIDELINES: FDO-001, FDO-002, FDO-003, FDO-004, FDO-005, FDO-006, FDO-007, FDO-008

Section I -- Introduction

A. Command Level Support procedures are designed to offer a practical framework for integrating the efforts of Chief level Officers at significant incidents, in order to facilitate and organized an orderly tactical operation in a more effective effort.

B. Applicability

All Chief level Officers on scene and/or in support of an incident shall interact under the provisions of this guideline.

C. References

Town of Manchester Fire-Rescue-EMS -- General Operating Guideline

Section II -- Reporting in Support of an Incident

A Chief level Officer may be summoned, or may respond unsolicited, to the scene of an active incident by virtue of the alarm level. Officers may also be summoned, or respond unsolicited, to fill an off-scene support role. Officers should coordinate response through the fire dispatch.

B. Priority of Support

The following support roles may be filled by incoming Chief level Officers during significant incidents: Safety Officer; Communications Officer; Coverage Officer and Command Aide.

C. Safety

The "Safety Officer" is responsible for observing all exterior areas of the incident to identify any structural or hazardous conditions; insuring Rapid Intervention Crews are properly equipped and positioned; insuring all personnel are wearing proper PPE and equipment for their role; insuring all crews and personnel are operating safely and consistently within existing safety standards; reviewing and addressing accountability and rehabilitation efforts and maintain liaison with the Incident Commander regarding incident action plan and safety.

D. Communications

The "Communications Officer" is responsible for supporting the function of the fire dispatcher. The Officer will assist in arranging for jurisdictional coverage; mutual-aid response; liaison with county coordinator and potential or actual activation; notification to associate agencies in support of an operation and assisting on-duty dispatcher with radio communications and records management.

E. Coverage Officer

The "Coverage Officer" is responsible for supporting jurisdictional coverage through debriefing mutual-aid responders, providing responders with radio communication capability and assigning personnel to respond with mutual-aid responders and/or to staff the spare apparatus. The Coverage Officer may also support the significant incident through provisions of replenishment supply.

F. Command Aide

A Command Aide Officer may fulfill the responsibilities of any of these functions: Incident Command; Operations; Command Support.

Incident Command: is responsible to assume an effective, viable command position; rapidly evaluate the situation (size-up); develop a plan for addressing the incident; assign units (through Operations) as required; provide on-going reports to the fire dispatcher; review and evaluate efforts and revise the incident action plan as required; request and assign additional resources as necessary and return companies to service.

Operations: is responsible for directing all field operations in accordance with the incident action plan developed in concert with Incident Commander.

Command Support: is responsible to assist the Incident Commander/Operations Officer in management of the incident and may serve as Liaison Officer or Public Information Officer.

G. Coordination of Support

Officers responding in support of an incident should coordinate through the fire dispatcher so that all (necessary) functions are filled. The functions should be filled, whenever possible, in the following order: Safety; Communications; Coverage; Command Aide.

Section III- Approval

Fire Chief



Date of Approval:

1/11/16