



East Fork Fire and Paramedic Districts  
Training and Safety Division

Leadership

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- TOPIC:** DEALING WITH CREW ISSUES
- TIME FRAME:** 2hrs
- METHOD:**
- Discussion and Self Evaluation
  - Practice Inter-Personnel Skills
- OBJECTIVES:**
- Determine Proper Course of Action for Each Scenario
  - Develop Plan of Action / Employee Improvement for Each Scenario
  - Insure Proper Documentation for Each Scenario
  - EFFPD Policies and Procedures
- MATERIALS NEEDED:**
- Fire Engineering
- REFERENCES:**
- ASSIGNMENT:**
- Complete scenarios individually and then review your answers with your crew.
  - Please send completed sheets to your Training Captain
- SUNPRO CODE:**
- OFR99.01

Dealing With Crew Member Problems

Background: Company officers must also deal with these types of fires. Many of the most difficult decisions an officer may make relate to dealing with management problems within their company. You are a member of the department management team and must deal with them. Your actions will often be based on policy, contract, past practice, and common sense. Officers are expected to act as officers and make sound decisions. Consistency in your decision making as well as communicating your expectations with your crew are key to minimizing the amount of times you have to call a company member into your office to discuss their performance.

Determine the best course of action for dealing with these crew management incidents that occur under your command. You Are the Officer and MUST take initial actions in each of these situations.

Company members are repeatedly distracted by Firefighter Henry who talks nonstop and never seems to be too busy to stop what he is doing to talk for a while.

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Firefighter "A" has a lead foot and routinely speeds well above what is necessary to get to emergency calls. Crew members have mentioned their worry about riding with him on calls.

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Volunteer "B" responded to a call while he was attending a wedding reception, and reported to duty while obviously under the influence.

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An angry resident calls you on the phone to complain about seeing the fire engine at the grocery store shopping and leaving the engine running wasting fuel.

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Firefighter "C" placed thumbtacks and shaving cream in a company members bunker boots as a practical joke.

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Engineer "D", your apparatus driver/ operator repeatedly fails to carry out or does a poor job on routine vehicle inspections.

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Firefighter "F" often fails to wear socks on calls at night. Recently, painful blisters have appeared after a lengthy operation and he is requesting medical treatment as a on-the job injury.

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A citizen has called to complain about your engine crew who tracked mud all over her newly cleaned carpets while they were checking a chirping smoke detector at her home.

**Please return completed sheets to your Training Captain**