

**Travis County Emergency Services District No. 9**  
**Westlake Fire Department**

**Standard Operating Procedure**

**Subject: Support Services**

**Effective Date: October 1, 1997**

**Authorized By: Chief Paul Barker      Date: May 11, 2000**

---

**I. Purpose**

To establish policies and procedures for the implementation and utilization of the Department's Support Services group

**II. Policy**

- A. It is the policy of this Department that the Support Services group is an integral part of our fire suppression, emergency operation, and victim services activities.
- B. In all emergency operations, Support Services personnel will wear a level of protection (PPE) that is consistent with the PPE worn by those they are assisting on-scene in similar locations.
- C. Support Services personnel report directly to the Chief in the Chain of Command; however, on-scene they will report to the Incident Commander on the safety and welfare of personnel and will seek guidance from the EMS personnel who are assigned to the Re-Hab area.

**III. Procedure**

- A. Response: Support Services personnel will respond automatically to all regular alarms, all rescue alarms, and to all re-encodes for additional personnel.
- B. Protocols:
  - Re-Hab areas shall be set up in a safe location near the active emergency scene, but not so close that firefighters will be tempted to remain active or return to the hot zone while they are still recuperating.
  - Support Services personnel shall develop and maintain a Log-in/Log-out accounting system that will assure that personnel reporting to Re-Hab remain there until their vital signs return to near normal prior to returning to the scene.
  - Support Services personnel shall be trained to recognize the symptoms of heat stress and shall advise the Incident Commander when, in their opinion, a firefighter/EMT should be sent to the Re-Hab area. Upon notification by Support Services of their concern for an individual, the Incident Commander shall be personally responsible for the health of the identified firefighter/EMT.