



WELLAND FIRE & EMERGENCY SERVICES GUIDELINE

Subject	Career Captains Guideline	Number	FIRE-115-010
Section	10: Administration		

Implementation Date	2024-01-15	Approved By	Deputy Chief - OPS/TRN
Revision Date(s)	Revision History	Department	Fire
Applies to	<input type="checkbox"/> All Personnel <input type="checkbox"/> Administration <input type="checkbox"/> Fire Prevention <input type="checkbox"/> Training <input checked="" type="checkbox"/> Suppression - Career <input type="checkbox"/> Suppression - Volunteer		

POLICY

Refer to [FIRE-115-000 Officer Responsibilities Policy](#)

GUIDELINE

This guideline applies to all Welland Fire & Emergency Services (WFES) Suppression Captains, with regard to their duties and responsibilities.

This guideline and accompanying procedure should be adhered to as follows:

1.0 On-Scene Responsibilities

1.1 Incident Command

- 1.1.1 Assume incident command role in a timely and effective manner.
- 1.1.2 Prioritize and allocate resources based on incident needs.
- 1.1.3 Oversee tactical operations and adjust strategies as required.
- 1.1.4 See below for [procedure](#)

1.2 Safety Management

- 1.2.1 Ensure the safety of all personnel under your command.
- 1.2.2 Conduct a thorough size-up of the incident scene.
- 1.2.3 Implement and enforce incident safety protocols.
- 1.2.4 Monitor and address potential hazards promptly.
- 1.2.5 See below for [procedure](#)

1.3 Resource Coordination

- 1.3.1 Direct and coordinate crew activities efficiently.



- 1.3.2 Communicate effectively with all responding units, other officers and the incident commander.
- 1.3.3 Liaise with other agencies as needed for collaborative efforts.
- 1.3.4 Manage the deployment of apparatus and equipment.
- 1.3.5 See below for [procedure](#)

1.4 Incident Documentation

- 1.4.1 Maintain accurate and up-to-date incident notes.
- 1.4.2 Document key decisions, actions, and resource allocations.
- 1.4.3 Complete Standard Incident Reporting in the Records Management System upon return from the incident.
- 1.4.4 See below for [procedure](#)

2.0 Training Responsibilities

2.1 Training Plan

- 2.1.1 The topics and details for crew training will be delegated from the platoon chief. At their discretion, the PC can allow the captain to change or augment training topics and approaches.
- 2.1.2 Collaborate with the platoon chief and/or Training Division to ensure that a training plan and safety plan are available as appropriate.
- 2.1.3 Ensure training activities align with departmental goals and objectives.
- 2.1.4 Ensure all monthly assigned training is completed for members working under the captain's supervision.
- 2.1.5 Address specific skill gaps within the crew through targeted training.
- 2.1.6 See below for [procedure](#)

2.2 Conducting Training

- 2.2.1 The Captain is the responsible supervisor for all crew training.
- 2.2.2 Organize and lead regular training drills covering various firefighter skills.
- 2.2.3 The captain will ensure that their crew participates in meaningful training at least once per shift.
- 2.2.4 If no training is scheduled for the shift, the captain will decide what training will occur and be responsible for delivering it.
- 2.2.5 See below for [procedure](#)

2.3 Continuous Learning

- 2.3.1 Stay updated on the latest firefighting techniques and technologies.
- 2.3.2 Facilitate ongoing professional development for crew members.
- 2.3.3 Encourage participation in additional training opportunities.
- 2.3.4 See below for [procedure](#)

2.4 Training Documentation

- 2.4.1 When the crew is involved in any training, it is the captain's responsibility to ensure that all appropriate documentation is completed.



2.4.2 See below for [procedure](#)

3.0 In-Station Responsibilities

3.1 Station Maintenance and Inspection

- 3.1.1 Prior to **09:00hrs** Complete a thorough walk-through of the station to identify and address all issues relating to health and safety, tidiness, required repair, or any other issues identified.
- 3.1.2 Ensure that all consumables to be housed within the station are available and in adequate quantities to last at least one (1) week. This may include medical supplies, station supplies, cleaning products, etc.
- 3.1.3 Ensure that workplace responsibilities are met in a timely and consistent manner by ensuring an even division of duties. This includes ensuring the station is cared for, clean, and maintained.
- 3.1.4 See below for [procedure](#)

3.2 Apparatus and Equipment Maintenance

- 3.2.1 Ensure routine and advanced inspections of firefighting apparatus occur as outlined in [FIRE-500-005 Apparatus Inspection and Testing](#).
- 3.2.2 Ensure all members of their assigned crew have completed and documented PPE and SCBA inspections, as outlined in [FIRE-500-020 PPE Inspection and Maintenance](#) by **08:00hrs**.
- 3.2.3 Ensure all apparatus and equipment is cared for, clean, and maintained.
- 3.2.4 Coordinate repairs and replacements as needed.
- 3.2.5 See below for [procedure](#)

3.3 Crew Supervision

- 3.3.1 Ensure the well-being of all members of the crew.
- 3.3.2 Promote and expect workplace-appropriate behaviour by all members of the crew.
- 3.3.3 Assign duties and responsibilities to crew members.
- 3.3.4 Foster a positive and cohesive team environment.
- 3.3.5 See below for [procedure](#)

3.4 Administrative Duties

- 3.4.1 Complete all required paperwork and reports accurately and promptly.
- 3.4.2 Coordinate daily plan with the platoon chief and inform the crew.
- 3.4.3 See below for [procedure](#)

3.5 Community Engagement

- 3.5.1 Foster positive relations with the community in accordance with [FIRE-110-000 Media & Community Engagement Policy](#)
- 3.5.2 Participate in public education programs and community events as directed by the CFPO and/or the PC.
- 3.5.3 Always represent the department in a professional manner.



3.5.4 See below for [procedure](#)

PROCEDURE

4.0 On-Scene Responsibilities

4.1 Incident Command

- 4.1.1 Initiate and maintain command per departmental practices.
- 4.1.2 At the request of a higher-ranking officer on-scene, transfer command to that officer.
- 4.1.3 Ensure all applicable portions of the Incident Management System are activated.
- 4.1.4 Ensure all staff on scene are accounted for, including crew identification, location and task assignment.
- 4.1.5 After each incident, conduct a debrief with the crew to identify strengths, weaknesses, and determine what can be changed to improve response and task execution. These debriefs do not need to be formally documented, however, at the captain's discretion, a formal Post Incident Analysis and Review (PIAR) can be performed and documented.

4.2 Safety Management

- 4.2.1 Ensure all personnel wear full personal protective equipment as dictated by training, policy or based on needs of the specific incident.
- 4.2.2 Conduct a thorough size-up of the incident scene. Determine strategies and tactics to be employed while evaluating risks and implementing mitigating strategies.
- 4.2.3 The captain will be aware, at all times, of the location, condition, and availability of all personnel assigned to their crew.
- 4.2.4 At all times, ensure the safety, physical and mental, of all crew members. Any situations resulting in an interaction contravening corporate or departmental conduct policies or any violations of the Occupational Health and Safety Act will be reported to the Platoon Chief.
- 4.2.5 In the event that the captain is uncomfortable reporting an interaction to the PC, or the PC is involved in the interaction, the captain will report the specifics directly to the Deputy Chief, Operations and Training or the Human Resources Division. If the Deputy Chief is not available, or outside of normal business hours, the senior officer on call will be contacted directly by the captain.
- 4.2.6 Ensure that all post-fire (or other) decontamination is done by all crew members. Soiled PPE must not be transported in the cab of an apparatus.
- 4.2.7 Staff Health and Safety Concerns
 - 4.2.7.1 It is the responsibility of all workers* to ensure a healthy and safe work environment.
 - 4.2.7.2 Any health and safety concerns reported to the supervisor* will be documented using the corporate H&S Concern form. The worker and supervisor will take immediate action to eliminate, substitute or control



any risks. Once all possible actions have been taken, the complainant will complete the form per the instructions on the form.

*Note: All employees of WFES are workers under the OHSA, and all officers are considered supervisors.

4.3 Resource Coordination

4.3.1 The captain will remain aware of resources being deployed to the scene (people, apparatus, equipment)

4.3.2 As early as reasonably possible, request or clear resources to match the resources with the risk, need and stage of the incident. This can include agencies beyond WFES.

4.4 Incident Documentation

4.4.1 Immediately following the incident, a Standard Incident Report is to be completed by the captain, in the departmental Records Management System.

4.4.2 If the report cannot be completed immediately, the captain will complete the report as soon as possible. The report will be completed prior to the end of the shift.

4.4.3 The SIR should outline key decisions, actions, and resource allocations.

4.4.4 Any additional required documentation must also be completed prior to end of the shift, including but not limited: Injury Reports, Health and Safety Concerns, Exposure Reports, Medical Assist Reports, etc.

5.0 **Training Responsibilities**

5.1 Training Plan

5.1.1 All training delivered by the captain or a crew member will follow the training and safety plans provided by the Training Division.

5.1.2 In the event that a training plan or training safety plan is not available for practical training evolutions, the captain will complete one of each prior to the delivery of the training and submit it by email to the on-duty PC as well as the CTO by email.

5.1.3 Prior to delivering the training, the captain will perform a safety briefing with the crews.

5.2 Conducting Training

5.2.1 All training done on shift is the responsibility of the captain.

5.2.2 All training will adopt the “No Duff” approach. If, at any time, someone calls “no Duff,” the training will immediately cease, and the captain will ensure the safety of all persons present prior to continuing the training.

5.2.3 Despite 5.2.1, the captain can delegate the delivery of the training to another firefighter or officer.

5.2.4 The captain will outline to the crew the training details using the training plan for the topic being delivered.



- 5.2.5 The captain will deliver a safety briefing using the training safety plan prior to the start of the evolution.
- 5.2.6 The captain will ensure that all safety procedures are followed at all times.

5.3 Continuous Learning

- 5.3.1 Firefighters are required to do significant self-study for promotions, classification exams, and continuous learning.
- 5.3.2 The captain will ensure that sufficient time is allocated for any member of the crew to allow for these studies.
- 5.3.3 Self-study time shall not be scheduled at a time that will negatively impact crew or platoon training.
- 5.3.4 In the event that a captain identifies a skill gap in a firefighter, they will be responsible for identifying the gap to the firefighter, notifying the platoon chief in writing of the gap and working with the Training Division, and PC, to deliver additional training to remedy the issue.

5.4 Training Documentation

- 5.4.1 The captain will be responsible for ensuring all training documentation is completed.
- 5.4.2 Notify the platoon chief in writing of any staff performance concerns, equipment malfunctions or other “events of note” which occurred during the training.

6.0 In-Station Responsibilities

6.1 Station Maintenance and Inspection

- 6.1.1 While performing the daily walkthrough, the captain will identify and address, with the intent to resolve, all of the following:
 - 6.1.1.1 Areas with clutter or excess disorganization.
 - 6.1.1.2 Hazards that may lead to exposure or injury to anyone within the station.
 - 6.1.1.3 Missing, dirty, or damaged equipment or apparatus.
 - 6.1.1.4 Dirty or damaged areas inside and outside the station
- 6.1.2 If any issues are identified that cannot be resolved, complete the appropriate health and safety concern form and/or station deficiency reporting in the records management system for any issues found.
- 6.1.3 If any medical supplies, station supplies, or cleaning products are of insufficient amount to last at least 7 days, the captain will request replenishment from the Platoon Chief by email before **09:00hrs**.

6.2 Apparatus and Equipment Maintenance

- 6.2.1 Ensure routine and advanced inspections of firefighting apparatus occur as outlined in [FIRE-500-005 Apparatus Inspection and Testing](#).
- 6.2.2 Ensure all members of their assigned crew have completed and documented PPE and SCBA inspections, as outlined in [FIRE-500-020 PPE Inspection and Maintenance](#) by 08:00hrs.



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- 6.2.3 Ensure all equipment is accounted for and in good working order.
- 6.2.4 Coordinate repairs and replacements as needed with the Platoon Chief.

6.3 Crew Supervision

- 6.3.1 Ensure all duties, both ad hoc and scheduled, are completed by the crew as dictated by any ranking officer.

6.4 Administrative Duties

- 6.4.1 Ensure all members of the crew are accounted for at 07:30hrs. In the event that someone is missing at the beginning of their shift:

- 6.4.1.1 Contact the PC by telephone to inform them that the crew is short and advise if another member will need to be sent to the station to fill the spot.

- 6.4.1.2 Immediately email the PC and Deputy Chief, Operations and Training, and indicate the following:

- The name and employee number of the absent firefighter
- Any information received about the firefighter indicating expected time of arrival or reason for absence

- 6.4.2 At the beginning of the shift, review the daily plan provided by the platoon chief during the previous shift.

- 6.4.3 As directed by the PC, perform health and safety station inspections, and document accordingly in the RMS. At their discretion, the captain can delegate this task to a member of their crew.

- 6.4.4 Before 07:00hrs, ensure that all standard incident reports have been completed in the records management system.

6.5 Community Engagement

- 6.5.1 The captain will ensure that all community engagement done by the crew are done in a professional manner.

APPENDICIES

Not Applicable

REFERENCES

- [FIRE-500-005 Apparatus Inspection and Testing](#)
- [FIRE-500-020 PPE Inspection and Maintenance](#)

REVISION HISTORY

Date	Description of Change	Revision #	Initials
Click or tap to enter a date.			