

3.1.4.7 Record Keeping



YOUR ORGANIZATION
STANDARD OPERATING PROCEDURES/GUIDELINES

TITLE: Record Keeping

SECTION/TOPIC: Command and Control

NUMBER: 3.1.4.7

ISSUE DATE:

REVISED DATE:

PREPARED BY:

APPROVED BY:

X

Preparer

X

Approver

These SOPs/SOGs are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

CFR

NFPA

NIMS

2.0 PURPOSE

This standard operating procedure/guideline addresses records and information that must be maintained when activating or terminating the Incident Command/Incident Management System.

To establish standard guidelines for incident report entry and the release of that information to the public and outside agencies.

3.0 SCOPE

This SOP/SOG pertains to all personnel in this organization.

The delivery of services the fire department provides is only completed when documentation of those services has been done. Timely, uniform, and accurate data entry is essential in reporting both internally and externally.

4.0 DEFINITIONS

These definitions are pertinent to this SOP/SOG.

5.0 PROCEDURES/GUIDELINES & INFORMATION

5.1 Records and information that must be maintained when activating or terminating the Incident Command/Incident Management System:

Incidents Requiring Entry:

- All incidents responded to within the City Fire Department Companies.
- All incidents responded to within the City2 Fire Department Company.
- All incidents responded to in other jurisdictions by the City Fire Department.
- All incidents responded to in other jurisdictions, if the City Fire Department Company assists other city units, will be entered as an Automatic Aid Provided incident. (Template in software may be used when appropriate)
- All incidents receiving automatic aid from other jurisdictions will be entered as an Automatic Aid Received incident. (Template in software may be used when appropriate)
- All incidents, where a fire investigator was called to handle the investigation, will be entered by that investigator regardless of the jurisdiction. (The investigator is responsible to inform the officer in charge at the fire that he will do the incident report entry.)
- All Incident Reports entered by a Fire Prevention Investigator shall include Information Management System entries, Narratives (shall be completed in the format approved by the Fire Marshal), Evidence and Photo Logs, Attachments and any Supplemental Reports.
- All components of Incident Reports entered by a Fire Prevention Investigator shall be contained in a cover sheet envelope and filed in the Fire Prevention Office files as designated by the Fire Marshal for that purpose. All components of the fire report shall be accounted for on the cover sheet.
- • An investigation sub report shall be fully completed by fire investigators for all incidents investigated regardless of the cause determined.

Timeline for Entering Incidents:

- All Incident Reports shall be entered by the end of each calendar month.
- All incidents being investigated by a Fire Prevention Investigator shall be completed by the end of each calendar month, including all components.
- All EMS Encounter Forms shall be submitted to the Deputy Chief in charge of Medical Services within one tour of duty

Person Responsible For The Incident Report Entry:

- The Captain of the first arriving Company is responsible for the incident being entered into the Information Management System, except those incidents being investigated by a Fire Investigator. Additionally, he/she is also responsible for the distribution of EMS encounter forms.
- Incidents involving multiple fire departments, such as a combination of EMS, multiple patients, fire rescue, TRT and/or Haz Mat shall remain the responsibility of the first arriving captain. Each of those services shall be entered by accessing the “additional reports” tab of the incident report. Additional patients treated by other companies may be added to existing EMS reports by adding a patient to the existing report. Although any of the additional reports may be entered by the officer in charge of that function, it is still the responsibility of the first arriving captain to assure that all information has been entered in all appropriate areas of the incident report.
- For incidents occurring in City with services provided by multiple jurisdictions, the first arriving City Captain shall be responsible for the main incident and any additional reports for any services provided by that company.
- When there is constant staffing of any engine or ladder company, the company officer on duty at the time of the incident is responsible for the report entry.
- As soon as all incident reports have been completed, and verified as complete, they shall have the appropriate NFIRS data exported to the appropriate Federal Government agency. All reports determined by the Federal Government to contain errors, shall be corrected, and resent to the appropriate Federal Government agency.

Quality Control Checking of Incident Reports:

- Deputy Chiefs in the position of District Manager or Medical Services shall have the authority to quality check any incident reports. Any reports reviewed by them shall be electronically stamped acknowledging that Quality Control Check in the Report Authorization Panel.
- All incidents investigated by Fire Prevention Investigators shall be Quality Control Checked by the Fire Prevention Administrative Assistant and then electronically stamped acknowledging that Quality Control Check in the Report Authorization Panel. Any changes made to any of the incident report shall be done only with permission of the member making the report.

Locking of Incident Reports:

- The Fire Prevention Administrative Assistant shall manually lock all incidents that have been Quality Control Checked and or those reports in which copies have been requested.

Requests for Incident Reports:

- Any request for Fire Incident Reports shall be made to the Fire Prevention Administrative Assistant and a fee established by the Fire Department shall be paid. Any requests for reports that are not ready for release will be forwarded to the appropriate Deputy Chief (District Manager for Emergency Services and Fire Marshal for Fire Investigators) in charge of the member making the report. The report shall then be completed within the next working day.
- Any request for EMS Encounter Forms shall be made to the department privacy officer. Any requests for reports that are not ready for release will be forwarded to the appropriate Deputy Chief (District Manager) in charge of the member making the report. The report shall then be completed within the next working day.
- EMS Encounter Forms are not public record and are strictly confidential. Under no circumstances should anyone release a copy of an EMS Encounter Form in the field. A photo copy of the incident report may be given to ambulance personnel in accordance with HIPAA regulation. Copies of EMS Encounter Forms will only be released by the department privacy officer under the following conditions:
 - The receipt of a subpoena.
 - Signed medical release.
 - A fee established by the Fire Department has been paid.