



**Fire Officer 1  
NFPA 1021, 2014 Edition**

**Candidate:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Fire Department:** \_\_\_\_\_

**1021-JPR-05  
Evaluation Format  
Project**

**STANDARD:** NFPA 1021, 4.1.2, 4.3.1 and 4.3.1(B); 4.3.2 and 4.3.2(B); 4.3.3 and 4.3.3(B)

**TOPIC:** Community and Government Relations

**TASK:** The candidate will initiate action to a citizen’s concern, given policies and procedures, so that the concern is answered or referred to the correct individual for action and all policies and procedures are complied with.

The candidate will initiate action on a community need, given policies and procedures, so that the need is addressed.

The candidate will respond to a public inquiry, given policies and procedures, so that the inquiry is answered accurately, courteously and in accordance with applicable policies and procedures.

**PERFORMANCE OUTCOME:** The candidate will initiate action on a community need, so that the need is addressed. The candidate will initiate action to a citizen’s concern, so that the concern is answered or referred to the correct individual for action and all policies and procedures are complied with. Also, the candidate will respond to a public inquiry, so that the inquiry is answered accurately, courteously and in accordance with applicable policies and procedures.

**Conditions:** See attached assignment instructions.

No.	TASK STEPS	Task Value	Project Score
1.	<b>Assignment # 1:</b> Response Letter to the Citizen	Pass/Fail	
2.	Address the concern	1	
3.	Address action(s) taken	1	
4.	Outline department policy	1	
5.	Written in courteous manner	1	
6.	<b>Assignment # 2:</b> Letter to Fire Chief recommending initiating an action to address a community need	Pass/Fail	
7.	Identify the community need	1	
8.	Refer to department policy	1	
9.	Identify methods to inform the general public	1	
10.	Identify community demographics	1	
11.	Use of correct grammar, spelling usage and formatting	1	
12.	Use of correct sentence structure and paragraphing	1	
13.	Recommendations are clear	Pass/Fail	
14.	<b>Assignment # 3:</b> Letter responding to Public Inquiry	1	
15.	Address the Concern/Inquiry	1	



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No.	TASK STEPS	Task Value	Project Score
16.	Explain the department's role in fire prevention	1	
17.	Outline department policies and procedure	1	
18.	Written in courteous manner	1	
19.	Use of correct grammar, spelling usage and formatting	1	
20.	Use of correct sentence structure and paragraphing	1	
	<b>Total</b>	<b>18</b>	

<p><b>Total Points Possible = 18</b></p> <p><b>Points Needed to Pass = 13</b></p> <p><b>Points Scored = _____</b></p> <p><input type="checkbox"/> <b>Pass</b>      <input type="checkbox"/> <b>Fail</b></p>
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Evaluator/Candidate Comments: \_\_\_\_\_

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\_\_\_\_\_

\_\_\_\_\_  
Evaluator (sign)

\_\_\_\_\_  
Candidate (sign)



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**JPR #FOI - #5**

**Information for this Assignment:**

**As the Highlands Fire Department, you have received the following letter from a concerned citizen dated September 10<sup>th</sup>.**

Dear Fire Chief:

I am writing this letter as a concerned citizen of the city of Highlands. I currently live in Marine Institute in the Western Subdivision of the town.

Within the past eight months it has come to my attention that the number of kitchen fires have been on the rise. The primary cause being fat fires. I find it hard to believe that many people are still using pots of fat on the stove to cook their food. I have been informed that there was also an absence of a fire extinguisher in their home which could have prevented the fire spread.

The latest fire happened at our neighbour's home. The fire grew with such intensity that it melted the siding on my home. This has created a sense of fear among my family members.

I am writing to determine the course of action that our Fire Department is going to take to try to encourage this method of cooking to be stopped. I realize that Fire Prevention Week is just around the corner, so I hope that this will be a topic of discussion within your Department.

Thank you for your cooperation in this matter.

Concerned Citizen,  
Shirley Pike



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**JPR #FOI - #5**

**As the Highlands Fire Department, you have also received the following memorandum from the City of Highlands, dated September 12, 2017**

**M E M O R A N D U M**

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To: Fire Chief, Highland Fire/Rescue  
From: Mayor T. McGrath  
Date: September 12, 2017  
Reference: Kitchen Fires

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It has been brought to the attention of the City Council of Highlands that there has been an increase, over the past eight months, in the number of fat fires in the town.

The number of kitchen fires related to unsafe cooking equipment has risen significantly in the western subdivision area of Marine Institute. This area of the city is a low income housing area with mostly young families. Based on this information, several conversations were conducted with the Office of Fire and Emergency Services, who confirmed these numbers. They also confirmed that many of these fires could have been decreased in severity if the home owners had been properly informed on this matter and had fire extinguishers in their homes.

During the last City Council meeting, Councillors asked that the Fire Department conduct a public awareness session on fat fires and the importance of having fire extinguishers.

We trust that you will put forth this information to the general public promptly, as public safety is our number one priority.

Thank you for your cooperation in this matter.

Mayor T. McGrath



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**JPR #FOI - #5**

### **Assignment One: Response to Citizen's Concern**

Based on the information contained in the letter from Ms. Pike, please provide a response letter to the concerned citizen using your department's letterhead. This letter is to inform the citizen that you will be investigating this matter and there will be follow-up information to herself or to the community in general. Be sure that it outlines your Fire Department's commitment to Fire Prevention.

### **Assignment Two: Action to a Community Need**

Based on the information provided to you from the citizen, Shirley Pike, your department already realizes that there's a need for an information session or alert on the importance of not cooking with pots of fat on the stove and having fire extinguishers in kitchens. There have been six cooking with fat related fires in the past eight months.

With Fire Prevention Week only two weeks away, write a memo to the Fire Chief outlining how the Department can best inform the citizens of Highlands. Be sure to outline that Fire Prevention activities are of the utmost concern in relation to this matter.

### **Assignment Three: Response to Public Inquiry**

Now that you have a recommended course of action, utilizing the information contained in the memo from the City of Highlands, choose a method that best informs the citizens of this community of the Fire Department's intended actions. Please choose from the following: Press Release, Letter to the City, Note in a Bulletin, or Public Service Announcement over the Radio/TV. Using one of the mentioned methods, create your response to the public inquiry.