

# Tempe Fire Department Policies and Procedures

## Recruit Training

### 401.00

### Rev 3-14-97

## PURPOSE

Recruit Training is critical in preparing members of the Tempe Fire Department to deliver quality services to the community safely, and in a quick, kind, skillful manner. This policy is a guideline for the management of the Recruit Training Program.

## POLICY

Successful completion of recruit training prepares an individual to perform the duties of a firefighter as outlined in the job description/Policy and Procedure entitled Recruit Firefighter/Firefighter. Recruit training is the first phase of a comprehensive four phase development program (see Probationary Training).

## PROCEDURE

All new hires to the position of firefighter will attend the Phoenix Fire Departments Regional Recruit Training Academy, and/or attend at the Tempe Fire Training Center. Training will consist of a comprehensive program followed immediately by a short finishing school at the Tempe Fire Training Center.

### Recruit Academy

The academy will focus on three major areas (Training Triad)

- Self discipline
- Technical skills
- Human skills

**Self discipline** is an individual thing. The academy will create an environment that allows a self disciplined individual to succeed. Successful people are motivated people. Successful people have self esteem. Training staff will do what it takes to create motivation and self esteem, and to help individuals be successful.

Successful people also have commitment to goals, their work, and their learning. If an individual is committed to being successful, the academy will help that individual.

Successful people are responsible and accountable. If mistakes are made, take responsibility for it and find a solution. If individuals are willing to find a solution, recruit training will help.

The academy prepares individuals to perform a variety of **technical skills**. These include firefighting and rescue skills such as:

- Proper care and use of self contained breathing apparatus (SCBA)
- Search and rescue
- Ground ladders
- Hose lays
- Fire stream management
- Hand and power tool operations
- Ventilation skills
- Ropes and knots
- Forcible entry

- Vehicle extrication

Today's service delivery also includes emergency medical skills and special operation skills such as hazardous materials and technical rescue training.

Training will be given in safety and health issues. Firefighting and other emergency service activity involves varying degrees of risk for injury or death. Considerable focus on safety is taught in the academy.

Staying healthy is a primary concern. Recruits will learn about proper diets, injury prevention and rehabilitation, and effective behaviors for staying healthy and safe.

Physical Fitness maintenance is a policy of the Tempe Fire Department. Firefighting demands a fitness level that is beyond that of most businesses. A daily physical fitness program will occur throughout the academy. Fitness coordinators will assist recruits in designing an appropriate program, customized for their needs.

Being a member of the Tempe Fire Department is more than responding to emergencies. Much of a members time is spent applying **human skills** while in the station or working with our customers.

The academy will prepare individuals to live a life of balanced living. Training will be given in communication skills and conflict resolution.

Cultural diversity skills are taught to all recruits. The Tempe Fire Department is a diverse organization that reflects the community. These skills will allow members of the department to better understand the community and it's needs.

Much of our service delivery interfaces with community social services. Recruits will learn of those services and how to access them to better serve our customers.

Customer service is a high priority for the Tempe Fire Department. There are two customers - the internal customer made up of members of the department and the entire City organization, and the external customer; the people we serve and associate with on a daily basis as part of our jobs. Recruits will learn effective approaches to customer service, and the "after care" approach to delivery in order to help people access needed services after their emergency.

## **Finishing School**

When recruits complete the thirteen weeks at the Regional Training Academy, they will attend a finishing school at the Tempe Training Center. The additional training provides the recruit with additional skills, and information to better assist them in the performance of their job. This training might include but is not limited to:

- Additional/modified technical skills that are specific to the Tempe Fire Department
- Work assignments in other Tempe Fire Department sections/areas
- Work assignment at Tempe St. Luke's Emergency Room
- Ride along with Tempe Police Department
- Ride along with CARE 7
- Computer training
- Sexual harassment training
- Alarm room tour
- Group discussions/orientation with past recruits

- Critical incident stress team orientation

Upon completion of finishing school, recruits will be assigned to a company and shift. The probationary firefighter will be on probation for a period of one year from the last day of finishing school. During their probationary period they will complete Phases two, three and four of their probationary training program.

### **Recruit Training Officer**

The job of Recruit Training Officer (RTO) is a very challenging position. The RTO is responsible for the safety, education, and evaluation of firefighter recruits, and assists the Training Section with the implementation and evaluation of recruit and probationary training programs.

The RTO is a high profile position of being a "positive role model" to recruits. The RTO must effectively function with the Training staff, Emergency Services Institute staff, and other fire department representatives.

The philosophy of the Tempe Fire Department is on making the recruit successful. Success is achieved through essential commitments and is illustrated by the use of the "Training Triad". Again, the triad stresses the importance of three components to produce a well balanced recruit.

Self discipline: Includes commitment, motivation, responsibility, accountability, self esteem and respect. **While we attempt to hire personnel that already possess these qualities, RTO's must lead by example and provide recruits with continuous positive examples.**

Technical skills: Includes safety, health, fitness, EMS, firefighting skills, special operations. These skills are taught in didactic and practical applications. Many recruits have limited exposure to these technical skills. **Step by step instruction and coaching with a focus on safety is absolutely essential for the RTO.**

Human skills: Comprised of communication skills, conflict resolution, balanced living, cultural diversity, social services, and customer service. **These areas match the service demand of the Tempe Fire Department. The RTO must share, support, and advocate this process.**

Additional duties of the RTO might include:

- Developing training schedules
- Maintain documentation
- Scheduling instructors and equipment
- Developing lesson plans
- Instructing classes
- Conduct scheduled counseling, coaching sessions with recruits

The RTO will continue to participate in the development of recruits after finishing school until the end of their probationary period. Ongoing duties will include:

- Meet with the probationary firefighters captain during finishing school to discuss recruit strengths and weaknesses, provide input as to individual needs prior to the recruit's first assignment in the field.
- Be available throughout your recruit's probationary period to assist their captain with any training or performance issues.
- Assist Training in scheduling probationary written examinations.

- Administer/coordinate the phase four practical evaluations to the probationary firefighters from the recruit class. All probationary firefighters will be scheduled for their evaluation on the same day. Based on previous documented probationary performance, and with advanced notice, the RTO may give a practical evaluation based on any skills learned in Phase one, two, three, or four of the probationary period. The driving, pumping and aerial portion of the practical will be given by the on duty scene support engineer.

**Company officers who have served in the RTO position have described the experience as the most demanding and challenging job they've had - yet one of the most rewarding.**