



WELLAND FIRE & EMERGENCY SERVICES GUIDELINE

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| Subject | Platoon Chiefs Guideline | Number | FIRE-115-020 |
| Section | 10: Administration | | |

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|----------------------------|---|--------------------|------------------------|
| Implementation Date | 2024-01-15 | Approved By | Deputy Chief - OPS/TRN |
| Revision Date(s) | Revision History | Department | Fire |
| Applies to | <input type="checkbox"/> All Personnel <input type="checkbox"/> Administration <input type="checkbox"/> Fire Prevention <input type="checkbox"/> Training <input checked="" type="checkbox"/> Suppression - Career <input checked="" type="checkbox"/> Suppression - Volunteer | | |

POLICY

Refer to [FIRE-115-000 Officer Administrative Responsibilities Policy](#)

GUIDELINE

This guideline applies to all Welland Fire & Emergency Services (WFES) Platoon Chiefs. This guideline outlines the overall duties and responsibilities expected by all Platoon Chiefs at WFES. All Platoon Chiefs (PCs) are required to act as liaisons between management and all suppression firefighters, as well as function as incident commanders when needed, leading, guiding, mentoring, and supporting all members of the of the suppression division, including the volunteer firefighters and officers during incidents and training sessions.

This guideline and accompanying procedure should be adhered to as follows:

1.0 On-Scene Responsibilities

1.1 Incident Command

- 1.1.1 Assume incident command role in a timely and effective manner.
- 1.1.2 Prioritize and allocate resources based on incident needs.
- 1.1.3 Oversee tactical operations and adjust strategies as required.

1.2 Safety Management

- 1.2.1 Ensure the safety of all personnel under your command.
- 1.2.2 Conduct a thorough size-up of the incident scene.
- 1.2.3 Implement and enforce incident safety protocols.
- 1.2.4 Monitor and address potential hazards promptly.



1.3 Resource Coordination

- 1.3.1 Direct and coordinate all on-scene WFES suppression activities efficiently.
- 1.3.2 Communicate effectively with all responding units and any other officers.
- 1.3.3 Liaise with other agencies as needed for collaborative efforts.
- 1.3.4 Manage the deployment of apparatus and equipment.

1.4 Incident Documentation

- 1.4.1 Maintain accurate and up-to-date incident notes.
- 1.4.2 Document key decisions, actions, and resource allocations.
- 1.4.3 Complete Standard Incident Reporting in the Records Management System (RMS) upon return from the incident.
- 1.4.4 Review and close all incidents in the departmental RMS prior to the end of the shift apart from incidents where volunteer firefighters were dispatched. These incidents shall be closed once the volunteer captain has entered the names and assignments of all volunteer staff present and reassigned the incident back to the PC who was in command.
- 1.4.5 See below for [procedure](#)

2.0 Training Responsibilities

2.1 Training Plan

- 2.1.1 The PC is responsible for ensuring that all monthly or otherwise assigned training is completed for all members of the platoon within the timelines set by Management and/or the Training Division.
- 2.1.2 Collaborate with the Training Division to ensure that all training plans and safety plans are available as appropriate.
- 2.1.3 Ensure training activities align with departmental goals and objectives.
- 2.1.4 Address specific skill gaps within members of the platoon through targeted training.

2.2 Continuous Learning

- 2.2.1 Stay updated on the latest firefighting techniques and technologies.
- 2.2.2 Facilitate ongoing professional development for officers of the platoon.
- 2.2.3 Encourage participation in additional training opportunities.

2.3 Training Documentation

- 2.3.1 When any on-duty suppression member is involved in any training, it is the platoon chief's responsibility to ensure that all appropriate documentation is completed by the Captain responsible for the training delivery.

3.0 In-Station Responsibilities

3.1 Station Maintenance and Inspection



- 3.1.1 On a rotating basis, attend each station at least once per shift to perform a thorough walk-through of the station with the station captain to identify and address all issues relating to health and safety, tidiness, required repair, or any other issues identified.
- 3.1.2 As reported by the station Captains, order and arrange for delivery of all consumables required for each station to ensure sufficient stock that can last at least one (1) week. This may include medical supplies, station supplies, cleaning products, etc.
- 3.1.3 Ensure exterior grounds at fire stations are tended to, including garbage pickup and snow removal/sanding/salting, as required.

3.2 Apparatus and Equipment Maintenance

- 3.2.1 Ensure routine and advanced inspections of firefighting apparatus occur as outlined in [FIRE-500-005 Apparatus Inspection and Testing](#).
- 3.2.2 Ensure all members of the platoon have completed and documented PPE and SCBA inspections, as outlined in [FIRE-500-020 PPE Inspection and Maintenance](#) by **08:30hrs**.
- 3.2.3 Assist station captains with ensuring all equipment is in good working order.
- 3.2.4 Coordinate repairs and replacements as needed.
- 3.2.5 Ensure the security of the buildings and equipment.
- 3.2.6 Ensure all advanced inspections (daily, weekly, monthly, annually) are completed and documented as prescribed by the management team and/or by policy. This can include, but is not limited to:
 - 3.2.6.1 Hazmat equipment
 - 3.2.6.2 Rope rescue equipment
 - 3.2.6.3 Cascade system and compressor
 - 3.2.6.4 SCBAs and cylinders
 - 3.2.6.5 Hose testing
 - 3.2.6.6 Bunker gear inspection and washing
 - 3.2.6.7 All others as assigned.

3.3 Platoon Supervision

- 3.3.1 Ensure the well-being of all suppression members on duty.
- 3.3.2 Promote and expect workplace-appropriate behaviour by all members of the platoon.
- 3.3.3 Assign duties and responsibilities to crew members.
- 3.3.4 Foster a positive and cohesive team environment.
- 3.3.5 Assign staff duties and responsibilities and ensure that they are completed as assigned.
- 3.3.6 Ensure the safe operation of equipment and vehicles.
- 3.3.7 Arrange for uniform and PPE exchanges as required for any on duty staff.
- 3.3.8 Ensure that any training missed during the day is rescheduled and completed in the evening if required.

3.4 Administrative Duties



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- 3.4.1 Complete all required paperwork and reports accurately and promptly.
- 3.4.2 Develop, complete, and submit all daily plans.
- 3.4.3 Coordinate staff's leave, work locations and training
- 3.4.4 Organise and ensure the ongoing and thoroughness of the "After-The-Fire" smoke alarm program and other public safety initiatives as directed by the Fire Prevention Division.
- 3.4.5 Complete the monthly hall staffing (daily roster) and training plan for the following month by the 15th of the current month.

3.5 Community Engagement

- 3.5.1 Foster positive relations within the community.
- 3.5.2 Participate in public education programs and community events as outlined by management and/or the CFPO, and in accordance with [FIRE-110-000 Media & Community Engagement Policy](#)
- 3.5.3 Always represent the department in a professional manner.
- 3.5.4 Ensure all members wear departmental uniforms in accordance with the departmental Uniform Policy.

3.6 Schedule

3.6.1 Ensure that the daily schedule of all staff is executed as follows:

| TIME | RESPONSIBLE | ACTIVITY |
|-------------------------|------------------|--|
| 07:30 | All Staff | Inspect PPE and SCBA per WFES SOGs |
| | All Firefighters | Perform Daily Vehicle Inspections, Daily Routine Inventory Inspections <u>and</u> Advanced Apparatus Inspections |
| | All Staff | Communicate with incoming/outgoing relief |
| 07:45 | Officers | Review email and adjust daily plans as needed |
| 08:30 (PRIOR TO) | PC | Notify captains of any road closures, constructions, and water service/hydrant repairs |
| | PC | Update the Daily Roster as required |
| | PC | Attend daily meeting with Mgmt, CFPO and CTO |
| 09:00 | All Staff | Training, maintenance, or other duties as assigned |
| 12:00 (PRIOR TO) | All Firefighters | Complete maintenance and inspection of Car 1, Car 2 and Car 3 based on the schedule in FIRE 500-005 Apparatus Inspection & Testing |
| | All Staff | Lunch |
| 13:00 | All Staff | Training, maintenance, or other duties as assigned |
| 16:00 | All Staff | Fitness, dinner, rehabilitation, other duties as assigned |



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| 18:00 | All Firefighters | Training, maintenance, or other duties as assigned |
| | All Firefighters | Complete maintenance and inspection of day staff vehicles based on the schedule in FIRE 500-005 Apparatus Inspection & Testing |
| | All Firefighters | Station cleaning, garbage pickup, including hallways, bathrooms, and training room |
| 21:00 (PRIOR TO) | PC | Submit Daily Plan for next shift and AB Summary |
| | Captains | Ensure all training and incident documentation is complete and submitted |
| 22:00 (PRIOR TO) | All Firefighters | Ensure apparatus floor is clean and tidy at all stations |
| | All Staff | Complete any missed activities from the day |
| 22:00 | All Staff | Rehabilitation, other duties as assigned |
| 06:30 | PC | Monitor "INTERCON" mail for staff booking off and arrange for overtime as required. |
| 07:00 | All Firefighters | Put out gear for incoming shift, ensure apparatus have been cleaned inside and out, and that fuel tanks are at 5/8 capacity or higher |
| 07:30 (PRIOR TO) | PC | Complete and submit the daily planner final |
| | PC | Ensure all incidents have been reviewed and closed |
| | PC | Close the Daily Roster |

PROCEDURE

4.0 On-Scene Responsibilities

4.1 Incident Command

- 4.1.1 Initiate and maintain command per departmental practices.
- 4.1.2 As dictated by the incident size and complexity, assign sector officers for Accountability, Staging, Rapid Intervention Team, and/or Decontamination. At the discretion of the incident commander, other sectors can be assigned during the incident.
- 4.1.3 Ensure all applicable portions of the Incident Management System are activated.
- 4.1.4 Ensure all staff on scene are accounted for, including crew identification, location and task assignment.
- 4.1.5 After each incident, conduct a debrief with the crew to identify strengths, weaknesses, and determine what can be changed to improve response and task execution. These debriefs do not need to be formally documented, however, at



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the captain's discretion, a formal Post Incident Analysis and Review (PIAR)* can be performed and documented.

*NOTE: Anytime a "Working Fire" is declared, the platoon chief will perform a PIAR with all suppression crews

4.1.6 At the conclusion of the incident, the platoon chief will ensure all crews, once properly decontaminated, are placed back in service.

4.2 Safety Management

4.2.1 Ensure all personnel wear full personal protective equipment as dictated by training, policy or based on needs of the specific incident.

4.2.2 Conduct a thorough size-up of the incident scene. Determine strategies and tactics to be employed while evaluating risks and implementing mitigating strategies.

4.2.3 At all times, ensure the safety, physical and mental, of all members of the platoon.

4.2.3.1 Any situations resulting in an interaction contravening corporate or departmental conduct policies or any violations of the Occupational Health and Safety Act will be reported to the Deputy Chief, Operations and Training by email.

4.2.3.2 The email will be sent to the Deputy Chief directly, with "CC" to ChiefOfficers@welland.ca. To ensure confidentiality, no other staff are to be copied on the email.

4.2.3.3 In the event that the Platoon Chief is uncomfortable reporting an interaction to the Deputy Chief, Operations and Training, PC will report the specifics directly to the Fire Chief or the Human Resources Division.

4.2.4 Ensure that all post-fire (or other) decontamination is done by all crew members. Soiled PPE must not be transported in the cab of an apparatus.

4.2.5 Staff Health and Safety Concerns

4.2.5.1 It is the responsibility of all workers* to ensure a healthy and safe work environment.

4.2.5.2 Any health and safety concerns reported to the supervisor* will be documented using the corporate H&S Concern form. The worker and supervisor will take immediate action to eliminate, substitute or control any risks. Once all possible actions have been taken, the complainant will complete the form per the instructions on the form.

*Note: All employees of WFES are workers under the OHSA, and all officers are considered supervisors.

4.3 Resource Coordination

4.3.1 The captain will remain aware of resources being deployed to the scene (people, apparatus, equipment)



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4.3.2 As early as reasonably possible, request or clear resources to match the resources with the risk, need and stage of the incident. This can include agencies beyond WFES.

4.4 Incident Documentation

4.4.1 Immediately following the incident, a Standard Incident Report is to be completed by the captain, in the departmental Records Management System.

4.4.2 If the report cannot be completed immediately, the captain will complete the report as soon as possible. The report will be completed prior to the end of the shift.

4.4.3 The SIR should outline key decisions, actions, and resource allocations.

4.4.4 Any additional required documentation must also be completed prior to end of the shift, including but not limited to: Injury Reports, Health and Safety Concerns, Exposure Reports, Medical Assist Reports, etc.

4.5 Post Incident Analysis and Review (PIAR)

4.5.1 All PIARs will be done over virtual meeting with crews from all stations present.

4.5.2 Once the incident report is completed, and all crews are back in service, the platoon chief will complete all pertinent details of the incident within the PIAR Worksheet.

4.5.3 The completed worksheet "version 1" will be emailed to the Deputy Chief, Operations and Training.

4.5.4 At the discretion of the PC, the PIAR will either be completed with the crews on the day of the incident or, at the latest, the following shift. If the platoon chief (I/C) has a planned absence on the following shift, the PIAR will occur on the day of the incident.

4.5.5 If extenuating circumstances will prevent the PIAR from happening on the current or next shift, the PC will email the Deputy Chief, Operations and Training, immediately after completing the version 1 PIAR Worksheet with the following details:

4.5.5.1 Reason that the PIAR cannot occur in the prescribed timeframe.

4.5.5.2 Plan to perform the PIAR

4.5.6 During the PIAR, the PC will update the PIAR Worksheet in a different colour and include any feedback, thoughts, ideas, suggestions and concerns from all who are present.

4.5.7 The final (version 2) of the PIAR Worksheet will be emailed to the Deputy Chief, Operations and Training, with a "CC" to the CTO.

4.6 Daily Plan

4.6.1 The PC will be responsible for completing the initial plan for the next shift, using the Daily Shift Planner form. This will be referred to as the Initial Plan.

4.6.2 Save a copy of the form on the Platoon Chief shared drive using the following format YYYY-MM-DD Platoon and INITIAL (i.e. 2023-01-07 A INITIAL)



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- 4.6.3 At the end of each shift the form will be updated with any modifications reflecting changes in the day's activities, which varied from the initial plan. This will be referred to as the Final Plan.
- 4.6.4 All pertinent information to be shared with the incoming shift and/or PC of the next scheduled shift for your platoon **must** be documented on this form in the section titled "Items passed on to incoming shift". Examples may include apparatus or equipment put in or taken out of service, issues with stations or apparatus, etc.
- 4.6.5 The "Shift Notes" section will be populated to contain information relevant for the management team. Examples may include staff who left work prior to the end of their shift, incidents of interest requiring review, brief follow-of tasks assigned, etc.
- 4.6.6 The OIC of the incoming shift may review the previous shift's form, located on the PC shared drive, and will include any necessary follow-up items on the incoming Shift Planner form.
- 4.6.7 Completed INITIAL and FINAL forms will be emailed to fire@welland.ca, the CTO, CFPO, and the entire platoon, and saved to the Platoon Chief Shared Drive.
- 4.6.8 The contents of the "time blocks" shall include pertinent details such as:
- 4.6.8.1 Specifics of who, what, where, and when.
 - 4.6.8.2 Advanced inspections are to begin during the 07:30-09:00 block
 - 4.6.8.3 Any promotional or classification time that will involve the entire crew will be specified as such and include specifics of the training.
Example: "FF Smith Promo, Aerial Pick Off (Trn #1234)"
 - 4.6.8.4 Any promotional or classification time planned for self-study will not be included in the plan.
 - 4.6.8.5 Station coverage and/or location of training or meetings
Example: "P3 Building Const. @ Stn2 (Trn #1234)"
Example: "Smith/Jones Fit Test @ HQ"
Example: "A1/R1 Ice Rescue (#1223) @ Linc. Dock"
Example: "Capt. Jones(P3) Meeting PC @ HQ"
 - 4.6.8.6 Generic entries shall not to be included
Example: "Prep for next shift"
Example: "Wash P3"
Example: "Lunch/Dinner/Clean Kitchen"
 - 4.6.8.7 Daystaff vehicles inspections are to be schedule after the 13:00-16:00 block, with the exception of the senior officer vehicles.

APPENDICIES

Not Applicable



REFERENCES

- [FIRE-110-000 Media & Community Engagement Policy](#)
- [FIRE-500-005 Apparatus Inspection and Testing](#)
- [FIRE-500-020 PPE Inspection and Maintenance](#)

REVISION HISTORY

| Date | Description of Change | Revision # | Initials |
|-------------------------------|------------------------------|-------------------|-----------------|
| Click or tap to enter a date. | | | |