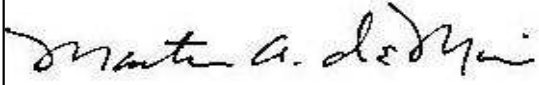


# Payson Fire Department General Orders

<b>Category: GO</b> <b>Section: Administration</b> <b>Subject: Written Directive System</b>	<b>GO #1.1.1</b> <b>Date Adopted: 12/10</b> <b>Revision Hx:</b> 
---	---

## PURPOSE

The purpose of this General Order is to provide information on the system of written directives used by the Payson Fire Department (PFD).

## POLICY

It is the policy of the PFD to provide guidance to all of its members through written directives which:

1. Reflect the requirements of applicable laws, rules and regulations;
2. Increase accountability to external and internal customers;
3. Exemplify best practices in the fire service.

It is the policy of the PFD to distribute written directives electronically whenever feasible in order to maximize the use of existing technology and to minimize costs associated with production.

It is the policy of the PFD to keep all written directives current by reviewing all General Orders and Standard Operating Procedures periodically.

## RESPONSIBILITIES

**Fire Chief:** The Fire Chief is ultimately responsible for and authorized to issue, modify and approve General Orders, Standard Operating Procedures, policies and procedures, rules and other regulations that concern or impact the operation and management of the Fire Department through written directives.

The Fire Chief may delegate this authority to promulgate or amend written directives to appropriate personnel.

A Written Directive Document Specialist(s) will be assigned to manage the General Order and Standard Operating Procedure written directives system. This function will involve coordinating, compiling, auditing and archiving the documents periodically to maintain operational accountability as directed by the Fire Chief.

**Training Officer:** The Department Training Officer is responsible for developing and scheduling appropriate training as required by new or revised written directives.

**Supervisors:** All supervisors are required to proactively communicate policy and procedure changes as expressed in written directives to their subordinates in a timely fashion. This includes, but is not limited to, briefings, meetings, reviews, training sessions and other venues.

**Members:** All members of the Fire Department are expected to be familiar with and comply with any applicable written directives that are issued. All members are encouraged and expected to provide constructive feedback on draft directives and offer suggestions for new or revised directives.

## PROCEDURES

### Types of Written Directives

**General Orders:** General Orders (GOs) are collected in the General Orders Manual and describe broad based policy statements and prime directives. GOs are more strategic in nature and pertain to the general goals and the acceptable practices of the entire organization.

Interim Policy Memorandums: Interim Policy Memorandums provide amendments to the General Orders while a more complete revision is pending.

Standard Operating Procedures: Standard Operating Procedures (SOPs) are documents that describe the "how to's" and the details of accomplishing or completing various tactics and tasks.

Official Memorandums: Official memorandums provide guidance, information and clarification to any variety of topics including, but not limited to, GOs and SOPs.

Letters: Letters are typically addressed to an individual or an individual organization and provide direction and or information pertaining to particular and specific situations.

### **Implementation**

When the need for a policy or change is identified an initial draft will be written. The responsibility for the development or revision of a written directive may be assigned to any member of the Department. All drafts will include the "DRAFT" watermark. New language in revisions will be highlighted and deleted language will have strikeouts.

Once written, the initial draft will be submitted to members for review. Drafts will be returned to the originator with comments (originator must be sure to include his/her name on initial draft). The originator will make changes based on staff comments and submit the modified draft to the Fire Chief or his designee, who will decide whether to resubmit for further staff review or to finalize the policy. Once approved, it will be given to the Fire Chief or his designee, for publication and distribution. The "DRAFT" heading will not be removed until this point in time.

General Order and Standard Operating Procedure numbers will be assigned by the Fire Chief or his designee.

Originators can use this document as a template and insert their text in the appropriate sections.

### **Numbering and Indexing**

General Orders and Standard Operating Procedures are categorized as GOs or SOPs. The GOs and SOPs shall be numbered sequentially starting with GO#1 and SOP#1. The number will correspond with the indexing section. The number does not assign a level of importance and has no special meaning other than to serve as a unique identifier.

General Orders and Standard Operating Procedures shall be indexed as to subject matter. The title will clearly identify the subject matter addressed by the document.

Official memorandums will be indexed by year and numbered in chronological order.

### **Distribution**

The most current set of General Orders and Standard Operating Procedures will be available for viewing on the Town's intranet. Members will be notified through the e-mail system that new or revised written directives have been issued or are in revision status.

### **Maintenance**

The Written Directive Document Specialists will be responsible for maintaining the General Orders and Standard Operating Procedure systems.