



## Rogers Fire Department Standard Operating Procedures

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| <b>Policy Title:</b>     | Company Performance Standards   |                        |                |
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### PURPOSE

This policy establishes the company performance standards for the Rogers Fire Department. Company performance standards are developed to ensure the proficiency of all personnel through annual evaluations of company level skills.

Company performance standards are designed to validate competency in basic level skills, as well as identify opportunities in training or deficiencies that need addressed at the company level.

This training will ensure that all Rogers Fire Department personnel receive and demonstrate competency on a quarterly basis in skills detailed below.

### POLICY

The basis for all training within Rogers Fire Department is firefighter safety. It is the duty of all personnel participating to ensure that skills and competencies are being completed in the safest manner possible. Safety in all phases of training is the prime consideration and shall not be compromised for speed.

Company Performance Standards will focus on five identified categories: Ladders, Self-Contained Breathing Apparatus, Firefighter Survival, Fire Suppression, and NFPA 1410 Company Evolutions. Additional topics may be introduced at the discretion of the Deputy Fire Chief of Special Operations and Training.

EMS Company Performance Standards will be assigned on a quarterly basis. The EMS Company Performance Standards will focus on the topic areas set forth by the National Registry of EMTs and the State of Arkansas Health Department. Additional topics may be added at the discretion of the DFC-SOT or EMS Program Managers.

Company performance standards will be assigned on a quarterly basis, and will be divided into categories based upon individual and company level skills. Individual skills will focus on single person level tasks that are essential functions

of the job. Company level skills will focus on the company's ability to perform a specific set of tasks involving each member of the company. Company level skills will also involve multi-company operations to ensure standardization across the department.

To improve interoperability and training between agencies, participation in quarterly company performance standards by outside (neighboring) agencies is encouraged or required per memorandums of understanding, mutual aid, or automatic aid agreements. It will be the responsibility of the companies bordering these outside agencies to ensure cooperative participation in completing these standards.

Successful completion of a standard occurs when the company officer verifies that their company is able to complete the specified skill proficiently, and possesses all of the requisite knowledge to perform the task. There are established timeframes and performance standards associated with each competency. Knowledge and technique are the primary focus of these training sessions.

As part of the training program development, these evaluations will be conducted to identify deficiencies in the training program, as well as any deficiencies identified on the individual level. Results will be handled and shared to ensure continued improvement and development for each member or company.

### **Annual Evaluations**

The company performance standards annual evaluation process is designed to validate competency in company level operations, as well as identify opportunities in training or deficiencies that need addressed through the Annual Training Plan (ATP). The evaluation process will ensure that all Rogers Fire Department personnel receive and demonstrate competency in the skills and knowledge required of all field operations personnel. This process is designed to validate the ATP, as well as the response level established for the Rogers Fire Department.

### **Required Performance**

All members shall demonstrate expertise in the performance and application of company performance standards at least annually. This proficiency examination shall be documented and placed in the member's training file located at the Rogers Fire Department Training Center.

Specific knowledge and steps for completion shall be established throughout the course of the year and it is each member's responsibility to ensure that they are capable of performing all of the required skills and knowledge proficiently within the time allotted. The annual evaluations will account for knowledge and skills covered throughout the course of the year in the following formats:

- City Wide Training
- Company Performance Standards Response Drills / Scenarios
- Standard Operating Procedures

### **Evaluation Format**

This proficiency evaluation will be developed and administered by the Training Division. The training committee will also provide input into the process.

The evaluation process will be comprised of two areas; written and skills proficiency. The written exam will be a multiple choice, true or false, matching, fill in the blank or essay examination and may include any information covered in the ATP and Standard Operating Procedures. A passing grade of 80% is required by all members on the written examination.

Practical skills will be graded on a pass/fail basis based on proficiency and the allotted time for the particular skill. Any minimum company standard (Company performance standard) skill required for emergency response is eligible for use during the practical examination. The practical skills examination will include a combination of individual and team level skills.

### **Study Materials**

A list of applicable policies as well as skills will be provided to all personnel by the Training Division for the annual examination process at least one month prior to testing. This will ensure that all members have adequate preparation time.

### **Testing Results**

All proficiency evaluations will be reviewed by the DFC-SOT. Results of annual evaluations will be confidential, except with the direct supervisors of the member. The individual member may review the test results as requested. Members of the Training Division and Command Staff may assist in the development of remediation and retraining programs for individual members or entire companies.

### **Remediation**

If a member is unable to successfully complete any aspect of the annual evaluation process, they will be directed to begin a remedial training program. The individual will be required to re-test the areas that were identified as being deficient. The DFC-SOT retains the ability to have individual member's complete portions of the evaluation process or the entire examination.

The appropriate Battalion Chief may require additional evaluation for any member of their shift based on performance.

The Training Division will provide the individual with a list of the skills to be re-evaluated. The failing member will be allotted a thirty (30) day period to seek

additional training opportunities, and subsequently achieve a passing score. Any reasonable resources requested by the individual will be made available by the Training Division. At the end of the remediation period, the member will be re-evaluated using new materials that evaluate the knowledge and skills that the individual was deficient. The re-evaluation will be administered using the same standards and processes as above.

If the DFC-SOT determines that the individual's requisite skills and knowledge are grossly deficient, the individual's performance will be brought to the attention of the Fire Chief for further action.