

PHOENIX FIRE DEPARTMENT

VOLUME 1 – Operations Manual

CITIZEN OBSERVER PROGRAM

MP107.02A 04/06 – R

The Citizens Observer Program permits interested citizens to observe Phoenix Fire Department operations by riding with Command Officers or fire companies. The program is open to family members of Fire Department personnel, City officials, members of the press, visiting fire personnel from other cities, qualified Phoenix Fire Cadets, and on a limited basis, to the general public. Qualified medical personnel (i.e. base hospital coordinators and physicians) will be scheduled through the Emergency Services to ride with ALS companies. Riders will not be scheduled on any Fire Department ambulance, utility or support vehicles. Observers must be at least 18 years; family members may participate as observers if they are at least 14 years old.

The Emergency Services, through the appropriate Battalion Chief's Offices, will schedule citizen observers and official visitors to ride with fire companies. Observers should be scheduled at least one shift ahead of the planned date. The Battalion Chief will notify the appropriate company as soon as the rider has been scheduled. This information will be entered on the company activity calendar. The Battalion Chief will schedule observers to ride with Battalion Chiefs.

Normally, citizen observers will be scheduled to ride between 1800 to 2300 hours. Exceptions to these hours will be at the discretion of the appropriate Battalion Chief. Members of the general public will be scheduled to ride a maximum of only once annually. Observers will be advised that emergency activity may delay their return to quarters later than 2300 hours.

Company Officers are responsible for insuring that observers are appropriately attired and have observed good hygiene practices. Shorts, dresses, cutoffs and sandals are some of the items considered as inappropriate dress. Any observer failing to meet the appropriate dress and hygiene requirements, or failing to conduct themselves appropriately will be asked to leave the station by the Company Officer and be excluded from any future observer programs. The Company Officer will notify the observer of a no-smoking policy at the station. Observers must conform to all no-smoking policies.

All citizen observers must sign a release form (#92-13D) before being permitted to ride. The signature will be witnessed by the Company Officer, who will then sign his/her name on the line indicated. Completed forms will be mailed to the appropriate Battalion Chief's office for filing. Citizen observers will then be issued a "Citizen Observer" I.D. badge which will be prominently displayed for the duration of the riding period. The badge will be retrieved by the Company Officer at the completion of the observer's stay. A safety vest will be assigned to the observer to be worn when required by Department procedures.

The Company Officer will brief the observer on the Fire Department's expectations for the riding period and assure that the observer is aware of all safety requirements (seat belts, vests, etc.). The Company Officer will explain to the observer the appropriate action to follow should the entire crew be away from the apparatus during a major incident, or an incident in which the observer is prohibited from being in the immediate area (hazardous or potentially hazardous areas).

Due to the sensitive nature of some EMS calls, the observer may be required to stay with the apparatus. It is the Company Officer's responsibility to insure that the observer has the opportunity to observe the incident where possible, but must not allow the observer access to a sensitive EMS situation that could embarrass the observer, the patient, or the patient's family.

Circumstances may arise when base hospital personnel or a family member wish to ride without being previously scheduled. The Company Officer may grant approval in these two instances as long as a scheduled rider is not displaced. All documentation will be completed as described in this procedure. The Company Officer will notify the Battalion Chief of any unscheduled observers at the earliest possible date. Scheduled riders shall always have preference over unscheduled riders.

Under no circumstance will fire personnel (or anyone else) ride in an unsafe position on any apparatus to accommodate an observer or for any other reason.

It is the Company Officer's responsibility to assure that all requirements of this management procedure are strictly followed.

Rider's Release

92-13D

PHOENIX FIRE DEPARTMENT

FORMS MANUAL

MP 107.02A

City of Phoenix, Arizona

Fire Department

Rider's Release

In consideration of my being permitted to ride upon the motor vehicles of the Fire Department of the City of Phoenix. I hereby release and agree to hold harmless the said City of Phoenix, its employees and agents from any and all liability for any damage or injury which I may receive while riding upon said motor vehicles or received while accompanying City of Phoenix Fire Department officers from any cause whatsoever. This release of liability and agreement given by me to the said City of Phoenix, its employees and agents, shall apply as to any right of action that might accrue to myself, my heirs and my personal representatives.

Furthermore, I agree to assume all risks involved in riding in the said City of Phoenix Fire Department vehicles and in accompanying its officers and am fully aware of the dangers involved.

Dated this _____ day of _____, 20_____

Rider's Name (Printed)

_____ / _____

Rider's Date of Birth/Rider's Social Security #

Rider's Address (Printed)

Rider's Phone Number

Rider's Signature

Witness (Company Officer) Company/Shift/Section (Printed)

Badge Number

Time issued

Time Returned

Company Officer (Printed)

Forward this completed form to the District Office.