GENERAL ORDER 100.01

Orders

ADMINSTRATIVE SERVICES

Issue Date: April 4, 2001
Revision Date: March 20, 2014

POLICY

To promote the effective and efficient operations of the Howard County Department of Fire and Rescue Services (HCDFRS), here after the Department, the standard written source of policies and procedures for the department will take the form of General Orders, Special Orders and Informational Bulletins. It will be the duty of all DFRS members to read, become thoroughly familiar with, and act in accordance with all applicable material contained in these documents. The following, establishes the format and guidelines to create, revise, distribute or archive them.

DEFINTIONS

- **General Order (GO) -** A General Order will contain a policy (principle or plan of action chosen to guide decision making) governing the Howard County Department of Fire and Rescue Services and the procedure (method or established series of steps) by which a policy is accomplished.

- **Special Order (SO) -** Special Orders are not intended to be permanent in nature; however, they may contain a policy and/or procedure to follow (e.g., mandatory training sessions, annual ladder testing schedule, bi-annual promotional process, etc.). This will include all promotions and/or transfer of personnel, and special details by the Fire Chief.

- **Informational Bulletin (IB)** - Informational Bulletins will contain general information to the department. This format is used for information such as outside offerings to the department, community information, train garden, roadway information, etc.

PROCEDURES

Any changes to current Policy and Procedures must have the approval of the Chief of the Department. All HCDFRS Orders shall be in accordance with current Collective Bargaining Agreements between Howard County, Maryland and the following: Local 1810, Local 2000, and Local 3085; the Volunteer Corporations: 1, 2, 3, 4, 5 and 6; Howard County Policies and Procedures, the Howard County Employee Manual; and applicable federal, state and local laws. The Fire Chief or their designee shall oversee the development, preparation, maintenance, and archiving of DFRS Orders. All original orders and all pertinent paperwork created during the process shall be placed in the permanent archives kept by the Department.

General Order Format

General Orders will be numbered using the appropriate Series number followed by two decimals (eg., 100.01, 100.02). The numbering system and associated sections are included in **attachment A**. Each General Order shall be arranged in a simple outline format, divided into sections as follows:

- **Policy Statement**
- **Definitions** – new or unique terms, obscure content, or vocabulary that is significant to the General Order
- **Procedures** - describes general and specific provisions; when required for clarity, a responsibilities section may be delineated herein
- **References** – lists authoritative information used to develop the General Order or other documents that are relevant to its implementation.
- **Summary of Document Changes** – List of changes from the previous edition of the Order
- **Forms/Attachments** – a list of forms and/or attachments described in the General Order Subsections and sub-details shall be formatted in the similitude of this document.

General Orders shall be printed on white paper. General Orders shall be placed in a separate manual from Special Orders.

Special Order Format

Special Orders shall be numbered using the current year followed by three decimal places (e.g., 2004.001, 2004.002). The numbering system and associated sections are included in **attachment B**. Each Special Order may contain and will be arranged in a simple outline format, divided into sections as necessary:

- **Overview Statement**
- **Definitions** – new or unique terms, obscure content, or vocabulary that is significant to the General Order
- **Topic Details** - describes general and specific provisions; when required for clarity, a responsibilities section may be delineated herein
- **References** – lists authoritative information used to develop the Special Order or other documents that are relevant to its implementation.
- **Forms/Attachments** – a list of forms and/or attachments described in the Special Order Subsections and sub-details shall be formatted in the similitude of this document.

Special Orders shall be printed on "green" paper. Special Orders may contain time sensitive information that personnel need to act on. Special Orders should be removed from the manual when they reach their expiration date.

Informational Bulletin Format

Since Informational Bulletins are to be placed on the Intranet, these documents should conform to Standard English writing style. Each Bureau is responsible for the format and content of the IB. IB's will be in electronic format only.

Review and Revisions

The subject or idea for an order can originate from anyone in the department. Recommendations for new orders, deletions or changes to existing ones shall be forwarded in writing, **through the chain-of-command**, to the Regulations Officer.

General Orders will be processed in the following manner:

- Proposals shall be submitted using the template provided for GO's.
- Once the document has been received by the Regulation's Officer the process for approval will begin.
- A draft of a General Order will be sent to the Office of Law for review.
- A draft of a General Order may be sent to the County Human Resources or Risk Management for review.
- A draft of the General Order will be sent to the Administrative Review Group to include:
    - Deputy and Assistant Chiefs
    - Senior Administrative Personnel (Med Director, PIO, COS)
    - Volunteer Fire Chiefs
    - Volunteer Presidents
    - Local 2000 Executive Board
    - Fire Officer's Association Executive Board
    - Phoenix Sentinels

Comments on the draft will be returned in accordance within the established timeline in the body of the email of the draft. All comments will be returned to the author for discussion with the Fire Chief and revision. If necessary a Second Review will be distributed. Once all revisions have been finalized, the author will provide feedback on any additions or exemptions to the draft to the Regulation Officer and all personnel who commented on the draft. The Fire Chief will then provide a Final review. The General Order will then be presented to Local 2000 and Staff and Field Battalion Chiefs for informational use **three (3) days** prior to publication of the Order. The Orders Review Checklist (Attachment C) will be used to track the Order process and will be placed in the file upon publication of the Order. A guide to putting together a General Order (Attachment D) should be used to assist with formatting the document. Attachment D provides guidance on font, size, margins, bullets, etc. that aide in document uniformity.

Special Orders will follow an abbreviated process comprising the following:

- Proposals shall be submitted using the templates provided for SO's.
- The SO will be reviewed by the Regulation Officer and forwarded to any Administrative Bureaus for comment if necessary.
- The SO will be reviewed by the Fire Chief or his designee prior to publication.

Any changes to the document will be returned to the author for review prior to review by the Fire Chief.

Distribution

A copy of all new or revised General Orders or Special Orders shall be submitted to the Regulation's Officer prior to departmental distribution. A summary of each new document or a synopsis of the revisions shall be provided when new or revised existing documents are distributed, as appropriate. New

General Orders and Special Orders shall be assessable to all stations and worksites via multimedia formats. Current Orders will be placed on the department's intranet.
Each fire station and Bureau/Section shall maintain current General Order and Special Order manuals. These manuals will be placed in an area that can be accessed by all personnel. The Special Order Manual shall be checked for expired material on a monthly basis and removed.

Maintenance
Each station and worksite shall maintain a copy or provide access to the above referenced documents to promote effective operations and reference. Orders which have been revised will be removed from the manual and destroyed upon receipt of the updated order.

REFERENCES

None

SUMMARY OF DOCUMENT CHANGES

- New format for General and Special Orders
- Removal of Memorandums from the list
- Addition of Informational Bulletins and electronic delivery
- More streamlined process in place for review and approval

FORMS/ATTACHMENTS

Attachment A – General Order Template
Attachment B – Special Order Template
Attachment C – Order's Checklist
Attachment D – General Orders "How to"

Approved:

Deputy Chief John S. Butler
Operations Command

Howard County Department of Fire and Rescue Services

GENERAL ORDER

GENERAL ORDER XXX [Name]

[Bureau]

Issue Date:

Revision Date:

APPLICABILITY

POLICY

DEFINTIONS

PROCEDURES

REFERENCES

SUMMARY OF DOCUMENT CHANGES

FORMS/ATTACHMENTS

APPROVED

AC Name
Originating Bureau

Howard County Department of Fire and Rescue Services

SPECIAL ORDER

SPECIAL ORDER XXXX.XX

[NAME]

Issue Date:

Expiration Date:

1. OVERVIEW

General information is to be added in this section

2. DEFINTIONS

3. TOPIC DETAILS

4. FORMS/ATTACHMENTS/REFERENCES

Approved:

AC
Bureau

Attachment C

Check Off List for Processing an Order

Prior to Submission of the Order to the Regulations Officer for First Review:

- All work submitted for review must not be in the form of a PDF.
- All work in shaded area to be completed by originating bureau/author.

☐ Order authored by and bureau: _____
☐ Discussion with the Fire Chief on proposal
☐ Originating Bureau review
☐ If the order is being revised, ALL revised language must be identified.
☐ Submitted to Regulations Officer

☐ Set up a file for work in progress
☐ GO-SO Status
- o Select one - General Order Special Order
- o Review
- o No Review

☐ Save document as:
Use space below to identify drive, folder, etc.

☐ Regulations Officer review – Date complete: _____
☐ Sent to Office of Law Review
- o Date _____
- o Attorney assigned to: _____
- o Comments received: _____

☐ Placed in Admin Review
Date:_____
- o E-mail sent to review panel

Fire Admin Chiefs	IAFF Local 2000 (President)
Fire Officers Association (President)	Phoenix Sentinels (President)
Volunteer Fire Chiefs	Volunteer Presidents

☐ Share with Human Resources or Risk Management if needed: Yes No N/A
☐ Comments returned to author with all comments as a "Compared Document"
☐ Discussion with the Fire Chief on revisions
☐ Second Admin Reviewed Needed o Yes o No

☐ Feedback provided to those who commented on the draft.
☐ Presented to Chief of Staff for Review: Date: _____
☐ Fire Chief for signature: Date_____
- o Return Date:_____

☐ Returned to originating bureau for formatting (AC Signature line, etc.)
☐ Forward to the ASB Admin Support Technician for completing the process

☐ Create a PDF of document and save in the "I" drive
☐ Enter order in the Orders Database
☐ Completed distribution date:_____
☐ All paperwork filed in proper place

Howard County Department of Fire and Rescue Services

GENERAL ORDER

GENERAL ORDER XXX ⬅ (Insert G.O. # here, Calibri Font, Size 24)

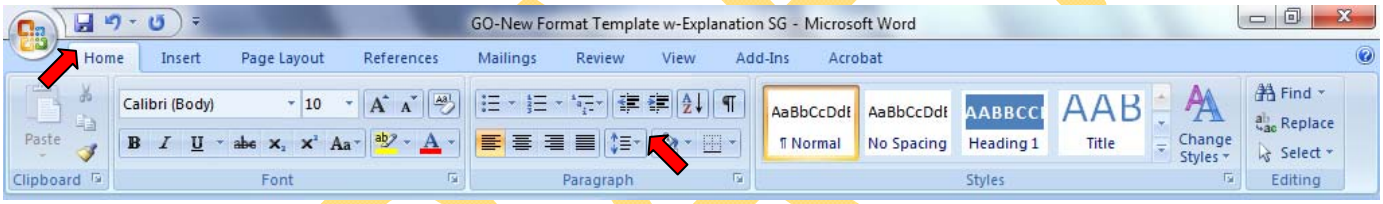
[Subject] ⬅ (Calibri Font, Size 22-Decrease the font size to make it fit on one line, *if possible*)

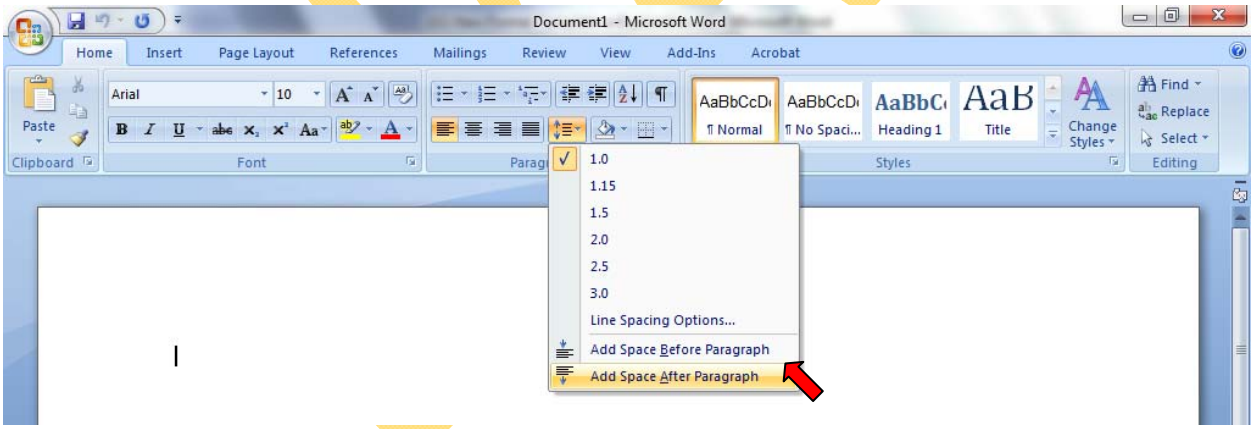
[BUREAU] ⬅ (Calibri Font, Size 20, Small Caps)

Issue Date: **mm/dd/yyyy** ⬅ **Calibri Font, Size 12, Month/Day/Year** (4 Digits)
Revision Date: **mm/dd/yyyy** ⬅ **(same as above)**

APPLICABILITY

Who does this apply to? (Calibri Font, Size 12) After inserting your text, make sure you go to the "**Home**" tab, and click on the "**Line spacing**" button, then "**Add Space Before Paragraph**" and click on it again to "**Add Space After Paragraph**".





Be specific about the intended audience. Does the order being written apply to all career and volunteer personnel, or is it only intended for the career side of the department.

POLICY

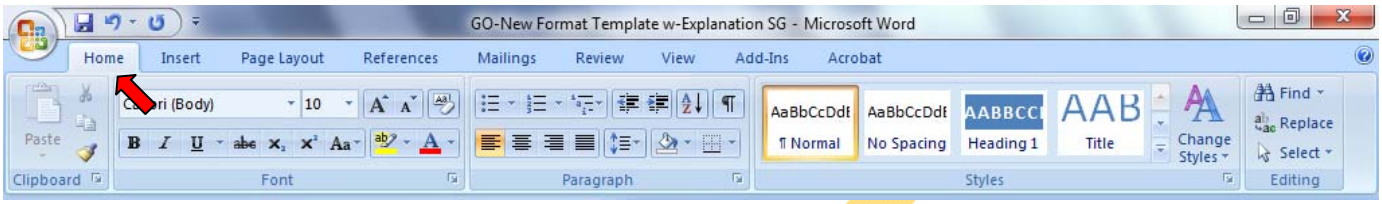
Summarize what the order is about in usually a 3-4 sentence paragraph. (Calibri Font, Size 12) After inserting your text, make sure you go to the "**Home**" Tab, and click on the "**Line spacing**" button, then "**Add Space Before Paragraph**" and click on it again to "**Add Space After Paragraph**". *(See photos in Applicability Section of this document for assistance)*

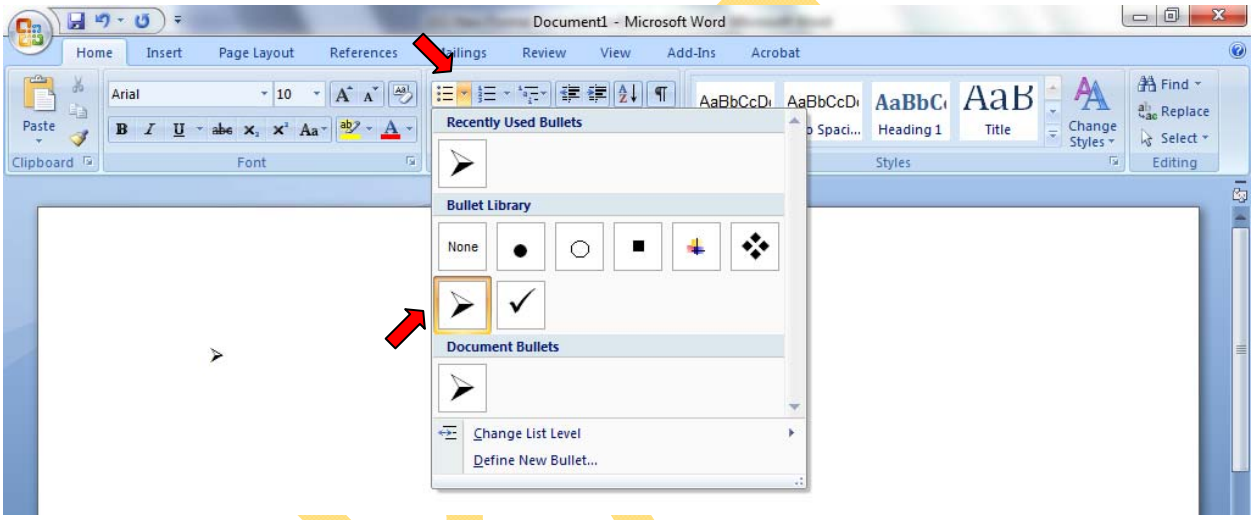
Know what the intent of the order is and make it clear. If the order is about recruitment, selection, and training for the Special Operations, spell it out. Generic statements along the lines of "This order is about the Special Operations team" will not be sufficient.

DEFINTIONS

This is the section in which you DEFINE any words in the document that are important to know and understand.

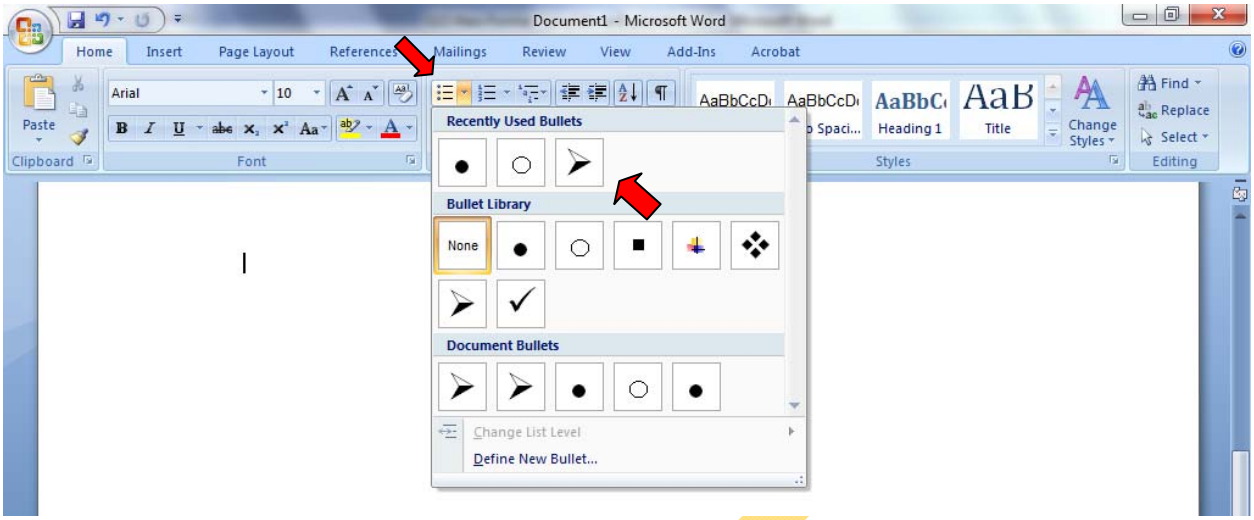
- Go to the "**Home**" Tab, "Paragraph" section, then click on the down arrow on the "**Bullets**" button, choose the "Arrow" ➢ and then insert your word (Calibri Font, Size 12, **BOLD**) followed by a dash (-) and then the definition of that word.



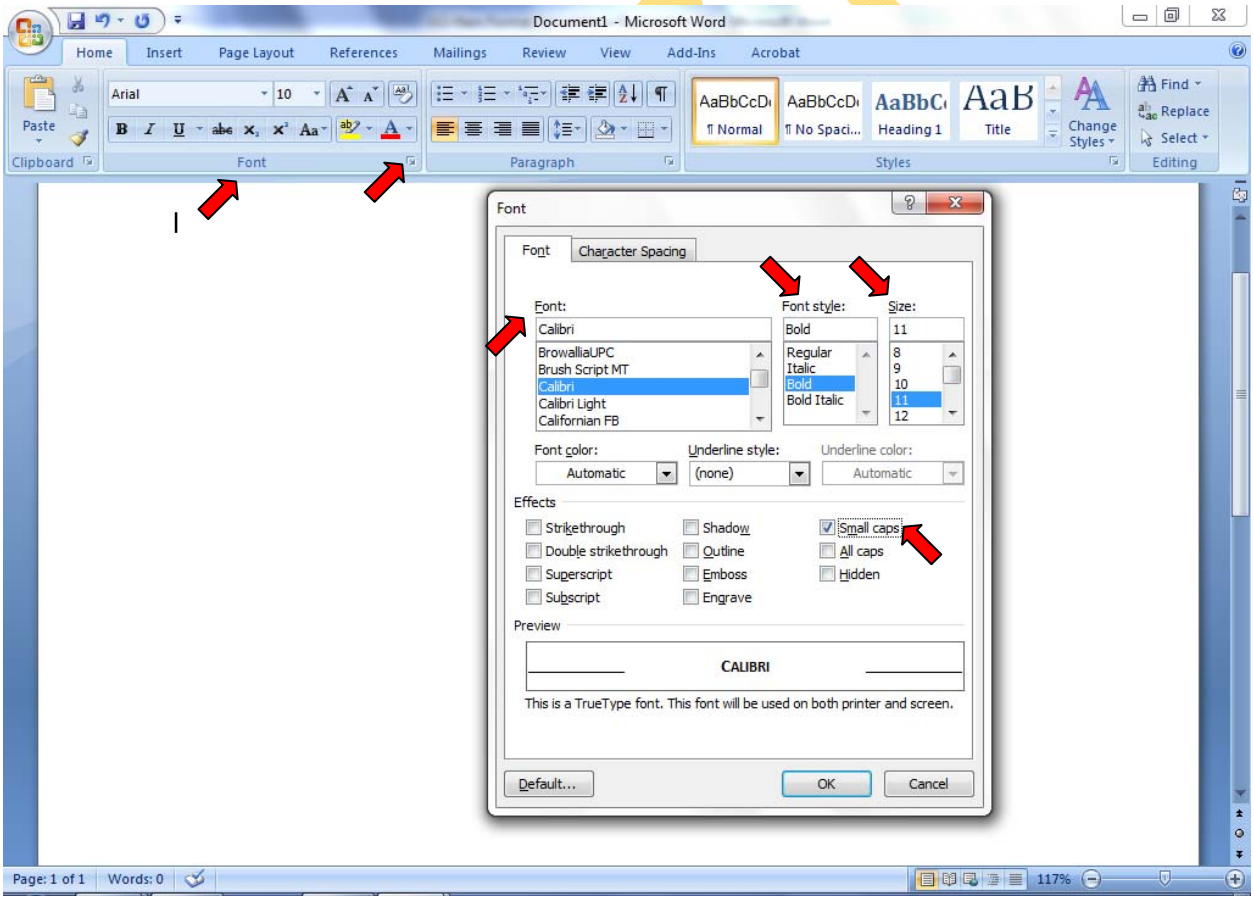


PROCEDURES

- *This is the meat of the order. Anyone, uniformed or civilian, should be able to pick this document up and have a basic idea of what it is saying or directing the member to do.*
- *Minimize the use of abbreviations save for the abbreviations that the author feels must be used. Never abbreviate ranks. Spell out titles and avoid references to "Fire Chiefs." As an agency that provides fire and EMS, the term "Fire Chief" is not inclusive, or representative of much of what we do. The term "Chief of the Department", and subsequently, "Chief" shall be used.*
- For this section, you will be using Titles and Bullets to explain the procedures and the purposes of this General Order. Go to the "**Home**" Tab, "**Paragraph**" section, then click on the down arrow on the "**Bullets**" button, choose the Solid Dot (Size 12) for the first level, Hollow dot (Size 12) for the second level, Solid Square (Size 12) for the third level, back to a Solid Dot (Size 12) for the fourth level, Hollow dot (Size 8) for the fifth level, and Solid Square (Size 12) for the sixth level.



- For Title, go to "**Home**" tab, Click little arrow in bottom right corner of "**Font**" Section, verify Font Type is Calibri, Font Size is 12, and look under "**Effects**" to check the box on the top of the far right column labeled "**SMALL CAPS**"



TITLE (CALIBRI FONT, BOLD STYLE, SIZE 12, SMALL CAPS)

- First Level (Calibri Font, Size 12)
  - Second Level (Calibri Font, Size 12)
    - Third Level (Calibri Font, Size 12)
      - Fourth Level (Calibri Font, Size 12)
        - Fifth Level (Calibri Font, Size 12)
          - Sixth Level (Calibri Font, Size 12)

FOR EXAMPLE:

- *First Level (Calibri Font, Size 12) is a single line long*
  - *Second Level (Calibri Font, Size 12)*

- *…no need to add a space after this bullet…*
- *…add a space after this bullet*

  ←----------*(space is here)*----------→

- …
  - …
    - *Third Level (Calibri Font, Size 12)*
    - …

    ←----------*(space is here)*----------→
  - *…add a space after this bullet…*

    ←----------*(space is here)*----------→
  - *…add a space after this bullet…*

- *If there are multiple levels, add spaces between lines, while keeping groups with the same bullet together.*

- *If the like (same) bullets are short (one line only), it is okay to leave them without a space between each like bullet. However, if the bullets go on for more than one line, a space in between each bullet will allow the order to be more organized and easier to read. [With that said, we are trying to be mindful of our paper-use (in the case of printing an order); so, if there is a section with a handful of bullets, each being a sentence or two long, and it's still legible and neat, then there is no need for a space in between each bullet.]*

- **SOMETIMES THE TITLE IS A LONG SENTENCE. If this is the case, only "Bold", "increase the font size", and "small cap" the first 3 to 4 words, or first main phrase, to separate and make known that this level is a title for the next section of the order.*

REFERENCES

This is the section where you **list any References** to documents, websites, books, articles, etc. that the order refers to for further information or detail in order to understand or follow this particular General Order. (Calibri Font, Size 12)

Go to the "**Home**" tab, "**Paragraph**" section, "**Bullets**" button and list the references using the "**Dot**" bullet.

SUMMARY OF DOCUMENT CHANGES

If there are **any changes/revisions** done to an original General Order, this is the section where you would state: **What was done,** the [**DATE**], and the individual's [**Initials and #EID**] who made the revisions. (Calibri Font, Size 12)

FORMS/ATTACHMENTS

- This is the section where you **list any Forms and where they can be found or any attachments that are linked to or attached to this document**. (Calibri Font, Size 12) Go to the "**Home**" tab, "**Paragraph**" section, "**Bullets**" button and list the forms/attachments using the "Dot" bullet.

- When referring to an attachment within the "Procedures" section, place it parenthesis and bold
  - For example: (**Attachment A**)

APPROVED

[**Signature Here**]

[**AC Name**]

[**Originating Bureau**]

DRAFT

ABBREVIATIONS

- ASB Administrative Services Bureau
- AC Assistant Chief
- BC Battalion Chief
- BBP Blood Borne pathogen
- Capt. Captain
- CIT Communications, Information and Technology
- COMMS Communications Unit
- DC Deputy Chief
- EMT Emergency medical Technician, may be followed with either a "B" for Basic or "P" for Paramedic
- ESB Emergency Services Bureau
- E&T Education and Training
- FF Firefighter
- FMLA Family Medical Leave Act
- FOA Fire Officers Association
- GSU Ground Support Unit
- HCDFRS Howard County Department of Fire and Rescue Services
- IAFF International Association of Firefighters
- HVO Heavy Vehicle Operator
- LOGS Logistics
- Lt. Lieutenant
- NFFF National Fallen Firefighters Foundation
- OEM Office of Emergency Management
- OFC Office of the Fire Chief
- OFM Office of the Fire Marshal
- PPE Personal Protective Equipment
- TWR Tower (Aerial ladder)

FYIs & FAQs

- Make sure each line is numbered along the LEFT column of the page so it can be referenced to throughout the General Order as well as in other documents and orders that may need to do so.
- Make sure to place a space at the beginning and ending of each section.
- If there is an attachment, where does it go? If the attachment is in a Microsoft Word version or able to be converted, attach the document to the end of the General Order. If not, make sure to include the information of where the attachment/form can be found after the listing of that attachment.
- When a General Order has been completed and the "**Approved**" Section is on the last page of the order (by itself), bring the "**References**", "**Summary of Document Changes**", and "**Forms/Attachments**" sections all down to a new page (as long as they can all fit neatly on one page).
-

DRAFT

Howard County Department of Fire and Rescue Services

SPECIAL ORDER

SPECIAL ORDER XXX.XX ⬅(Insert S.O. # here, Calibri Font, Size 24)

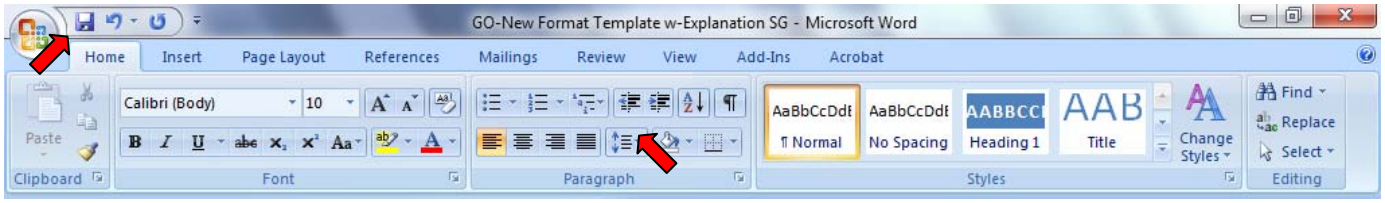
[Subject] ⬅ (Calibri Font, Size 22-Decrease the font size to make it fit on one line, *if possible*)

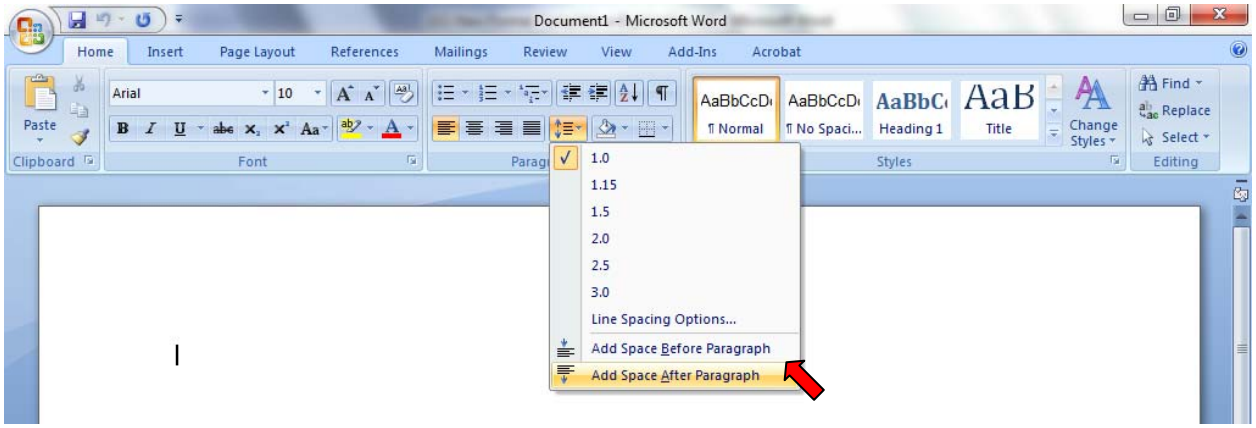
[BUREAU (MOST CURRENT TITLE)] ⬅ (Calibri Font, Size 20, Small Caps)

Issue Date: mm/dd/yyyy ⬅ Calibri Font, Size 12, Month/Day/Year (4 Digits)
Expiration Date: mm/dd/yyyy ⬅ (same as above)

OVERVIEW

General information is to be added in this section. ***Summarize what the order is about in usually a 3-4 sentence paragraph.*** *Know what the intent of the order is and make it clear. If the order is about recruitment, selection, and training for the Special Operations, spell it out. Generic statements along the lines of "This order is about the Special Operations team" will not be sufficient. (Calibri Font, Size 10) After inserting your text, make sure you go to the "**Home**" Tab, and click on the "**Line spacing**" button, then "**Add Space Before Paragraph**" and click on it again to "**Add Space After Paragraph**".*





DEFINTIONS

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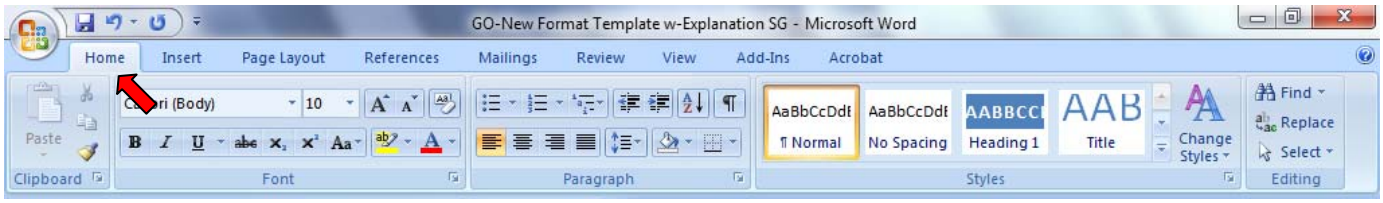
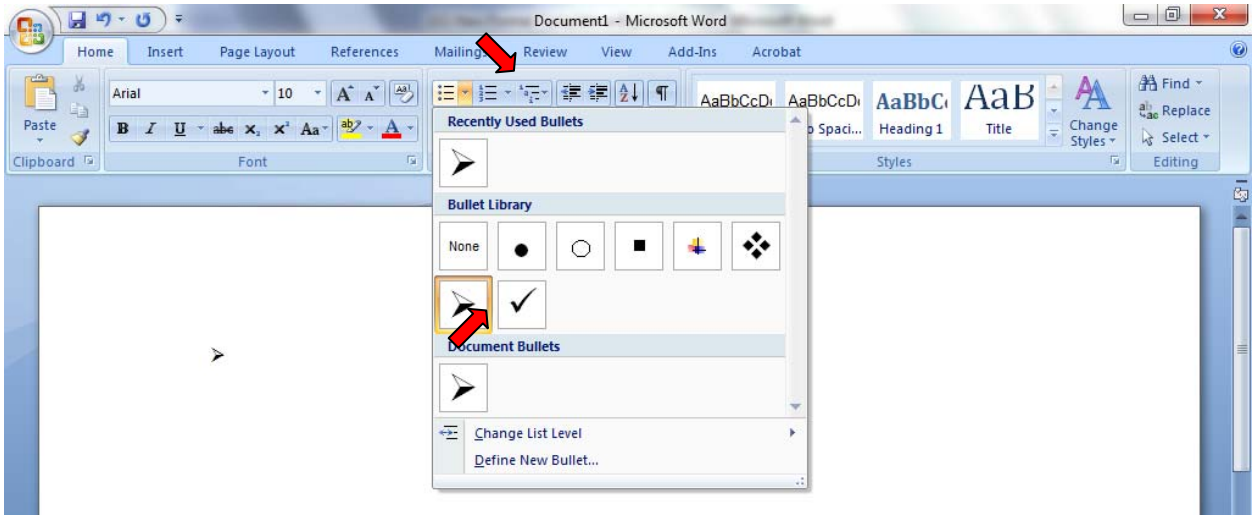
- *Go to the "**Home**" Tab, "Paragraph" section, then click on the down arrow on the "**Bullets**" button, choose the "Arrow"* ➢ *and then insert your word (Calibri Font, Size 12,* **BOLD***) followed by a dash (-) and then the definition of that word.*



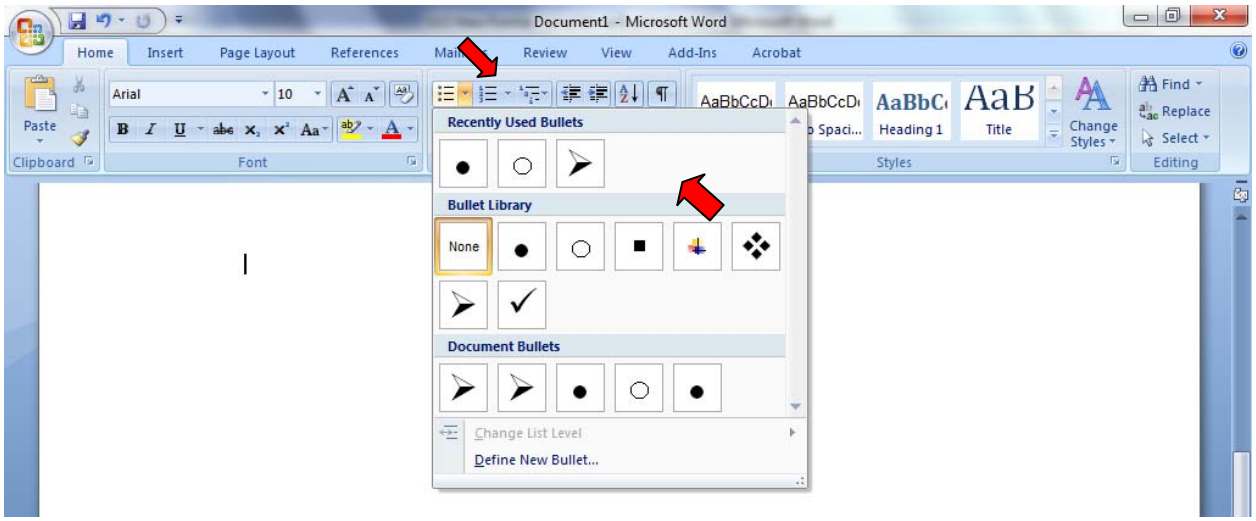


TOPIC DETAILS

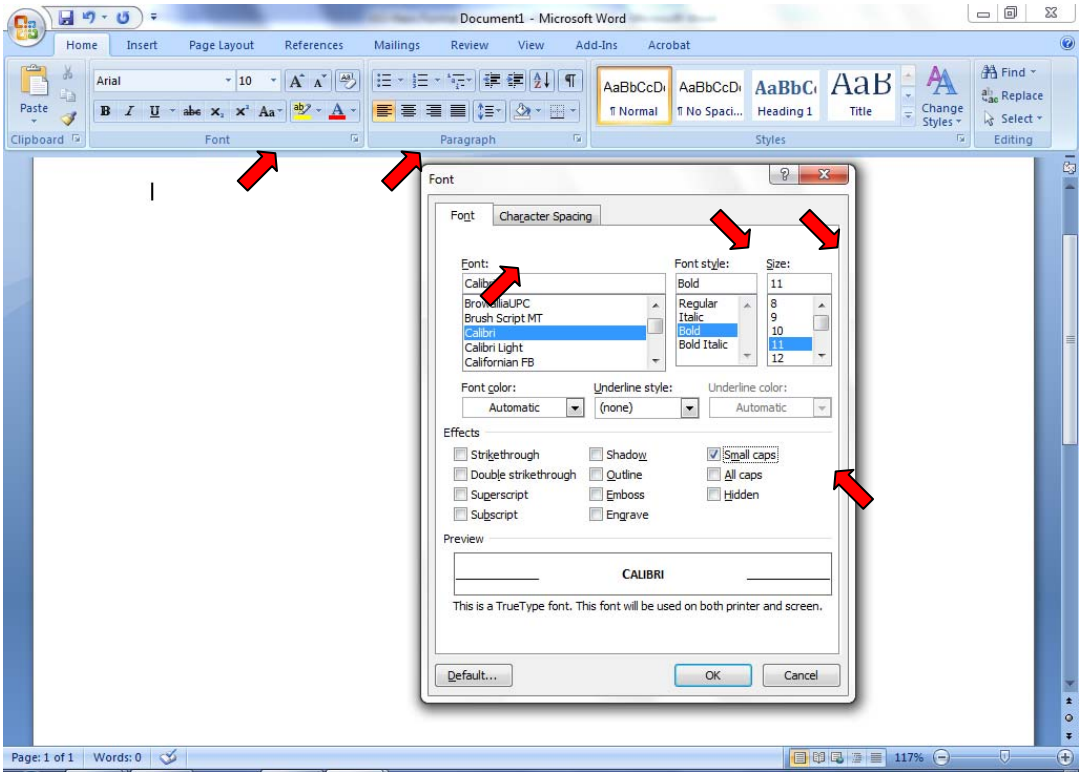
- *This is the meat of the order. Anyone, uniformed or civilian, should be able to pick this document up and have a basic idea of what it is saying or directing the member to do.*

- *Minimize the use of abbreviations save for the abbreviations that the author feels must be used. Never abbreviate ranks. Spell out titles and avoid references to "Fire Chiefs." As an agency that provides fire and EMS, the term "Fire Chief" is not inclusive, or representative of much of what we do. The term "Chief of the Department", and subsequently, "Chief" shall be used.*

- *For this section, you will be using Titles and Bullets to explain the specific details of this Special Order. Go to the "**Home**" Tab, "**Paragraph**" section, then click on the down arrow on the "**Bullets**" button, choose the Solid Dot (Size 12) for the first level, Hollow dot (Size 12) for the second level, Solid Square (Size 12) for the third level, back to a Solid Dot (Size 8) for the fourth level, Hollow dot (Size 12) for the fifth level, and Solid Square (Size 12) for the sixth level.*



- *For Title, go to "**Home**" tab, Click little arrow in bottom right corner of "**Font**" Section, verify Font Type is Calibri, Font Size is 12, and look under "**Effects**" to check the box on the top of the far right column labeled "**SMALL CAPS**"*



TITLE (CALIBRI FONT, BOLD STYLE, SIZE 12, SMALL CAPS)

- First Level (Calibri Font, Size 12)
  - Second Level (Calibri Font, Size 12)
    - Third Level (Calibri Font, Size 12)
      - Fourth Level (Calibri Font, Size 12)
        - Fifth Level (Calibri Font, Size 12)
          - Sixth Level (Calibri Font, Size 12)

FOR EXAMPLE:

- First Level (Calibri Font, Size 12) is a single line long (If this is a title with a colon and things listed under it, "<u>Underline</u>" the Title to help it stand out).
  - Second Level (Calibri Font, Size 12)
  - …no need to add a space after this bullet…
  - …add a space after this bullet

  ←----------(space is here)----------→
- <u>Subtitle which includes the following:</u>
  - …
  - …
    - Third Level (Calibri Font, Size 12)
    - …

  ←----------(space is here)----------→
  - …add a space after this bullet…

  ←----------(space is here)----------→
  - …add a space after this bullet…

- *If there are multiple levels, add spaces between lines, while keeping groups with the same bullet together.*

- *If the like (same) bullets are short (one line only), it is okay to leave them without a space between each like bullet. However, if the bullets go on for more than one line, a space in between each bullet will allow the order to be more organized and easier to read. [With that said, we are trying to be mindful of our paper-use (in the case of printing an order); so, if there is a section with a handful of bullets, each being a sentence or two long, and it's still legible and neat, then there is no need for a space in between each bullet.]*

- *SOMETIMES THE TITLE IS A LONG SENTENCE. If this is the case, only "Bold", "increase the font size", and "small cap" the first 3 to 4 words, or first main phrase, to separate and make known that this level is a title for the next section of the order.*

FORMS/ATTACHMENTS/REFERENCES

- *This is the section where you **list any** Forms **and** where they can be found **or any** attachments **that are linked to or attached to this document**. (Calibri Font, Size 12) Go to the "Home" tab, "Paragraph" section, "Bullets" button and list the forms/attachments using the "Dot" • bullet.*

- *When referring to an attachment within the "Procedures" section, place it parenthesis and bold*
  - For example: (**Attachment A**)

APPROVED

Approved:

_____

AC
Bureau

ABBREVIATIONS

- ASB Administrative Services Bureau
- AC Assistant Chief
- BC Battalion Chief
- BBP Blood Borne pathogen
- Capt. Captain
- CIT Communications, Information and Technology
- COMMS Communications Unit
- DC Deputy Chief
- EMT Emergency medical Technician, may be followed with either a "B" for Basic or "P" for Paramedic
- ESB Emergency Services Bureau
- E&T Education and Training
- FF Firefighter
- FMLA Family Medical Leave Act
- FOA Fire Officers Association
- GSU Ground Support Unit
- HCDFRS Howard County Department of Fire and Rescue Services
- IAFF International Association of Firefighters
- HVO Heavy Vehicle Operator
- LOGS Logistics
- Lt. Lieutenant
- NFFF National Fallen Firefighters Foundation
- OEM Office of Emergency Management
- OFC Office of the Fire Chief
- OFM Office of the Fire Marshal
- PPE Personal Protective Equipment
- TWR Tower (Aerial ladder)

FYIs & FAQs

- *Make sure each line is numbered along the LEFT column of the page so it can be referenced to throughout the Special Order as well as in other documents and orders that may need to do so.*

- *Make sure to place a space at the beginning and ending of each section.*

- *If there is an attachment, where does it go? If the attachment is in a Microsoft Word version or able to be converted, attach the document to the end of the Special Order. If not, make sure to include the information of where the attachment/form can be found after the listing of that attachment.*

- *When a Special Order has been completed and the "**Approved**" Section is on the last page of the order (by itself), bring the "**Forms/Attachments/References**" section down to a new page (as long as they can all fit neatly on one page).*