



GLASTONBURY FIRE DEPARTMENT STANDARD OPERATING GUIDELINES



SOG NUMBER: FDO-110

ISSUED DATE: 03-26-97

EFFECTIVE DATE: 03-26-97

REVISION #: 2

REVISED DATE: 01-11-16

EFFECTIVE DATE: 01-11-16

CATEGORY: EMERGENCY OPERATIONS - GENERAL

SUB-CATEGORY: DEPARTMENT DIRECTIVE

SUBJECT: INCIDENT CRITIQUES

Section I -- Introduction

A. Objective

To constantly review and evaluate the Glastonbury Fire Department's operations in order to reinforce good performances and to identify weaknesses in equipment, Standard Operating Guidelines and training.

B. Applicability

A critique is to be conducted after every call in which a company goes into service. The critique may be one of two types, Tail Board or Formal, depending on the complexity of the operations.

Tail Board Critiques – This type of critique will be conducted after calls which were basic in terms of tactics, quickly handled by the initial assignment, and/or resulted in no firefighter injuries that required hospitalization. Typical examples would be car fires, auto extrications, small brush fires, dumpster fires and room and content fires.

Formal Critique- This type of critique will be conducted after calls which were complex in terms of tactics, required large quantities of equipment and manpower, and/or resulted in one or more firefighter injuries that required hospitalization. This would include all working structure fire, level 2 hazmat, and technical rescue incidents.

C. References

None

Section II – General

The officer/acting officer in charge of the critique is to ensure that the critique focuses on:

- A. Reinforcing good performances.
 - B. Identifying problems incurred by the crew as a whole and determining how they can be avoided in the future.
 - C. Answering any questions that firefighters and officers might have concerning their actions or what they could have done.
 - D. Identifying weaknesses in the department's Standard Operating Guidelines and equipment.
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E. Identifying the training needs of the department.

At no time is the officer/acting officer in charge of the critique to use the session, or allow other to use the session, to criticize the performance of an individual. If the performance of an individual must be addressed it is to be done privately by the officer/acting officer in charge of the critique or by having an officer discuss the incident with the individual at another time. When discussing the problem with the individual it is to be done in a constructive manner.

Section III – Tailboard Critiques

Tail board critiques are to be conducted immediately after the incident by the officer/acting officer in charge of the incident. They may be conducted on location if time permits, while cleaning up at the station, or after clean up has been completed.

These critiques will consist of no more than an informal discussion what the company did, or could have done, during the incident. Once the critique is completed the officer/acting officer should forward any important lessons learned, ideas, etc., to the training officer for distribution as a training notice or for inclusion in upcoming training programs.

Section IV – Formal Critiques

If the officer/acting officer in charge of the incident believes a formal critique is required he/she is to postpone the tail board critique and notify the Fire Chief, unless the Fire Chief was the officer in charge. The Fire Chief will then assign an officer, preferably one not involved with the incident, to act as critique officer. The critique officer will then:

- A. Schedule the critique for the Thursday night of the week after the incident.
- B. Obtain tapes and incident logs from dispatch. The critique officer may edit out any dead air time on the tapes as long as a time log is maintained.
- C. Prepare a sketch of incident scene on the dry erase board or on a plastic sheet for use on the overhead projector.
- D. Notify all other companies/departments involved of the date and time of the critique and obtain estimated number of attendees.
- E. Secure a location with sufficient seating and equipment needed (computer, boards, projectors, paper, pencils, etc.) for the critique.

At the time of the critique the critique officer is to act as a mediator to keep the critique moving in an orderly manner.

The critique officer should assign a member to act as a note taker to assure that important lessons learned or corrective actions (SOGs, Training, etc.) are noted.

The critique should consist of a chronological review of the incident, with the mediator asking questions to obtain the impressions, thoughts and concerns of members with different assignments and responsibilities. This should be done at each critical point of the incident to:

- A. Identify conditions
- B. Identity actions taken

- C. Identify results of action
- D. Determine whether the results were desirable/undesirable
- E. Determine how to prevent/assure a reoccurrence

Once the entire incident has been reviewed the critique officer is to summarize the findings and recommendations of the critique to those participating. The critique notes are to be forwarded to the Fire Chief's office where they will be put into the format of a training bulletin, newsletter entry, or work assignment (SOG or training program development).

Objectives of the Critique

- A. Reinforce good performances
- B. Identify problems incurred by the crews as a whole and determine how they can be avoided in the future.
- C. Answer any questions that firefighters and officers might have concerning their actions or what they could have done.
- D. Identify weaknesses in the department Standard Operating Guidelines and equipment.
- E. Identify additional training needs of the department.

Ground Rules of the Critique

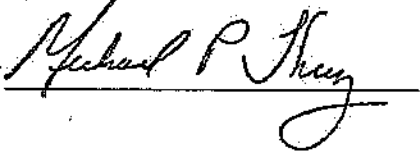
- A. At no time will the officer/acting officer in charge of the critique use the session, or allow others to use the session, to criticize the performance of an individual.
- B. If the performance of an individual must be addressed it will be done privately by the officer/acting officer in charge of the critique or by another officer outside of the critique.

Critique Process

- A. Identify conditions
- B. Identify actions taken
- C. Identify results of actions
- D. Determine whether the results were desirable/undesirable
- E. Determine how to prevent/assure a reoccurrence

Section V: Approval

Fire Chief



Date of Approval:

