



MUKWONAGO FIRE DEPARTMENT

OPERATING PROCEDURES

Duty Officer		Approved by: Chief Jeffrey R. Stien	
POL #22	Draft Date: 02/24/14	Revision Date:	Effective Date: 2/24/14

PURPOSE: To establish procedures for maximizing fire fighter and EMS personnel safety when responding and dealing with emergency medical calls.

SCOPE: To ensure that a ranking officer of the department is immediately available to address all issues and concerns facing the department during said tour of duty.

Objective: To ensure that 24 hour coverage at the Duty Officer level is maintained.

Responsibility:

- A. The Fire Chief shall establish and implement the Duty Officer System, whereby there is a senior ranking officer in charge of the department at all times.
- B. All officers shall be assigned to a company, and shall assume the position of Duty Officer from time to time as authorized by the Fire Chief. This individual shall have full authority for closure regarding any department business be it emergency or non-emergency during their tour of duty.
- C. The role of the Duty Officer is to a strategic one for all incidents and department business. The Duty Officer will obtain additional resources, manage the scene and ensure adequate response coverage if needed. The Duty Officer will be the point of contact for all department business and all department related questions shall be forwarded to the Duty Officer during their tour.
- D. The Duty Officer will respond to all critical EMS calls for the primary ambulance.
- E. The Duty Officer will respond to all backup or Duty Crew calls.
- F. The Duty Officer will respond to all mutual aid requests to MFD if available to assist.
- G. The Duty Officer will be entered in the management software so everyone knows who is on for the shift.
- H. The Duty Officer shall inform dispatch of who is the Duty officer on shift if possible.

Availability:

- A. During the individuals "Duty Officer" period, he/she shall have communications via radio, pager, or phone. 24 hour communications with dispatch, all Mukwonago Units and stations, and shall respond to all incidents as needed.
- B. The "Duty Officer" shall remain within a reasonable distance of response area at all times during their tour of duty to ensure an immediate response. The duty officer shall, unless otherwise authorized by the Fire Chief have in his/her possession the Command vehicle.
- C. A Duty Officer shall remain available within the response area.
- D. If there is a MABAS request for a Chief Officer the Duty Officer can respond only if there is an available officer in Mukwonago to act as the Duty Officer.

- E. Should the need arise, the primary duty officer may leave the district for personal business after notifying the Fire Chief for relief, or by having another authorized Duty Officer to cover during the period of time which the primary duty officer is out of the district. Dispatch shall be informed as to whom the Duty Officer is.