

Springdale Fire Department

Probationary Training Program Manual

Introduction

As an entry-level member of the Springdale Fire Department you will be required to complete this comprehensive on-the-job training program. The objectives are for you to:

1. Review basic firefighting and EMS theories, knowledge, and skills.
2. Become familiar with Springdale Fire Department specific equipment, operations and practices.
3. Successfully complete your probationary period and become a fully functioning and contributing member of the Springdale Fire, EMS and Rescue team.

The program as designed is a modular, multi-layer training, review and evaluation process. An assigned Captain will coordinate and supervise your progress. This program is to guide and give structure to training during your probationary period. Nothing contained in this document should be construed as to limit or preclude participation in any additional company, shift, or department training topics or activities.

The complete program is comprised of ten skill and study assignment modules. In order to stay on completion schedule, a minimum of one module will be completed, in numeric order, for each month of service following Rookie School (if applicable). You must successfully complete an entire module before completing the next. Training will occur in multiple skills sessions (drills) with the Captain and other shift or station members as well as by self study of various print materials referenced throughout the program. As each skill or area of study is covered, the Captain will initial in the appropriate spaces on a module form.

After all training areas of skill and study are initialed the Captain will evaluate your level of learning and retention of all cognitive and psychomotor skills within the given module. Not later than the monthly anniversary of the probationary appointment, the Captain shall conduct an examination on the skill and study assignment requirements using, when appropriate, questions from the study guide. Based upon examination results the Captain shall indicate in the proper column on the Probation Training and Evaluation Report, for the particular module concerned, an evaluation of performance.

Probation Training and Evaluation Reports shall be submitted not more than five days after the monthly anniversary date. Captains shall make appropriate remarks and notations and forward to the Shift Commander. The Shift Commander shall make notations or an action necessary and forward form to the Division Chief - Operations. The forms shall be filed as follows:

Original – Training Officer
1st Copy – Company Officer
2nd Copy – Shift Commander

The following pages detail the evaluation and grading criteria used by Captains.

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Grading Guide for Required Skills

When evaluating the performance of required skills, the following shall be used:

EXCELLENT -- (receives a grade of 4).

Probationer should:

- 1.) Demonstrate required skill without error or hesitation;
- 2.) Perform required skill with considerably higher degree of dexterity and demonstrate a considerably higher degree of aptitude for the required skill than nearly all other probationers having the same Fire Department training and experience.

VERY GOOD -- (receives a grade of 3).

Probationer should:

- 1.) Demonstrate required skill without error or hesitation;
- 2.) Perform skill with a higher degree of dexterity and demonstrate a higher degree of aptitude for the required skill than the average probationer having the same Fire Department training and experience.

GOOD – (receives a grade of 2).

Probationer should:

- 1.) Demonstrate the required skill without error, coaching or assistance.
- 2.) Perform the required skill with a degree of dexterity and demonstrate a degree of aptitude equal to most other probationers having the same Fire Department training and experience.

FAIR – (receives a grade of 1).

Probationer:

- 1.) Requires coaching or assistance to perform required skill, or
- 2.) is slow and unsure when performing the required skill.

POOR – (receives a grade of 0).

Probationer:

- 1.) is unable to perform skill properly after coaching and demonstration.

To attain a passing grade a probationer must maintain an average grade of (2) for the required skills.

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Grading Guide for Study Assignments

When evaluating knowledge of study assignments, appropriate questions from the study material shall be asked, and the following criteria used:

<u>Correct Answers</u>	<u>Evaluation</u>
95% to 100%	Excellent
90% to 94%	Very Good
75% to 89%	Good
70% to 74%	Fair
0% to 69%	Poor

To attain a passing grade, a probationer must maintain an average of 75% for the required study assignments.

When a Probationary firefighter is unable to satisfactorily perform a skill or learn the required study material (rating of fair or poor) after being properly instructed and within the allotted time frame (month), the Captain shall also submit a report to the Battalion Chief Shift Commander. This report shall document that the probationary firefighter has been formally counseled and include a brief remediation plan.

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Mid-Term and Final Exams

Two comprehensive evaluations will occur during the program; a mid-term examination will occur after module 4 and a final examination on completion of module 10. These are administered by Chief Officers with the purpose of observing and evaluating your performance as well as the overall effectiveness of this program.

After completion of module 4, the Shift Commander shall administer a comprehensive cognitive and psychomotor skills examination using the following as a format guide:

Study Material Examination – Using the probationer’s Study Guide, the Shift Commander shall give an oral examination, with a sampling of 25 questions to insure that the probationer has a good knowledge of material covered to date. Both a numerical grade and appraisal (fair, good, etc) shall be given, using the following guidelines for evaluation:

EXCELLENT

Probationer should answer questions without error or hesitation the probationer can also provide additional information concerning the question’s subject when asked by the evaluator.

VERY GOOD

Probationer should answer questions without error or hesitation.

GOOD

Probationer should correctly answer the questions. Probationer may be halting and unsure of proper phrasing but the core answers are correct.

FAIR

Probationer incorrectly answers six of the questions (overall score of less than 75%)

POOR

Probationer incorrectly answers eight of the questions (overall score of less than 70%)

Practical Examination – The Shift Commander shall conduct a practical examination to determine if probationer is satisfactorily progressing using the Mid-term Examination furnished. These grades plus the oral grade shall be recorded on the appropriate form. The Shift Commander shall forward all forms to the Division Chief - Operations, for notation. The forms shall be filed as follows:

Original – Training Officer
1st Copy – Company Officer
2nd Copy – Shift Commander

Any rating of Fair or Poor shall be noted on the bottom of the Shift Commander’s Evaluation Form so the Captain can take action to insure that the probationer is further instructed in areas of deficiency.

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Upon completion of module 10 the Shift Commander, Training Officer, or Division Chief-Operations shall conduct a comprehensive examination of all study material and skills contained in the 10 module program using the following as a format guide:

Study Material Examination – Using the Study Guide, the Chief Officer shall give an oral examination with a sampling of 25 questions to insure that the probationer has a good knowledge of study material including the layout of the city and selected streets and target hazards. Both a numeric grade and appraisal (fair, good, etc) shall be given, using the Grading Guide for Study Assignments criteria.

Practical Examination – The Chief Officer shall conduct a practical examination of skills using the Final Examination furnished. The probationer shall perform 24 skills and be assigned a grade for each skill using the Grading Guide for Required Skills. These grades, plus the oral grade, shall be recorded on the appropriate report and forwarded to the Division Chief – Operations for notation. The forms shall be filed as follows:

Original – Training Officer
1st Copy – Company Officer
2nd Copy – Shift Commander

When a failing grade is given, (a grade of poor or fair for any skill) the Shift Commander shall submit a detailed memorandum through the chain of command to the Fire Chief.

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Performance Expectations

You will also be evaluated subjectively and counseled on certain social behaviors, skills, and traits. The purpose of this component is to guide and encourage your assimilation into the organizational culture of the Springdale Fire Department. Documenting this transition provides you an opportunity to discuss these issues monthly with a Captain and helps identify or eliminate issues with the potential to require future formal counseling or disciplinary action.

The Captain shall submit a Performance Expectations Evaluation with the completion documents for each module. As with the Probation Training and Evaluation Report any rating of poor or fair shall necessitate reports documenting the performance and subsequent counseling. A list of Firefighter Performance Expectations and guidelines for conduct are provided in this manual to assist you and your Captain.

Judgment

- Makes reasonable and safe decisions when attempting to accomplish a task or solve a problem

Communication

- Uses appropriate tone of voice
- Articulates in a clear, logical and understandable manner
- Displays confidence
- Is persuasive and makes a positive impression
- Demonstrates appropriate non-verbal communication techniques

Teamwork

- Effectively works with others in order to accomplish tasks or solve problems
- Offers help to team members when needed
- Consistently demonstrates safety practices for self and others

Problem Solving

- Approaches problems in a safe, logical, and well-thought-out fashion
- Seeks pro-active solutions to problems

Initiative/Motivation

- Accomplishes tasks or goals without being ordered, coerced, or motivated by others
- Demonstrates desire for personal and professional development
- Accomplishes tasks or goals with a “safety first” attitude
- Takes on additional tasks or duties
- Acts courageously both in high risk situations and when presented with unfamiliar assignments

Work Ethic

- Actively seeks academic and technical knowledge for self-improvement
- Is reliable in following safety practices in all situations

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Adaptability and Stress Management

- Remains calm in stressful situations
- Adapts behavior in order to deal with changing situations in a safe manner
- Adapts behavior in order to accomplish individual and/or organizational goals
- Recognizes symptoms of stress in self and seeks to deal with stress appropriately

Integrity

- Is sincere and honest when dealing with others
- Keeps commitments
- Respects personal property of others
- Portrays professional image in speech, actions and appearance
- Obeys all policies, procedures rules and regulations

Community Awareness

- Exercises compassion and willingness to help persons in varied situations with varied backgrounds
- Is sensitive to individual and cultural differences

Interpersonal Skills

- Relates to a wide variety of individuals in a positive and effective manner
- Handles interpersonal conflicts effectively
- Is courteous and respectful

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Guidelines for Conduct

Whether intended or not, individual firefighters represent the Springdale Fire Department and the fire service as a whole with actions and in word whether on duty or off. As public servants, firefighters are and should be held to a higher standard than most. We must guard the public trust by providing exceptional service during each encounter and by conduct that is above reproach.

Customer Expectations

The following is a list of expectations the public holds and that fire fighters must live up to:

- Prompt, courteous and compassionate service
- Honest and trustworthy behavior
- Respect for others' property
- Well trained Firefighters prepared for any emergency
- Knowledge of response areas and the mapping system
- Vehicles and equipment that are maintained in working order and Firefighters who know how to use them
- A level of physical fitness that allows Firefighters to work safely and efficiently
- Fire protection features that are accessible and will work properly when needed
- Firefighters who exercise appropriate use of paid working time

Conduct while on duty:

Treat all persons encountered with respect and dignity. This includes co-workers and customers. Cursing or any language that degrades another person or group may be considered offensive. This type of language around the public will never be tolerated. In short, be nice.

Handle confrontation professionally. If physically threatened, withdraw when possible. Refer abusive or threatening persons to an Officer.

Respect senior department members for their service and experiential knowledge. Having command of the information contained in texts is important but truly nothing beats first hand, on the street experience.

Be mindful to not act or speak inappropriately on an emergency scene or anytime while in the public eye. Some behaviors accepted among coworkers may be seen as disrespectful, crass, or rude by people outside of the organization.

All public/communal areas of fire stations are to be kept in a fashion appropriate for viewing by the public at all times. No display of inappropriate sexual or otherwise offensive material is allowed in these areas.

Know and obey all rules, regulations, policies and procedures.

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Conduct while off-duty:

While not on-duty, continue to use sound judgment. Inappropriate behavior, poor decisions or illegal actions may bring discredit on the department and city as well as an individual.

Many people will know that you are a Springdale Firefighter. This is especially true if you choose to display identifying logos or clothing. Pride in being a Firefighter is expected and encouraged. However the wearing or displaying of fire service or department logos requires additional personal attention to conduct. Any misbehavior or perceived impropriety while verbally or through display professing affiliation with the fire department will only compound any resulting problems.