

I. INTRODUCTION

- A Purpose: To provide a standard policy for fire station behavior regarding platoon change, general conduct and dorm conduct.
- B Scope: This instruction applies to all sworn personnel working at any fire station.
- C Author: The Deputy Chiefs of the Operations Bureaus shall be responsible for the content, revision and periodic review of this instruction.

II. RESPONSIBILITY

- A. All personnel shall conduct themselves with the proper fire station demeanor.
- B. Fire station fire captains shall be responsible for the implementation and enforcement of this policy. Fire captains are responsible for the personnel assigned to and visiting the fire station.
- C. Battalion chiefs shall approve visitors in quarters (i.e., fire station) after 2000 hours.

III. POLICY

- A. Platoon Change
 - 1. General
 - a. Morning relief for all station personnel shall be no later than 0800 hours each day.
 - b. All personnel shall be in the proper uniform by 0800 hours. Proper uniform consists of the work uniform or approved physical fitness attire.
 - c. All personnel shall be in the proper work uniform at 0930 hours.

2. Relief

- a. Personnel shall be properly relieved consistent with the Department's staffing procedures. Personnel shall not leave the fire station at shift change without having their position secured by appropriate relief, unless approved by the station fire captain.
- b. When station personnel report to their scheduled work site late, without a satisfactory reason, the station fire captain shall notify the battalion chief immediately by telephone, followed by a written memo, and enter the information in the Business Journal.
- c. Personnel of the off-going platoon may be required to standby, with compensation, in those cases where an employee fails to report at the time of platoon change.
- d. On-duty personnel who desire relief before platoon change shall secure permission from the station fire captain.

3. Passing on information: Before going off duty, personnel shall acquaint their relief with information pertinent to their tour of duty.

B. General Conduct

1. The on-duty personnel shall at all times keep themselves in proper uniform and available for immediate response to an alarm.
2. Lounging in or adjacent to quarters in view of the public or visitors is prohibited. Personnel shall not sit or lounge on apparatus while it is parked within the station.
3. On-duty personnel shall participate in organized mess arrangements and share the funding, unless excused for health or dietary reasons by the station fire captain. Shopping for all personnel at each station shall be done once daily.
4. Sleeping shall be permitted only in beds. Any on-duty employee who may be suffering from fatigue caused by extraordinary service or other circumstances may, with the permission of the station fire captain retire at any time.

5. When not in use, all apparel and personal belongings shall be kept in the employee's locker. Lockers shall be kept clean at all times, and the doors closed.
6. Station fire captains of move-up companies shall be held responsible for maintaining the Business Journal, quarters, and grounds they are temporarily occupying.
7. Stations shall be secured so that when personnel are in quarters no one can enter without the knowledge of the station personnel.
 - a. Doors and gates to quarters shall, whenever practicable, be kept closed, and the front door buzzer in operation at all times.
 - b. No rope or chain shall be stretched across the entrance to the apparatus floor.
8. When in quarters, personnel shall immediately answer the front door buzzer at all times. All personnel shall be in proper uniform when meeting visitors at the door and shall introduce themselves and ascertain the visitor's business.
 - a. Every effort shall be made to assist the public, and all complaints relative to the Department shall be accepted. All complaints shall be investigated and mitigated with the action taken and results journalized. The person filing the complaint should be contacted once the complaint has been mitigated or referred.
 - b. The station fire captain shall be summoned immediately in any situation that cannot be handled properly by personnel assisting the public.
 - c. Each station shall maintain an up-to-date list of information that the public may request regarding County or city agencies.
9. The station fire captain shall be notified when mechanics, contractors, or other vendors enter quarters. The visitor's name, company, and reason for the visit shall be journalized.

C. Dormitory Conduct

1. At 0800 hours beds shall be unmade and bedding stored. Personnel working multiple nights may make their bed with permission of the station fire captain.
 - (a) Station fire captains shall designate bed-airing day. All mattresses shall be turned each week on bed-airing day.
2. Bed linen shall be laundered at least twice each month.
3. Sleeping or lounging on top of an unmade mattress is prohibited.
4. Beds shall be prepared for sleeping prior to 2000 hours. Beds shall have a clean mattress pad/protector on the mattress prior to making the bed. Sleeping bags shall not be permitted for normal sleeping arrangements.
5. Station personnel shall retire between 2000 and 2300 hours, and shall arise no later than 0700 hours.

Note: On duty personnel who are suffering from fatigue caused by extraordinary circumstances may, with the station fire captain's permission, retire at any time.
6. The station fire captain shall approve sleeping attire. All station personnel shall wear sleeping attire when going to bed.
7. Station personnel shall not be unnecessarily disturbed while in bed.
8. Smoking is prohibited in all County-owned or leased buildings.
9. Dogs, mascots, or animals are prohibited at all administrative sites unless approved by the Deputy Chiefs of the Operations Bureaus. (i.e., search and rescue dog).
10. Station personnel shall be prohibited from wearing or placing turnouts (i.e., boots, pants, coat, etc.) inside station living areas. This includes kitchens, dorms, rec rooms and other carpeted living areas.

D. Bathroom and Shower Facilities

All fire stations shall have locking devices and signs on all bathroom doors or shower rooms to ensure privacy.

E. Telephone Demeanor

All station personnel shall exercise professionalism and courtesy when conducting Department business on the telephone.

1. All incoming telephone calls shall be answered.

Note: During business hours, messages will be taken on extensions for other offices (i.e., battalion chief, fire prevention offices) unless the extension is provided with telephone answering equipment.

2. The business phone shall be used only for Department business. The business phone shall not be used without the permission of the station fire captain.
3. When answering the business telephone, all station personnel shall provide the following information.
 - a. Identify the administrative site
 - b. Rank and name. Example: "Fire Station 16, Captain Smith" or "Area 1 Fire Prevention, Inspector Smith."
4. Telephone answering machines are for the express purpose of recording messages from the business telephone when no Department personnel are in quarters. The business telephone shall be answered when personnel are in quarters.
 - a. Telephone answering machines shall remain in normal operating mode.
 - b. All messages shall be checked upon return to quarters.
 - c. Any Department business-related messages for off-duty personnel shall be journalized.

- d. All calls shall be returned as promptly as possible, unless the caller specifically indicates otherwise. This will acknowledge receipt of the message and indicate what action is being taken.
- e. Answering machine connections are not to be moved from their original installation location in any fire station. (Telephone service will likely be disrupted requiring a service call to correct problem.) Any necessary relocation is to be arranged through the Los Angeles County Telephone Repair Service (see Volume 2, Chapter 5, Subject 18).
- f. The following standard message shall be used for all fire stations. (Other administrative sites will require adaptations):

“You have reached Los Angeles County Fire Station #_____.
If this is an emergency, please hang up and dial 9-1-1.
Please leave a message after the tone and thank you for calling the “Los Angeles County Fire Department”.