



Fire Officer 1
NFPA 1021, 2014 Edition

Candidate: _____

Date: _____

Fire Department: _____

1021-JPR-04 Evaluation Format Project
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STANDARD: NFPA 1021, 4.1.2, 4.2.4 and 4.2.4(B); 4.2.5 and 4.2.5(B)

TOPIC: Human Resource Management, employee assistants.

TASK: The candidate will recommend action for member-related problems, given a member with a situation requiring assistance and the member assistance policies and procedures, so that the situation is identified and the actions taken are within the established policies and procedures.

The candidate will apply Human Resources Policies and Procedures, given an administrative situation requiring action, so that policies and procedures are followed.

PERFORMANCE OUTCOME: The candidate will develop a plan of action on how to handle this situation; write a letter to a member requiring assistance; and prepare a memo to the Fire Chief recommending a course of action for the member-related problem, so that the situation is identified and the actions taken are within the established policies and procedures. The candidate will apply Human Resources Policies and Procedures, so that policies and procedures are followed.

Conditions: See attached assignment instructions

No.	TASK STEPS	Task Value	Project Score
1.	The Instructor Candidate demonstrates	Pass/Fail	
2.	Assignment # 1: Recommends a course of action for a member in need of assistance	1	
3.	Identify signs and symptoms of member-related problem	2	
4.	Identify member assistance policies and procedures	Pass/Fail	
5.	Assignment # 2: Completes Memo to the Fire Chief applying human resources policies and procedures	1	
6.	Use of correct grammar, spelling usage and formatting	1	
7.	Use of correct sentence structure and paragraphing	1	
8.	Human Resources policies and procedures are applied in the letter	Pass/Fail	
9.	Assignment # 3: Provides recommendations for a course of action to member	1	
10.	Use of correct grammar, spelling usage and formatting	1	
11.	Use of correct sentence structure and paragraphing	2	
12.	Recommendations are clear	10	

<p>Total Points Possible = 10</p> <p>Points Needed to Pass = 7</p> <p>Points Scored = _____</p> <p><input type="checkbox"/> Pass <input type="checkbox"/> Fail</p>
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Evaluator/Candidate Comments: _____

Evaluator (sign)

Candidate (sign)



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JPR #FOI - #4

The Fire Chief and the City of Highlands have policies and procedures put in place to ensure that the department conducts training and fire hall and fire scene operations in a safe and effective manner. The Highlands Fire/Rescue Department has an Employee Assistance Program in place for all persons associated with/working for the City (which includes Fire Department personnel), access to counseling services, and 24-hour insurance coverage. Further to this, the City of Highlands and the Fire Department have a close working relationship with the local police, especially in the area of critical incident stress debriefings when required.

Scenario Provided:

Firefighter White, a 12-year veteran of the Highlands Fire/Rescue Department, has always been an active/outgoing member. Three years ago, he was promoted to Lieutenant.

Approximately six months ago, Lieutenant White's wife and five-year-old niece were both killed in an auto accident when a drunk driver ran a stop light. Since this time, you have noticed a vast change in his actions/personality. He has taken vacation time from work as often as he could and called in sick on several occasions for training and non-emergency duties, when you knew he was not sick. On the nights when he did attend training, he either arrived late or just in time. He spent most of his time being difficult, non-participative and sometimes argumentative. Even with this being against departmental standard operating procedures, because of what happened, you have taken no official action. You have tried talking to him about his actions on several occasions but without success. However, the other personnel are beginning to get weary of Lieutenant White's behaviour and their grumbling is coming back to you.

Fortunately, the City of Highlands has put in place an Employee Assistance Program for all community workers and volunteers. As a volunteer firefighter, one can make use of counselling services, at no cost to a firefighter or their family members, when required. However, to this point in time, Lieutenant White has not been mandated to attend this program, nor has he made any inquiry for assistance. It appears that he feels he does not require any assistance.

It is now 7:00 p.m. on Thursday night. This is a weekly training night and the pattern of the past months is already started. Lieutenant White arrives just in time to avoid being late for training and begins to pick a fight with Firefighter Lynch. You have decided to call a time-out and meet with Lieutenant White to try to talk to him to let him know that if things do not change, you are going to have to start some type of corrective action, as per the departmental standard operating procedures.



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This is an operational problem that has occurred and can be corrected, hopefully, through your Departmental Policies and Procedures.

As the Company Officer, you now have to follow your departmental policies, procedures and standard operating guidelines in writing a recommended course of action for this member-related issue.

Instructions

JPR #FOI-4

Assignment # 1: Situation Overview and Recommended Course of Action

Write an overview of this scenario to include member signs and symptoms, assistance policies and procedures, and recommend a course of action (based your departmental policies, procedures and standard operating guidelines) that is required for this member.

Assignment # 2: Memorandum to the Fire Chief

Complete a memorandum to the Fire Chief, outlining the course of action that you have recommended to the member requiring assistance. Be sure to state the human resources policies and procedures that you have used, according to your Fire Department.

Assignment # 3: Letter to the Member

Using the scenario provided above, as well as the information from Step One, you are to write a letter to the member requiring assistance outlining the human resources policies and procedures put in place by your departmental policies, procedures and standard operating guidelines. This letter is to outline a recommended course of action for this member.