

Lincoln Fire & Rescue Captain Certification Task Book

**VERSION 10.0
AS of 01-04-07**

At the completion of the precepting process, the new captain will demonstrate the following:

- A. A working knowledge and application of LFR policies, national standards, and acceptable business practices for effective fire company supervision
- B. A working knowledge and application of LFR policies, national fire standards, OSHA regulations, and acceptable fire service strategies and tactics for effective emergency services
- C. A working knowledge and application of LFR policies, procedures, and practices for effective information management
- D. A working knowledge and application of LFR policies, national standards and acceptable business practices for company planning
- E. A working knowledge and application of LFR policies, national standards, and acceptable business practices for effective fire company leadership
- G. A working knowledge and application of LFR policies, national standards, OSHA regulations and acceptable business practices for effective employee health and safety
- H. A working knowledge and application of LFR policies and practices for community/customer service
- I. A working knowledge and application of LFR policies and practices for interaction with supporting agencies
- J. A working knowledge and application of LFR policies, practices and national standards or codes for business inspections and company pre-planning
- K. A working knowledge and application of LFR policies and practices for training

Lincoln Fire and Rescue Captain Certification Task Book (09/2006)

A Lincoln Fire and Rescue (LFR) Captain Certification Task Book has been developed to assist newly promoted captains demonstrate minimum requirements for the position of captain.

The Captain Certification Task Book will list the tasks that are required to be performed by the new captain as a company supervisor within LFR.

Successful performance of all tasks as observed and recorded by the evaluator/Deputy Chief will result in the recommendation to the Fire Chief that the new captain be recognized and continue in the classified service of the city as a Fire Captain.

Evaluation and confirmation of the new captain's performance of all tasks may involve more than one evaluator/Deputy Chief, and can occur on incidents, in classroom, in simulations and other situations.

It is important that performance be critically evaluated and accurately recorded by each evaluator/Deputy Chief. All bullet statements within a task which require an action must be demonstrated before the task can be signed off.

RESPONSIBILITIES:

1. Lincoln Fire and Rescue is responsible for:

- Ensuring that the new captain meets the minimum requirements of the position.
- Initiating the new captain task book to document performance.
- Explaining to the new captain the purpose and process of the captain certification task book.
- Providing opportunities for evaluation and/or making the new captain available for evaluation.
- Tracking progress of the new captain.
- The Fire Chief approving LFR certification to the captain once the new captain completes all of the necessary requirements as defined in the task book.

2. The New Captain is responsible for:

- Reviewing and understanding the instructions in the Captain Certification Task Book.
- Successful completion of all tasks listed within the task book.
- Assuring the evaluation record is complete.
- Maintaining the Captain Certification Task Book for review if requested by the evaluator/Deputy Chief, Deputy Chief of Training, Assistant Chief or Fire Chief.

3. The Evaluator/Deputy Chief is responsible for:

- Being qualified and proficient as an evaluator.
- Meeting with the new captain and determining past experience, current qualifications and desired objectives/goals.
- Reviewing tasks with the new captain.
- Identifying tasks to be performed during the evaluation period.

4. The Deputy Chief of Training is responsible for:

- Signing the verification statement inside the front cover of the Captain Certification Task Book. When all tasks are initialed and the member is recommended for certification. The Deputy Chief of training is responsible for the proper documentation in the new captain personnel and training records system.

Code:

- **"A"** = Task can be completed in any situation. (Training/ classroom, simulation, actual incidents, daily jobs, etc.).
- **"I"** = Task must be performed on an actual incident. (Medical emergency, rescue alarm, fire alarm, hazardous materials incident planned event).

**Lincoln Fire and Rescue
 Captain Certification
 Task Book
 Version 9.0**

CAPTAIN CERTIFICATION TASK BOOK FOR THE POSITION OF
 FIRE CAPTAIN

<p>Task Book Assigned To: Individual's Name, printed & signed</p>	<hr style="border: 0; border-top: 1px solid black; margin-bottom: 10px;"/>
<p>Name of Deputy Chief/evaluator signing the Captain Certification Task Book Deputy Chief's Name, Printed & signed</p>	<hr style="border: 0; border-top: 1px solid black; margin-bottom: 10px;"/>
<p>LFR Training Division Deputy Chief of Training Date Approved & Recorded (Implementation Date)</p>	<hr style="border: 0; border-top: 1px solid black; margin-bottom: 10px;"/> <p>Implementation Date: ____/____/____</p>

DEPUTY CHIEF/EVALUATOR

**COMPLETE THIS FORM ONLY WHEN YOU ARE RECOMMENDING THE
NEW CAPTAIN FOR CERTIFICATION AS FIRE CAPTAIN TO BE APPROVED
BY THE FIRE CHIEF**

**VERIFICATION OF COMPLETED CAPTAIN CERTIFICATION TASK BOOK FOR THE POSITION
OF
FIRE CAPTAIN**

I verify that all tasks have been performed and are documented with appropriate names in place

I also verify that: (Name) _____

has performed as a new captain and should therefore be considered for certification in this position

EVALUATOR'S PRINTED NAME AND SIGNATURE

LFR Training Division
Deputy Chief of Training
Date Approved & Recorded
(Completion Date)

Completion Date: ___/___/___

LFR FIRE CHIEF
Date Certified & Recorded
(Certification Date)

Certification Date: ___/___/___

SUPERVISION (1.0)

	Task	Code	Evaluator Name & ID Number	Date	Unit ID/ Shift	Run Number/ Comments
1.1	Management Policies	A/I				
1.2	Supervise Equipment Checks	A				
1.3	Supervise Daily Station Duties	A				
1.4	New Captain attends and actively participates in Fire Captain quarterly training or shift meetings, in order to receive information concerning department procedures and programs:	A/I				
1.5	Supervises daily staffing requirements	A				
1.6	Accurately maintains Day Sheet for record keeping and information sharing.	A				
1.7	Recognizes and acknowledges positive performance of subordinates	A/I				
1.8	Identify and correct subordinate sub-standard performance	A/I				
1.9	Delegation of functional assignments	A/I				
1.10	Maintains accountability of personnel assigned	A				
1.11	Company Readiness	A				
1.12	Shift change information	A				
1.13	Accurately and objectively completes annual performance evaluations	A				
1.14	Maintenance of fire department equipment, facilities and fire station supplies	A				

EMERGENCY SERVICES (2.0)

	Task	Code	Evaluator Name & ID Number	Date	Unit ID/ Shift	Run Number
2.1	Oral Communication	A/I				
2.2	Ensures use of PPE	A/I				
2.3	Understands the Incident Command System. Assumes and transfers command/ assumes ICS roles as assigned	A/I				
2.4	Accountability, Safety and Scene Security	A/I				
2.5	Company Level Post Incident review.	I				
2.6	Actively participates in Chiefs Post Incident Review	A/I				
2.7	Knowledge of and Ability to Use Fire Protection and Detection System Controls	A/I				
2.8	Skills Performance (EMS fire suppression etc.)	A/I				
2.9	Evidence Recognition and Preservation	A/I				
2.10	Multi-Casualty Incident	A/I				
2.11	Mobile Data Terminals	A/I				
2.12	PIO and Media Interface	A/I				

INFORMATION MANAGEMENT (3.0)

	Task	Code	Evaluator Name & ID Number	Date	Unit ID/ Shift	Run Number
3.1	Incident Fire Reports	A/I				
3.2	Incident Medical Reports	A/I				
3.3	Accurately reports training initiated by the new captain	A/I				
3.4	Public Education Reports	A/I				
3.5	Inspection Reports	A/I				
3.6	Reports Subordinates changes in personal information	A/I				
3.7	Accident Reporting	A/I				
3.8	HIPPA Compliance	A/I				
3.9	Knowledge and use of computer software	A/I				

PLANNING (4.0)

	Task	Code	Evaluator Name & ID Number	Date	Unit ID/ Shift	Run Number
4.1	Monitors and reacts to LFR Resource Status	A/I				
4.2	Roll Call/Daily Company Meeting	A/I				
4.3	Daily/Monthly/Goal Setting	A/I				
4.4	Streets/District/Zones	A				

LEADERSHIP (5.0)

	Task	Code	Evaluator Name & ID Number	Date	Unit ID/ Shift	Run Number
5.1	Develops team work within assigned subordinates	A/I				
5.2	Chain of Command	A/I				
5.3	Demonstrates and exhibits a positive work attitude	A/I				
5.4	Leads by example and exhibits a positive commitment to LFR	A/I				

LEADERSHIP (5.0) cont.

	Task	Code	Evaluator Name & ID Number	Date	Unit ID/ Shift	Run Number
5.5	Demonstrates positive leadership by providing an equitable work environment and providing for cultural diversity	A/I				
5.6	Oral Communication	A/I				
5.7	Written Communication	A/I				
5.8	Crew Development	A/I				
5.9	Personal Development (Education)	A				

HEALTH & SAFETY (6.0)

	Task	Code	Evaluator Name & ID Number	Date	Unit ID/ Shift	Run Number
6.1	Decon equipment and PPE to prevent secondary contamination of personnel	A/I				
6.2	Assures all company members use seat belts during all travel	A/I				
6.3	Proper lifting and safety to prevent injury	A/I				
6.4	Physical Fitness/Wellness	A/I				
6.5	Awareness of physical and emotional states of subordinates and themselves.	A/I				
6.6	Station Safety	A/I				
6.7	Actively enforce and follow LFR Safety Policies, Procedures, and Practices	A/I				
6.8	Injury Prevention	A/I				
6.9	Recognizes and encourages personal and interpersonal support services	A/I				

CUSTOMER SERVICE (7.0)

	Task	Code	Evaluator Name & ID Number	Date	Unit ID/ Shift	Run Number
7.1	The company officer and assigned personnel will engage in community education	A/I				
7.2	Awareness and Utilization of Support Services	A/I				
7.3	Initiate action to address citizen complaints	A/I				

SUPPORTING AGENCIES (8.0)

	Task	Code	Evaluator Name & ID Number	Date	Unit ID/ Shift	Run Number
8.1	Understands what resources are available from Public Works, Police Departments, Health, Law, Dispatch, Mutual Aid, Hospitals	A/I				
8.2	Contacting Rural Command and policies on rural response	A /I				
8.3	Hospital Rotation/Diversion and Rural Assists	A/I				

BUSINESS INSPECTIONS/PREPLANNING (9.0)

	Task	Code	Evaluator Name & ID Number	Date	Unit ID/ Shift	Run Number
9.1	Performs on site business inspection	A/I				
9.2	Develops LFR Preplan for targeted business	A/I				
9.3	Company officer assists in exercising a Business Emergency Action Plan	A/I				

TRAINING (10.0)

	Task	Code	Evaluator Name & ID Number	Date	Unit ID/ Shift	Run Number
10.1	Conducts required annual and trimester training on time	A/I				
10.2	Attends and participates in training as scheduled, on time	A/I				
10.3	Conducts Company Training	A/I				
10.4	Ensures Company Members Actively Involved	A/I				

Supervision (1.0)

1.1 Management Policies:

The new captain understands, follows and enforces department mp's

The evaluation method shall be through the random objective discussion of MP's or observation of the new captain demonstrating a thorough knowledge of MP's through the practical application of MP's anytime.

1.2 Supervised Daily Equipment Checks:

The new captain ensures that all equipment is properly checked and the documentation completed for each duty shift

The evaluation method will be to review the in-station documentation and validate the Wednesday check sheets with the maintenance division. Random discussion with the new captain with objective bench marks to determine the new captain understands the importance and process for proper daily inspections and documentation.

1.3 Supervises Daily Station Duties:

The new captain ensures daily station duties are being completed. (Fire station is kept clean and orderly)

The evaluation method will be through random observation and assessment of the cleanliness and general housekeeping of the fire station.

1.4 The new captain attends and actively participates in Fire Captain quarterly training or shift meetings, in order to receive information concerning department procedures and programs:

The fire new captain participates in a constructive, positive manner in order to receive information concerning department procedures and programs

The evaluation method will be through random observation of the new captain's participation at company level staff training, meetings/briefings and/or solicit feed back from company members through discussions or surveys.

1.5 Supervises daily staffing requirements:

The new captain ensures daily staffing is entered in a timely fashion & is accurate.

The evaluation method will be through the process to review the daily staffing entries and ensure they are accurate and timely.

1.6 Accurately maintains station daily log for station record keeping and information sharing:

The new captain accurately documents major events or important information on the Station Daily Log.

The evaluation method will be through random observation and discussion. The evaluator may request to view the daily documents to ensure that the proper documentation is occurring and discuss with the new captain what types of information should be shared.

1.7 Recognizes and acknowledges positive performance of subordinates:

The new captain consistently provides appreciative and positive oral comments, written letters and recommends awards when appropriate for subordinates for exceptional work or performance.

The evaluation method will be to provide subordinates multiple surveys (6 or more) over several months to assess the performance of the new captain regarding their ability to recognize and provide positive comments and feedback to subordinates.

1.8 Identify and correct subordinate sub-standard performance:

The new captain monitors subordinates for sub-standard performance and is able to provide and implement a written plan of action to correct the poor performance.

The evaluation method will be through random observation of the new captain's ability to promote high expectations and professional relationship with subordinates. The evaluator may request a hypothetical corrective action plan be developed in writing to ensure they are capable of developing a written action plan. (The hypothetical problem should be of a problem that the new captain may expect to encounter based upon department history)

1.9 Delegation of functional assignments:

The new captain effectively delegates functional assignments to subordinates in order to complete tasks and assignments. The delegated assignment consistently includes the authority and responsibility to complete the assignment satisfactorily.

The evaluation method will be through random observation. The evaluator may request a list of delegated tasks and follow through with questions, surveys or observations of results to ensure that the new captain is capable of effective delegation. (Day to Day or non emergent assignments)

1.10 Maintains Accountability of personnel assigned:

The new captain maintains accountability of personnel in and around the fire station, and on incidents.

The evaluation method will include random observation of hazard boards kept on the fire apparatus. During incidents, the evaluator will note the frequency and accuracy of PAR response as well as be mindful of the new captain's ability to supervise at an incident and prevent subordinates from freelance activities.

1.11 Company Readiness:

The new captain ensures the fire company is ready to respond, staffing is adequate, personnel know their assignments roles & responsibilities.

The evaluation method will include observation of personnel during initial response to incidents. This should include the new captain and company reacting to an incident call with a sense of urgency and display professionalism as well as responding safely and quickly. The new captain and crew should don appropriate PPE in a timely manner. The evaluator should review "chute time" reports, "en-route time" reports, and review incidents to ensure that when appropriate, emergent calls were jumped when they were closer. The evaluator will be mindful of the new captain and company's ability to work as a team and assess their KSA's to ensure the new captain's and company competence.

1.12 Shift Change Information:

The new captain effectively exchanges post shift information with the oncoming shift supervisor.

The evaluation method will include checking the Station Daily Log for documentation, verifying that the new captain effectively passed on necessary information to ensure smooth transition of fire department operations. Provide surveys to opposite shifts on the quantity and quality of the exchange of information provided by the new captain being evaluated. Review the appropriate documentation provided by the new captain to ensure they are capable of passing important critical information to opposite shifts.

1.13 Accurately and objectively completes annual performance evaluations:

The company officer will objectively, honestly and fairly prepare annual performance evaluations of their subordinates as required.

The evaluator will review annual performance evaluations completed by the new captain to ensure they are capable of objectively and accurately completing the performance rating according to LFR. In the absence of the new captain successfully completing a performance rating, they can be requested to complete a self performance evaluation as a method to demonstrate their ability to accurately complete a performance evaluation.

The evaluator will assess the use of and review the notes that the new captain uses to complete the annual performance evaluation.

1.14 Maintenance of fire station equipment, facilities and fire station supplies:

The new captain ensures that the fire facilities are properly maintained. Fire station supplies are ordered, and stored as needed. Ensures supplies and resources are not wasted or abused. Proper documentation is forwarded to fire administration when maintenance of resources is needed.

The evaluator will review through random observation that the fire station is adequately maintained and station supplies are sufficient. Examples include; fire station grounds and property are clean and picked up, furnace filters are changed regularly, windows are clean, and apparatus floor sump areas are pumped on schedule and that exhaust systems are attached to the apparatus and running properly. Station supplies should be in adequate supply to ensure the fire station will not be without critical items such as medical PPE and medical supplies; however the station should not be overstocked to suggest wasteful ordering habits.

Emergency Services (2.0)

2.1 Oral Communications:

The new captain is capable of effectively communicating directives, tasks and functions during incidents/face to face and via radio.

The evaluation method shall be through the observation and listening to the new captain during training, incidents, and day to day operations to assess the ability of the new captain to orally communicate clearly and effectively to superiors and subordinates. Random objective discussions with the new captain may also be used to evaluate the effectiveness of their communication skills. Assessment of the new captains' communication skills while using radio equipment should be measured to ensure clear concise direction.

2.2 Ensures use of PPE:

The new captain ensures that all assigned personnel are properly donning appropriate PPE during emergency response.

The evaluation method will be through direct observation at incidents to ensure that the new captain is maintaining that all subordinates are appropriately dressed in PPE as required.

2.3 Understands the Incident Command System. Assumes and transfers command/ assumes ICS roles as assigned:

The company officer assumes command, directs personnel and assigns functional tasks, manages multi-company operations when in command as defined by LFR ICS policies. Interacts with command, operates within the ICS organization as assigned, interacts appropriately with other companies

The evaluation method will be through direct observation at incidents and training to ensure the new captain is using and follows the Incident Command System specified in NIMS for command and accountability. The evaluator will assess the new captain on their effectiveness of their ability to provide direction to multiple units in the form of assignments while other companies are in route or on site of emergent incidents when the new captain is in command. The evaluator will assess the new captain's ability to appropriately transfer command according to LFR policy to effectively relay critical information regarding the incident to the DC. The evaluator will assess the ability of the new captain to supervise his/her team and meet the objectives of the incident and assist in functional operations with other companies as directed by the IC.

2.4 Accountability, Safety and Scene Security:

The new captain effectively accounts for assigned personnel, and enforces safety and scene security during all incidents. Reports progress of incidents as necessary to commanders and subordinates.

The evaluation method will be through direct observation around the fire station, during training scenarios and at incidents. The evaluator may question the new captain on their accountability strategy as well as interview subordinates on the effectiveness of their new captain's ability to track and maintain an awareness of their status during incidents.

2.5 Company Level Post Incident Review:

The new captain reviews at the company level, incidents that contained significant events. The purpose will be to discuss what worked well, policies that were followed, improvements implemented and documentation forwarded to the assigned Deputy Chief.

The evaluation method will be to have the new captain provide a written document of the post incident review containing a description of the event, operations that worked well, issues identified that need improvement, and a written recommendation on corrective action needed to improve operations. The evaluator should sit in on the post incident review scheduled by the new captain to assess the quality of the review, its content and evaluate its effectiveness.

2.6 Actively participates in Chiefs Post Incident Review:**The Company Officer actively participates in Chief Post Incident Reviews and provides feed back that is intended to improve incident operations.**

The evaluation method will be through direct observation and recognizing the new captain's involvement in the post incident review. The evaluator should assess the new captain's ability to identify operations that did not work well due to poor skills performance, lack of policy knowledge, self discipline as a team as well as recognizing their input on what worked well. The evaluator should follow up with the new captain to ensure that corrective action will be addressed and implemented. (In the event the New captain does not have an opportunity to participate in a review, the evaluator may request a written summary recommendation of a review to the evaluator.)

2.7 Knowledge of and ability to use fire protection and detection system controls.**The new captain understands and utilizes fire protection and detection systems appropriately at training and incidents to assist in the control of fire at those facilities which incorporate them. I.e. – fire alarm panels, kitchen hood systems, sprinkler systems, stand pipe systems, deluge systems, and computer/technology protection systems.**

The evaluation method will be through direct observation of the new captain at training or incidents demonstrating their knowledge, skills and abilities in the use of fire protection systems. The evaluator may in addition through random discussion evaluate the new captain's understanding and knowledge of protection systems.

2.8 Skills Performance (EMS & Fire Suppression, etc.)**The new captain ensures that his/her crew personnel are competent in performing skills relating to EMS, Fire Suppression, Haz Mat, Tech Rescue, etc.**

The evaluation method will be through direct observation of skills and demonstration of knowledge at incidents and training. The evaluator should observe for competence in skill performance of the new captain and his/her subordinates based upon the highest expectations of LFR. The evaluator may schedule time with the new captain to observe the team during company level training, training division delivered training or training from outside source. The evaluator should be mindful of the new captain's ability to address any short falls in skills or knowledge and assess the corrective action of the new captain. The evaluator may in addition through random discussion evaluate the new captain's knowledge of procedures relating to EMS, Fire Suppression, Haz Mat, Tech Rescue, etc.

2.9 Evidence recognition and preservation:

The new captain recognizes fire cause evidence and actively assists the Fire Prevention Bureau, State Fire Marshall, and/or LPD in identifying the incident cause and assists in preserving evidence as necessary.

The evaluation method will be through direct observation at incidents or through random discussion with the new captain on the importance of evidence preservation.

2.10 Multi-Casualty Incident:

The new captain understands and is able to effectively implement the MCI plan on incidents of significant medical needs.

The evaluation method will be through direct observation at incidents or training. In the absence of an actual incident, the evaluator may request a simulated MCI scenario be set up for training purposes in which to evaluate the new captain's knowledge, skill and ability regarding MCI's.

2.11 Mobile Data Terminals:

The new captain utilizes the MDT effectively and accurately as defined by LFR Policy.

The evaluation method will be through direct observation and review the data within the mobile data system.

2.12 PIO and Media Interface:

The new captain is able to provide information to the media when assigned in a competent, concise manner. The information is to be factual, comply with department policy and regulations and represent the organization professionally

The evaluation method will be through direct observation and review of the media information provided by the new captain. In the absence of an actual media interface the evaluator may request through random discussion or scenario that the new captain provides a mock media interface to demonstrate competency.

Information Management (3.0)

3.1 Incident Fire Reports:

The new captain accurately completes the appropriate required incident reports and any associated information necessary to document their participation in incidents they responded to, with in the time limits as defined by LFR MP. The new captain will be evaluated on a total of 30 calls in all categories. (i.e. - public assist, haz mat, CO call, still alarm, any kind of fire – working, grass, car, refuse.)

The evaluation method will be through evaluator review of the documentation of 30 calls. The incident reports must be detailed enough to document the activities of the company at the incident and must be composed grammatically correct to receive credit and demonstrate competency.

3.2 Incident Medical Reports:

The new captain accurately completes the appropriate EMS required incident reports and any associated information necessary to document their participation in incidents they responded to, with in the time limits as defined by LFR MP. The new captain will be evaluated on a total of 30 calls.

The evaluation method will be through evaluator review of the documentation of 30 calls. The reports must be detailed enough to document the activities of the company at the incident and must be composed grammatically correct to receive credit and demonstrate competency. Reporting will be commensurate with the level of system certification.

3.3 Accurately reports training initiated by the new captain:

The new captain accurately completes, maintains and submits to the LFR Training Division the required documentation and associated information necessary to document their participation in training that the new captain has completed with in the time limits as defined by LFR MP. There is no specific number of training sessions that have to be completed, however the new captain will be evaluated during the entire time frame of the task book.

The evaluation method will be through evaluator review of the training records submitted to the Training Division by the new captain. The documentation submitted to the training division must be submitted according to LFR MP. The evaluator should run training reports to assess the accuracy of the new captain's training and completeness of their documentation. Documentation submitted to the Training Division must be submitted grammatically correct, accurate and reflect the type and method of training as well as the participation of assigned subordinates.

3.4 Public Education Reports:

The new captain accurately completes the required documentation and associated information necessary to document their participation in a Public Education event with in the time limits as defined by LFR MP. 30 public education events have to be completed, however the new captain will be evaluated during the entire time frame of the task book.

The evaluation method will be through evaluator review of the associated public education reports. The reports must be detailed enough to document the activities of the company at the event and must be composed grammatically correct to receive credit and demonstrate competency.

3.5 Inspection Reports:

The new captain accurately completes and submits the required documentation and associated information necessary to document their participation of a Business Inspection with in the time limits as defined by LFR MP.

The evaluation method will be through evaluator review of the associated business inspection reports. The reports must be detailed enough to document the activities of the company during the business inspection and must be composed grammatically correct to receive credit and demonstrate competency.

3.6 Reports Subordinates changes in personal information:

The new captain ensures that any personal information changes within their assigned company is reported accurately and on file within Fire Administration as defined by LFR MP. (ie. – outside employment, drivers license, contact phone numbers address.0

The evaluator will run reports of the personnel assigned to the new captain to verify that the personnel records are accurate and up to date.

3.7 Accident Reporting:

The new captain reports and investigates when necessary any accident to personnel or a vehicle; to avoid a reoccurrence and to properly document the incident as defined by LFR MP.

Includes injury, significant medical and chemical exposure, and infectious disease exposures.

The evaluation method will be to review accident reports for accuracy and correctly completed. In the absence of an actual accident, the evaluator may provide an accident scenario and have the new captain complete the necessary reporting requirements. The reports must be detailed enough to document the accident and must be composed grammatically correct to receive credit and demonstrate competency.

3.8 HIPPA Compliance:

The new captain ensures personal and crew are in compliance with all Federal HIPAA regulations, ie. Run sheets, patient care reports secured to maintain confidentiality, completes annual training, ensures that training discussion regarding post-incident complies with HIPPA regulations.

The evaluation method will be through random discussion with the new captain and questions them on the HIPPA regulations and importance of compliance. The evaluator will run annual training reports to evaluate the new captain and subordinates compliance to annual HIPPA training.

3.9 Knowledge and use of computer software:

The new captain demonstrates competence in the use and application of all software programs utilized by LFR.

The evaluation method will be through demonstration of software applications and review of documents submitted by the new captain showing appropriate use of LFR software. The evaluator may also discuss and question them on their ability to utilize LFR software.

Planning (4.0)

4.1 Monitors and reacts to LFR Resource Status:

The new captain reacts positively to resource status deficiencies to ensure the community is adequately protected. Such as system status zero, vacancies during working incidents, and jumping calls when necessary to ensure timely response.

The evaluator will assess the ability of the new captain to manage fire department resources through observation and monitoring. The evaluator may randomly question the new captain to evaluate his/her knowledge and understanding of the importance to maintain an adequate system status. The evaluator must evaluate the new captain based on their ability to ensure they are capable of managing resources that meet LFR expectations.

4.2 Roll Call/Daily Company Meeting:

The new captain conducts a roll call and holds a daily meeting informing assigned subordinates of the daily schedule and the proposed plan of events for the upcoming shift.

The evaluation method will be for the evaluator to actively participate in multiple daily roll calls and company meetings with the new captain to assess the ability of the new captain to effectively communicate the plan of events for the duty shift. The evaluator must follow up with the new captain and assess the ability of the new captain to in fact meet the daily goals.

4.3 Daily/Monthly/Goal Setting:

The new captain proactively meets all expectations set out in the annual LFR Work Plan to accomplish all training requirements for the time frame identified.

The evaluation method will be to have the evaluator review the training and fire company activity reports that have been accomplished by the new captain for a specified period of time. The evaluator may request a written plan of company goals. Also randomly question, discuss and express the importance of the LFR expectations with the new captain and assess the knowledge and understanding of the expectations.

4.4 Streets/District/Zones:

The new captain monitors and maintains an awareness of the current construction, additions, changes, and growth within the response area of the assigned fire company.

The evaluation method will be to assess the general knowledge the new captain has of the response area. This may include random discussions and questions regarding response areas. The evaluator may review response time reports, road construction reports and observe the new captain during response to determine a general assessment of the knowledge, skill and ability of the new captain to determine the appropriate response route.

Leadership (5.0)

5.1 Develops team work within assigned subordinates:

The new captain develops a positive team relationship built on mutual trust by each subordinate within the team, by having confidence in one another's skills, and by treating team members fairly.

The evaluation method will be through direct observation of the new captain and assessing the relationship he/she has with his/her assigned subordinates. The evaluator may also conduct surveys of or random discussions with subordinates to better assess the relationship between the new captain and their crew.

5.2 Chain of Command:

The new captain understands and effectively utilizes the chain of command to provide communications to and from subordinates and receive and provide communications to and from superiors.

The evaluation method will be through direct observation and interaction with the new captain. The evaluator will determine if the new captain is knowledgeable and utilizes the chain of command as intended by LFR by objectively assessing prior examples of their use of the chain of command.

5.3 Demonstrates and exhibits a positive work attitude:

The new captain is rated on their acceptance of feedback, general attitude toward firefighting/EMS and the desire to improve.

Examples include attempts to improve skill deficiencies, assisting others when needed and approaching all classes, meetings, and training with enthusiasm and an open mind.

The evaluation method will be through direct observation and interaction with the new captain during meetings, training, incidents, and day to day activities. The evaluator will determine if the new captain is open to change, suggestions, improvement, to best improve themselves, their subordinates or the operations of LFR by objectively assessing the new captain's attitude.

**5.4 Leads by example and exhibits a positive commitment to LFR:
The new captain leads by example for subordinates to follow. Their actions shall reflect a positive professional manner, they shall follow policies established by the department, and they shall be fair, honest, and impartial in their treatment of subordinates and professional representatives of the organization.**

The evaluation method will be through direct observation and interaction with the new captain during meetings, training, incidents, and day to day activities. The evaluator will determine by objectively assessing the new captain attitude and determine if the new captain is acting in a professional manner, and follows all LFR policies. The new captain must represent themselves in an honest and fair manner to best improve and represent themselves, their subordinates or the operations of LFR.

**5.5 Demonstrates positive leadership by providing an equitable work environment and providing for cultural diversity:
The new captain shall provide an equal and safe work atmosphere for all subordinates or civilians free from harassment and discrimination of any kind within their work environment.**

The evaluation method will be through direct observation and interaction with the new captain and his/her crew during meetings, training, incidents, and day to day activities to determine if the new captain is acting in a professional manner and follows all Federal, State and LFR policies in relationship to discrimination and a harassment free workplace. The evaluator may choose to conduct a random confidential interview of subordinates specifically addressing how the new captain treats others in respect to a safe work atmosphere for all subordinates or civilians free from harassment and discrimination of any kind within their work environment.

**5.6 Oral Communication:
The new captain is capable of delivering oral directives clearly and is able to determine through active listening to appropriate feed back that the message is clearly understood to the level that the subordinates can act on the direction and accomplish the task given.**

The evaluation method will be through direct observation and interaction with the new captain and their crew during meetings, training, incidents, and day to day activities. The evaluator will determine by objectively assessing the ability of the new captain on how well they are able to clearly communicate. They should be able to deliver a clear and understandable message as well as actively listening, and being skilled in providing or receiving appropriate feedback.

5.7 Written Communications:

The new captain is skilled in creating written documents, memos, reports, that are capable of clearly expressing their thoughts and are able to communicate clearly to others in written form.

The evaluation method will be through direct observation and interaction with the new captain and reviewing their written communications through fire and EMS reports, E-mails, daily records, and other associated written day to day documents. The evaluator will objectively assess the ability of the new captain to clearly communicate by being able to deliver a clear and understandable written message

5.8 Crew Professional Development:

The new captain is instrumental in assisting subordinates in their professional development. He/she provides positive mentoring, and professional growth through training, recognition, educational opportunities, support and encouragement to have them pursue advancement within the organization.

The evaluation method will be through direct observation and interaction with the new captain. The evaluator will require the new captain to develop a written plan including goals and objectives with a specific strategic plan intended to assist subordinates in their professional development. (The evaluator must remember that each subordinate may not have any desire to promote any further, however the strategic plan should be developed to assist the subordinate to become the best LFR employee possible)

5.9 Personal Professional Development:

The new captain continually improves through educational opportunities and pursuing training from national sources such as: the NFA, IAFF, IAFC, FEMA, and others.

The evaluation method will be through direct observation and interaction with the new captain. The evaluator will require the new captain to develop a written plan including goals and objectives with a specific strategic plan intended to identify their professional development. (The evaluator must remember that each new captain may not have any desire to promote any further, however the strategic plan should be developed to assist in assisting the new captain become the best LFR employee possible)

Health and Safety (6.0)

6.1 Decontamination of equipment and PPE to prevent secondary contamination of personnel:

The new captain will be responsible to their subordinates by ensuring that all LFR equipment and PPE that may have been contaminated either by fire, EMS, or Haz Mat is properly cleaned and maintained in a manner that provides for the health and safety of LFR employees.

The evaluation method will be by direct observation, random inspections of PPE and interviews with the new captain and their subordinates to ensure safe and clean PPE.

6.2 Assures all company members use seat belts during all travel: The new captain mandates that all subordinates are always belted in and secure on fire apparatus any time it is in motion.

The evaluation method will be by direct observation, random discussion and interviews with the new captain and their subordinates to ensure all personnel are using seat belts in all instances.

6.3 Proper lifting and safety to prevent personnel injury: The new captain will monitor and promote good lifting techniques to their subordinates.

The evaluation method will be by direct observation, random discussion and interviews with the new captain and their subordinates to ensure all personnel are using proper lifting techniques. The evaluator may also review safety committee documents, injury reports and risk management reports to ensure and verify that the new captain is doing every thing possible to ensure safe lifting techniques as well as a corrective action plan if necessary.

6.4 Physical Fitness/Wellness:

The new captain will participate/promote and ensure that all company members actively engage in physical fitness during each duty shift. Following their physical activity the new captain will ensure that their subordinates document their activities in the computer.

The evaluation method will be by direct observation, random discussion and interviews with the new captain and their subordinates to ensure all personnel are actively engaged in physical fitness/wellness activities. The evaluator may also review physical fitness participation reports to verify that the new captain and their subordinates have participated in physical fitness.

6.5 Awareness of physical and emotional states of subordinates and themselves:

The new captain will monitor the work cycles and observe subordinates for physical and emotional fatigue and take corrective action such as rehab when necessary to ensure the health and safety of LFR employees.

The evaluation method will be by direct observation, random discussion and interviews with the new captain and their subordinates to ensure all personnel are emotionally and physically healthy. The evaluator may also review work records and evaluate for absenteeism trends that tend to contribute to an unhealthy depressed employee. The evaluator may request the new captain to provide a written remediation plan to address the physical and emotional distress.

6.6 Actively enforce and follow LFR safety policies, procedures, and practices:

The new captain will ensure that subordinates follow all LFR and the City of Lincoln safety polices, procedures, and practices. As well as enforce and follow Federal OSHA, and NFPA standards where applicable including maintaining a safe work environment in and around the station.

The evaluation method will be by direct observation, random discussion and interviews with the new captain and their subordinates to ensure all personnel have a safe working environment.

6.7 Injury Prevention:

The new captain will ensure their subordinates will not engage in activities that are likely to cause personnel injury to themselves or others.

The evaluation method will be by direct observation, random discussion and interviews with the new captain and their subordinates to ensure all personnel have a safe working environment.

6.8 Recognizes and encourages personal and interpersonal support services:

The new captain will utilize appropriate support services when needed to assist company members in maintaining physical and mental health. Ie. – EAP, Chaplains.

The evaluation method will be by direct observation, random discussion and interviews with the new captain and their subordinates to ensure all personnel are aware of and have access to support services. The evaluator may provide the new captain with a scenario to address and request a written action plan explaining the possible interventions that could be recommended and intended outcomes.

Customer Service (7.0)

7.1 The new captain and assigned personnel will engage in community education:

The new captain and assigned personnel participate in public education, school demos, neighborhood associations, rig demos, blood pressure checks, and all other community education activities with a positive attitude.

The evaluation method will be to review public education reports and documentation to verify the new captain involvement in community education. The evaluator may also assign as necessary and observe the new captain during a community education activity.

7.2 Awareness and Utilization of Support Services:

The new captain will utilize appropriate support services to assist citizens in need. (i.e. Chaplains, Police, Health, Aging, and other social services.

The evaluation method will be by direct observation, random discussion and interviews with subordinates to determine how the captain interacts with support service. The evaluator may also review incident reports and follow up with support service agencies on the effective utilization of support services.

7.3 Initiate action to address citizen complaints:

The new captain will be proactive in assisting, addressing, investigating or responding to citizens who have expressed complaints regarding LFR personnel or operations.

The evaluation method will be by direct observation, and random discussion with the new captain on their ability to investigate, follow up, or answer citizen complaints. The evaluator may request a sample written plan of action to ensure they are knowledgeable on the process to address complaints.

Supporting Agencies (8.0)

8.1 Understands what resources are available from Public Works, Police, Health, Law, Dispatch, Mutual Aid, and Hospitals:

The new captain is familiar with the resources available for incidents from other departments such as Mutual Aid, dispatch center, Law enforcement, Health department, Hospitals, public works, red cross, etc.

The evaluation method will be through direct observation and random discussions with the new captain to assess their knowledge and understanding of the roles and responsibilities of outside agencies or resources.

8.2 Contacting rural command and policies on rural response:

The new captain will demonstrate a working knowledge of the rural radio system and have a thorough understanding of the radio procedures used in the county in order to be able to contact and communicate to the rural IC or the authority having jurisdiction (AHJ) when necessary. The new captain understands and positively demonstrates the ability to respond into the county and function appropriately while following LFR policy, procedures and practices and also function within the direction provided by the AHJ. In the event rural command or AHJ provides direction which violates LFR policy, procedure, practice or is clearly unsafe, the new captain recognizes the violation and informs the AHJ that they are unable to carry out the directive.

The evaluation method will be through direct observation and random discussions with the new captain to assess their knowledge and understanding of rural command, rural response, and the ability to function appropriately while following LFR policy, procedures and practices and also function within the direction provided by the AHJ. The evaluator will observe the new captain demonstrating a working knowledge of the rural radio system and have a thorough understanding of the radio procedures used in the county in order to be able to contact and communicate to the rural IC. The evaluator will assess the new captain's knowledge and understanding of the roles and responsibilities of volunteer fire and rescue departments.

8.3 Hospital rotation/diversion and rural assists:

The new captain understands the hospital rotation/diversion process and is able to relay that information to the citizens clearly when necessary.

The evaluation method will be through direct observation and random discussions with the new captain to assess their knowledge and understanding of hospital rotation/diversion process and is able to relay that information to the citizens clearly when necessary.

Business Inspection/Pre-Planning (9.0)**9.1 Performs on site business inspection:**

The new captain properly completes business inspections during the business inspection period.

The evaluation method will be through direct observation and random discussions with the new captain to assess their knowledge and understanding of the roles and responsibilities of business inspections. The evaluator will also review inspection reports to determine the quality and quantity of inspections that were completed by the new captain.

9.2 Develops LFR Pre-plan for targeted business:

The company officer is able to properly develop preplans of targeted businesses.

The evaluation method will be through direct observation and random discussions with the new captain to assess their knowledge and understanding of the roles and responsibilities of preplanning targeted businesses. The evaluator will also review site drawings and data gathered on targeted businesses to determine the quality of the preplans that were completed by the new captain.

**9.3 Assist a business with exercising an emergency action plan:
When necessary, they are able to assist the target business by exercising the plan.**

The evaluation method will be through direct observation and random discussions with the new captain to assess their knowledge and understanding of the roles and responsibilities in exercising an emergency action plan of a targeted business. The evaluator will also review site drawing and data gathered on targeted businesses to determine the quality of the emergency plan and also attend the exercise when available to assess the new captain on their knowledge and abilities of the exercise.

Training (10.0)

**10.1 Conducts required annual and trimester training on time:
The new captain conducts all required annual training within the time line established by the LFR Training Division and Fire Administration.**

The evaluation method will be through review of training reports and consultation with the LFR Training Division. The evaluator will also monitor the effectiveness of the new captain and their ability to complete training by direct observation and random discussion with the new captain on the training requirements.

**10.2 Attends and participates in training as scheduled and on time:
The new captain ensures that they actively participate and they are consistently on time for scheduled training when assigned.**

The evaluation method will be through consultation with the LFR Training Division. The evaluator will also monitor the timeliness of the new captain while in route to training and by direct observation and random discussion with the new captain on the prompt arrival at training. The evaluator will also assess the participation of the new captain and crew while at training.

**10.3 Conducts company level training:
The new captain ensures that training delivered at the company level and initiated by the new captain will be consistent with LFR policies, practices and procedures.**

The evaluation method will be through review of training reports and consultation with the LFR Training Division. The evaluator will also monitor the effectiveness of the new captain and their ability to complete training by direct observation and random discussion with the new captain on the training requirements.

Ensures company members are actively involved in training:

(The new captain will ensure that all subordinates will be actively involved and listening at all training sessions. He/she will prevent or correct poor attitudes and behavior of his/her subordinates when necessary and will prevent any sleeping or insubordination of his/her assigned personnel. When necessary the new captain will ensure all personnel are expected to actively and positively participate with activities and practical exercises as directed.)

The evaluation method will be through review of training reports and consultation with the LFR Training Division. The evaluator will also monitor the effectiveness of the new captain and their ability to complete training by direct observation and random discussion with the new captain on the training requirements.